

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	04-09-2026 10:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	04-09-2026 10:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Home Affairs
विभाग का नाम / Department Name	Central Armed Police Forces
संगठन का नाम / Organisation Name	Border Security Force (bsf)
कार्यालय का नाम / Office Name	Ftr Hq Bsf South Bengal
शिकायत निवारण के संपर्क विवरण / Contact details of Grievance redressal	HOD Email id :satyabrata191@bsf.nic.in Buyer Email id: sbftrdcommn@bsf.nic.in
कुल मात्रा / Total Quantity	5
वस्तु श्रेणी / Item Category	PABX System - EPABX (V2) (Q2)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	12.5 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 के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
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 *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	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	3
विगत प्रदर्शन /Past Performance	30 %
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
बिड का प्रकार/Type of Bid	Two Packet Bid
प्राथमिक उत्पाद श्रेणी/Primary product category	PABX System - EPABX (V2)
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	5 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	Yes
Inspection to be carried out by Buyers own empanelled agency	Yes
Type Of Inspection	Post Dispatch
Name of the Empanelled Inspection Agency/ Authority	Board of Officers
Auto CRAC Days	21
अनुमानित बिड मूल्य / Estimated Bid Value	2500000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
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ईएमडी राशि/EMD Amount	75000
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई कैटेगरी 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।/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.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

IG BSF SB FTR

Ftr Hq Bsf South Bengal, Central Armed Police Forces, Border Security Force (BSF), Ministry of Home Affairs (Inspector General)

UIN Number NCTGC2415P

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

एमआईआई खरीद वरीयता / MII Purchase Preference

एमआईआई खरीद वरीयता / MII Purchase Preference	Yes
मेक इन इंडिया विक्रेताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में है / Purchase Preference to MII sellers available upto price within L1+X%	20
मेक इन इंडिया खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MII purchase preference	50

सार्वजनिक खरीद (मेक-इन-इंडिया को प्राथमिकता) आदेश 2017 के अनुसार केवल क्लास 1/क्लास 2 के स्थानीय आपूर्तिकर्ताओं को ही भागीदारी की अनुमति है दिनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time)	Yes, in compliance with the MII ORDER : DPIIT Order(as amended and applicable time to time)
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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 DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be 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.
4. 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.
5. 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.
6. 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.

7. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017 and its subsequent Orders/Notifications issued by concerned Ministry .Benefits of MSE will be allowed only if seller/service provider is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. 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.

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

10. 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.

11. Inspection of Stores by Nominated Inspection Authority / Agency of buyer or their authorized representatives

An independent third party Professional Inspection Body can help buyer in mitigating buyer's risk with pre-dispatch/post-dispatch inspection in order to ensure that equipment, components, solutions and documentation conform to contractual requirements. The buyer has a right to inspect goods in reasonable manner and within reasonable time at any reasonable place as indicated in contract. Inspection Fee/ Charges (as pre-greed between buyer and Inspection Agency) would be borne by the buyer as per their internal arrangement but may be recovered from the seller if the consignment failed to conform to contractual specification and got rejected by the Inspection Officer .If so requested and accepted by the seller , initially seller may pay for inspection charges as applicable and get the same reimbursed from buyer if consignment accepted by the Inspecting Officer . For reimbursement seller has to submit proof of payment to Inspection Agency.

Seller/OEM shall send a notice in writing / e-mail to the Inspecting officer / inspection agency specifying the place of inspection as per contract and the Inspecting officer shall on receipt of such notice notify to the seller the date

and time when the stores would be inspected. The seller shall, at his own expenses, afford to the Inspecting officer, all reasonable facilities as may be necessary for satisfying himself that the stores are being and or have been manufactured in accordance with the technical particulars governing the supply. The decision of the purchaser representative /inspection authority regarding acceptance / rejection of consignment shall be final and binding on the seller.

The Seller shall provide, without any extra charge, all materials, tools, labour and assistance of every kind which the Inspecting officer may demand of him for any test, and examination, other than special or independent test, which he shall require to be made on the seller's premises and the seller shall bear and pay all costs attendant thereon.

The seller shall also provide and deliver store / sample from consignment under inspection free of charge at any such place other than his premises as the Inspecting officer may specify for acceptance tests for which seller/OEM does not have the facilities or for special/ independent tests.

In the event of rejection of stores or any part thereof by the Inspecting officer basis testing outside owing to lack of test facility at sellers premises, the seller shall, on demand, pay to the buyer the costs incurred in the inspection and/or test. Cost of test shall be assessed at the rate charged by the Laboratory to private persons for similar work.

Inspector shall have the right to put all the stores or materials forming part of the same or any part thereof to such tests as he may like fit and proper as per QAP/governing specification. The seller shall not be entitled to object on any ground whatsoever to the method of testing adopted by the Inspecting officer.

Unless otherwise provided for in the contract, the quantity of the stores or materials expended in test will be borne by seller.

Inspecting officer is the Final Authority to Certify Performance / accept the consignment. The Inspecting officer's decision as regards the rejection shall be final and binding on the seller.

The seller shall if so required at his own expense shall mark or permit the Inspecting officer to mark all the approved stores with a recognised Government or purchaser's mark.

12. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

PABX System - EPABX (V2) (4)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

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)
MAIN DISTRIBUTION FRAME(MDF)	MDF (Number of Pair)	100
	Integrated Protection Module (IPM)	YES
	if yes,Number of Integrated Protection Module (IPM)	100

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
EXTENSION AND TRUNK/JUNCTION	EPABX system Implementation Technology/Architecture	Hybrid (Microprocessor based also supporting SIP extension)
	Number of Analogue Extensions /FXS ports	128
	Expandable upto(TDM ports/FSX ports)	256
	Number of Digital Extensions	8
	Number of Analogue Junction/FXO ports	8
	Number of SIP Extensions	NA
	SIP Extensions Expandable upto	64
	Number of SIP Trunks (CHANNELS)	NA
	Number of PRI TRUNKS	NA
CARDS SUPPORTED	Type of Cards Supported	PRI, E1, E&M, IP
GATEWAYS SUPPORTED	Gateway Types supported	FXS
BUYER SPECIFIC REQUIREMENT	Other Buyer specific Requirement	Type of TEC Certificate(IR), Loop resistance interface (1200 ohm or better), Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/ section-5 /1977 latest, conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/ part-2/ section-4 / 1977 latest, conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 hours each at a temperature of 40 Degree C & 95% RH in accordance with IS:9000/part-5/section-1 / 1991 latest
	Type of Epabx Artitecture implementation Gateways	Universal Slot Type Gateway
CONSOLE	Type of Operator Console	Digital key phone based
	Number of Operator Console	1
	Number of Direct Station Console (Selection Keys per Console)	32
SERVER SPECIFICATIONS / REQUIREMENTS (applicable only in case of Sever Based Category EPABX , Not for Hybrid & Conventional EPABX)	"Total Number of Servers Included in the Supply"	NA (for hybrid / Conventional EPABX)
	"Number of Hot Standby Servers out of Total Servers, included in the Scope of Supply"	NA (for hybrid / Conventional EPABX)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
SOFTWARES	Application Software Type / Capabilities	Call Server Software
	Type of Licence	Perpetual
SOFTWARE FEATURES	SALIENT SOFTWARE FEATURES	Analog Extention/FXS with Number of Software / Licences Commensurate / Equal to the Number of Analog Extension/FXS Offered under "EXTENSION AND TRUNK / JUNCTION", Digital Extension with Number of Software / Licences Commensurate / Equal to the Number of Digital Extension Offered under "EXTENSION AND TRUNK / JUNCTION", Analog Junction/FXO with Number of Software / Licences Commensurate / Equal to the Number of Analog Junction/FXO Offered under "EXTENSION AND TRUNK / JUNCTION", SIP extension with Number of Software / Licences Commensurate / Equal to the Number of SIP Extension Offered under "EXTENSION AND TRUNK / JUNCTION", SIP trunk with Number of Software / Licences Commensurate / Equal to the Number of Offered under "EXTENSION AND TRUNK / JUNCTION", PRI Trunk with Number of Software / Licences Commensurate / Equal to the Number of PRI Trunk Offered under "EXTENSION AND TRUNK / JUNCTION", Radio Interface with Number of Software / Licences Commensurate / Equal to the Number of Radio Interface Offered under "EXTENSION AND TRUNK / JUNCTION", GSM with Number of Software / Licences Commensurate / Equal to the Number of GSM Offered under "EXTENSION AND TRUNK / JUNCTION", E1 Trunk with Number of Software / Licences shall be Commensurate / Equal to the Number of E1 Trunk Offered under "EXTENSION AND TRUNK / JUNCTION", E &M with Number of Software / Licences Commensurate / Equal to the Number of E&M Offered under "EXTENSION AND TRUNK / JUNCTION"
GENERAL FEATURES of EPABX SYSTEM	Number of Audio Conference Participants Supported	16
	Number of Media Channel/Ports	8
	Number of IP-TDM Concurrent Calls(2 users per call) Supported	8
	Call Buffer Memory System	Yes
	If Call Buffer Memory Available,Number of Records	2000
	If Voice Mail facility required, Number of Voice Mail Channels for concurrent calls	NA
	Number Voice Mail Users	NA
	Auto Attendant Facility	Yes
	If Auto Attendant facility, Number of Auto Attendant Channels for concurrent calls	NA

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	ASMDR/CDR (hint : Automatic Station Message Detailed Record / Call Detailed Record)	Yes
	Voice Logger	External Connecting facility
	If YES, Number of Simultaneous Calls that can be Recorded in Voice Logger	NA
	Security Feature(for server based)	NA
	Supported Functionalities (for server based)	NA
	Supported Codecs	G711, G729, G723
SYSTEM/EXTENSION/ ATTENDANT CONSOLE FEATURES	System Features	Automatic Route Selection facility, DID facility(Direct inward dialing), DOD facility(Direct outward dialing), DISA facility(Direct inward station access), Multi Level Voice DISA facility, Privacy of Call, Facility for connecting recorded voice answering, ASMDR/CDR, Programmable class of service for (STD/ISD/LOCAL) dialing as per need, Caller ID information for both internal and external callers (over Analogue, ISDN PRI), unique authorization codes for every users, Automatic call back, Call waiting, Music-on-hold facility, Call budgeting, Least cost routing, Mix-mode dialing, Provision for remote logins, Interactive Voice Response System(IVRS), Extension to Extension dialing
	Extension Features	Call forwarding, Consultation Hold, Brokers Call, Automatic call transfer, Conference call, Call pick up, Call re routing, Auto call disconnection, Dynamic STD Lock, Paging on key phone, Background music, Password control, Virtual Telephony, Howler Tone, Call parking, Auto answer/Auto off, Emergency call facility, Missed/Dialed/Received Call Lists, Last Caller Call back, Password display suppression, Personal Identification Number, Hotline, Preset Conference Calls, Direct Call billing in rupees, Call billing printout, Calling line identification(CLI), Remote Maintenance, Other Extension features
	Attendant Console Features	Answering an incoming call, Call queuing, Serial Call, Call waiting display, Automatic Call Distribution, Call Hold, Trunk offering, Night service, Head phone connectivity, Other Attendants console Features
	Voice Prompts and Announcement	Yes
	If yes, Number of Levels of IVRS	1
POWER SOURCE	Supply Voltage	48 VDC
	Provision for Inbuilt Battery Charging Arrangement for providing Battery Backup	NA
	FCBC	YES, NO

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	If yes, minimum current Rating of FCBC at charging voltage of 48V (Ampere)	15A, NA
	Protection against over current and accidental reversal of polarity on the input side and against over current and over voltage on the output side	NA
OPERATING CONDITIONS	Minimum Operating Temperature (?C)	0
	Maximum Operating Temperature(?C)	45
	Operating Humidity (RH) @ 40 ?C (%)	95
TEST REPORT/ CERTIFICATION	TEC approval as per the latest TEC specifications	Yes
	Type of lab which carried out Test of Complete Product to prove the conformity of product as per specification	Govt Lab
INSTALLATION AND COMMISSIONING	Installation and Commissioning	Yes (Covered under Scope of supply)
	Chemical Earthing to achieve resistance < 2ohm	No
OPERATION & MAINTENANCE SUPPORT	The scope of supply include one set of operation and maintenance manual for each equipment	YES
	Training provided to buyers	YES
	If YES,Details of training	On site training for 3 days
SERVICES	Comprehensive Warranty (YEARS)	1.0 (year)

Additional Specification Parameters - PABX System - EPABX (V2) (4)

Specification Parameter Name	Bid Requirement (Allowed Values)
Number of SIP Extensions	08
Number of SIP Trunks(CHANNELS)	08
Number of PRI Trunks	01
FCBC Requirement with Value	Yes, 15 Amp

Specification Parameter Name	Bid Requirement (Allowed Values)
Port for EI and PRI Card	Minimum 02

* Bidders offering must also comply with the additional specification parameters mentioned above.

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

Verified and Signed Tp document	View
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प्रेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Chandan Kumar	700161,FTR HQ BSF SOUTH BENGAL IIE/1 ACTION AREA NEWTOWN RAJARHAT, KOLKATA-700161	4	30

PABX System - EPABX (V2) (1 pieces)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

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)
MAIN DISTRIBUTION FRAME(MDF)	MDF (Number of Pair)	NA
	Integrated Protection Module (IPM)	NO
EXTENSION AND TRUNK/JUNCTION	EPABX system Implementation Technology/Architecture	Hybrid (Microprocessor based also supporting SIP extension)
	Number of Analogue Extensions /FXS ports	256
	Expandable upto(TDM ports/FSX ports)	512
	Number of Digital Extensions	16
	Number of Analogue Junction/FXO ports	16
	Number of SIP Extensions	16
	SIP Extensions Expandable upto	NA

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Number of SIP Trunks (CHANNELS)	8
	Number of PRI TRUNKS	1
CARDS SUPPORTED	Type of Cards Supported	PRI, E1, E&M, GSM
GATEWAYS SUPPORTED	Gateway Types supported	FXS
BUYER SPECIFIC REQUIREMENT	Other Buyer specific Accessories	Suitable Hot standby CPU card(one Number), Suitable Hot standby PSU card(one Number)
	Other Buyer specific Requirement	Type of TEC Certificate(IR), Type of TEC Certificate(GR), Loop resistance interface (1200 ohm or better), Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/ section-5 /1977 latest, conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/ part-2/ section-4 / 1977 latest, conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 hours each at a temperature of 40 Degree C & 95% RH in accordance with IS:9000/part-5/section-1 / 1991 latest
	Type of Epabx Artitecture implementation Gateways	Universal Slot Type Gateway
CONSOLE	Type of Operator Console	Digital key phone based
	Number of Operator Console	4
	Number of Direct Station Console (Selection Keys per Console)	32
SERVER SPECIFICATIONS / REQUIREMENTS (applicable only in case of Sever Based Category EPABX , Not for Hybrid & Conventional EPABX)	"Total Number of Servers Included in the Supply"	NA (for hybrid / Conventional EPABX)
SOFTWARES	Application Software Type / Capabilities	Call Server Software, Unified Communication Server Software
	Type of Licence	Perpetual

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
SOFTWARE FEATURES	SALIENT SOFTWARE FEATURES	Analog Extension/FXS with Number of Software / Licences Commensurate / Equal to the Number of Analog Extension/FXS Offered under "EXTENSION AND TRUNK / JUNCTION", Digital Extension with Number of Software / Licences Commensurate / Equal to the Number of Digital Extension Offered under "EXTENSION AND TRUNK / JUNCTION", Analog Junction/FXO with Number of Software / Licences Commensurate / Equal to the Number of Analog Junction/FXO Offered under "EXTENSION AND TRUNK / JUNCTION", SIP extension with Number of Software / Licences Commensurate / Equal to the Number of SIP Extension Offered under "EXTENSION AND TRUNK / JUNCTION", SIP trunk with Number of Software / Licences Commensurate / Equal to the Number of Offered under "EXTENSION AND TRUNK / JUNCTION", PRI Trunk with Number of Software / Licences Commensurate / Equal to the Number of PRI Trunk Offered under "EXTENSION AND TRUNK / JUNCTION", Radio Interface with Number of Software / Licences Commensurate / Equal to the Number of Radio Interface Offered under "EXTENSION AND TRUNK / JUNCTION", GSM with Number of Software / Licences Commensurate / Equal to the Number of GSM Offered under "EXTENSION AND TRUNK / JUNCTION", E1 Trunk with Number of Software / Licences shall be Commensurate / Equal to the Number of E1 Trunk Offered under "EXTENSION AND TRUNK / JUNCTION", E & M with Number of Software / Licences Commensurate / Equal to the Number of E&M Offered under "EXTENSION AND TRUNK / JUNCTION"
GENERAL FEATURES of EPABX SYSTEM	Number of Audio Conference Participants Supported	32
	Number of Media Channel/Ports	16
	Number of IP-TDM Concurrent Calls(2 users per call) Supported	8
	Call Buffer Memory System	Yes
	If Call Buffer Memory Available,Number of Records	2000
	Auto Attendant Facility	Yes
	If Auto Attendant facility, Number of Auto Attendant Channels for concurrent calls	2
	ASMDR/CDR (hint : Automatic Station Message Detailed Record / Call Detailed Record)	No
	Voice Logger	NA
	Supported Codecs	G711, G729, G723

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
SYSTEM/EXTENSION/ ATTENDANT CONSOLE FEATURES	System Features	Automatic Route Selection facility, DID facility(Direct inward dialing), DOD facility(Direct outward dialing), DISA facility(Direct inward station access), Multi Level Voice DISA facility, Privacy of Call, Facility for connecting recorded voice answering, ASMDR/CDR, Programmable class of service for (STD/ISD/LOCAL) dialing as per need, Caller ID information for both internal and external callers (over Analogue, ISDN PRI), unique authorization codes for every users, Automatic call back, Call waiting, Music-on-hold facility, Call budgeting, Least cost routing, Mix-mode dialing, Provision for remote logins, Interactive Voice Response System(IVRS), Extension to Extension dialing
	Extension Features	Call forwarding, Consultation Hold, Brokers Call, Automatic call transfer, Conference call, Call pick up, Call re routing, Auto call disconnection, Dynamic STD Lock, Paging on key phone, Background music, Password control, Virtual Telephony, Howler Tone, Call parking, Auto answer/Auto off, Emergency call facility, Missed/Dialed/Received Call Lists, Last Caller Call back, Password display suppression, Personal Identification Number, Hotline, Preset Conference Calls, Direct Call billing in rupees, Call billing printout, Calling line identification(CLI), Remote Maintenance, Other Extension features
	Attendant Console Features	Answering an incoming call, Call queuing, Serial Call, Call waiting display, Automatic Call Distribution, Call Hold, Trunk offering, Night service, Head phone connectivity, Other Attendants console Features
	Voice Prompts and Announcement	Yes
OPERATING CONDITIONS	Minimum Operating Temperature (?C)	0
	Maximum Operating Temperature(?C)	45
	Operating Humidity (RH) @ 40 ?C (%)	95
TEST REPORT/ CERTIFICATION	TEC approval as per the latest TEC specifications	Yes
	Type of lab which carried out Test of Complete Product to prove the conformity of product as per specification	Govt Lab
INSTALLATION AND COMMISSIONING	Installation and Commissioning	Yes (Covered under Scope of supply)
	Chemical Earthing to achieve resistance < 2ohm	No
OPERATION & MAINTENANCE SUPPORT	The scope of supply include one set of operation and maintenance manual for each equipment	YES

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Training provided to buyers	YES
	If YES,Details of training	On site training for 3 days
SERVICES	Comprehensive Warranty (YEARS)	1.0 (year)

Additional Specification Parameters - PABX System - EPABX (V2) (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
SIP Extensions Expandable upto	512
MDF (Number of Pair)	200
Integrated Protection Module (IPM) Requirement with value	Yes, 200
FCBC Requirement with Current Rating	Yes, 15 Amp
EI Card	04 Port

* Bidders offering must also comply with the additional specification parameters mentioned above.

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

Verified and Signed Tp document	View
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प्रेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Chandan Kumar	700161,FTR HQ BSF SOUTH BENGAL IIE/1 ACTION AREA NEWTOWN RAJARHAT, KOLKATA-700161	1	30

Special terms and conditions-Version:2 effective from 02-11-2022 for category PABX System - EPABX (V2)

1. This category pertains to the products covered under Mandatory Testing and Certification of Telecom Equipment (MTCTE) by TEC, DoT(www.tec.gov.in) notified vide Indian Telegraph (Amendment) Rules, 2017. Sellers to ensure compliance of the MTCTE certificate against Essential Requirement (ER) for the model offered on GeM Portal. Procuring Authorities to check compliance of model procured against the applicable ER issued by TEC under MTCTE.

In addition, procuring entities should also ensure that if the product is covered under Public Procurement (Preference to Make in India (PPP-MII)) Policy of DOT notified vide Gazette Notification dated 29th August 2018 as amended from time to time, it should also comply to the certification against applicable Generic Requirement (GR)/ Interface Requirement (IR) if issued by TEC.

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**

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.

3. **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 quoted GST %.

4. **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.

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**

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

7. **Generic**

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

8. 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.

9. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

INSPECTOR GENERAL FTR HQ BSF SOUTH BENGAL
payable at
SBI CHINNAR PARK

. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

10. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

INSPECTOR GENERAL FTR HQ BSF SOUTH BENGAL

. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

11. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

INSPECTOR GENERAL FTR HQ BSF SOUTH BENGAL
payable at
SBI CHINNAR PARK

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

12. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

INSPECTOR GENERAL FTR HQ BSF SOUTH BENGAL

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

13. Financial Criteria

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

14. 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)

15. 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.

16. **Certificates**

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

17. **Certificates**

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

18. **Service & Support**

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

19. **Service & Support**

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

20. **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.

21. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

(i) Buyer Added text based ATC Clauses:-

MSES/Startup or any other entity exempted for EMD, they shall submit bid securing declaration (in lieu of EMD) as per Appendix-'A' along with bid documents failing which their offer shall be rejected during initial scrutiny and after that no representation shall be entertained after opening of the technical GeM bid. The re-seller/ authorized dealers/ traders are not exempted for EMD (Bid Securing), Turn over and Experience/past performance.

(ii) **EMD :** For re-seller firm, scanned copy of bank guarantee (EMD) shall be uploaded by the seller in the online bid and hard copy of the same will have to be submitted directly to buyer within five days of bid opening date. **Hence, Hard copy is required to be reached in due scheduled otherwise their offers shall be considered as rejected at initial stage.**

(iii) **Consideration of bidder/OEM turnover criteria:**

The Minimum average annual financial Turnover of the bidder/OEM of the offered product during the last 03 years ending on 31st March of the previous financial assessment year i.e. **2023-24, 2024-25 & 2025-26** will only be considered. In case the date of constitution/ incorporation of the OEM is Less than 03 years old, the average turnover in respect of the completed financial assessment year after the date of constitution shall be taken into account for these criteria. If the firm don't update the turnover details on the GeM portal duly verified from ITR from last three assessment financial years the offer shall be rejected.

(iv) **Make in India (MII):** The bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid as per **Appendix- 'B'**.

(v) **Undertaking certificate for Cartel formation:**

Participated bidder is required to submit the undertaking certificate with the bid documents for non-submission of bid through cartel formation as per **Appendix-'C'**.

- (vi) Bidder has to submit an **undertaking that their firm has never submitted any fake/forged/edited misleading documents in any of the government department in the last 02 years, and their documents have never been found fake/forged/edited/misleading by any government department in the last 02 years. If the undertaking is found false/manipulative/misleading, the firm shall be blacklisted for 02 years from BSF as per Appendix-‘D’.**
- (vii) **Bidder has to give an undertaking on letter head that their firm has not defaulted in the supply of any contract issued by any Government Department in last 2 Years in any consignee. If the undertaking found false/manipulative/misleading, the firm shall be black listed for 02 year from BSF as per Appendix-‘E’.**
- (viii) Participated firms should submit a **self-declaration that the bidder** is not under watch list/ banned/ suspended/ blacklisted by any Govt. Department as per **Appendix- ‘F’.**
- (ix) **Bidder Financial Standing:** The Bidder should not be under liquidation, court receivership or similar proceeding, should not be bankrupt. Bidder to upload undertaking to this effect with bid as per **Appendix-‘G’.**
- (x) **Registered Brand:** The firm offered bid product on the GeM portal is required to be registered brand. In this regard, proof of document for registered brand is required to submit with the bid documents failing which the offer shall be rejected at initial stage.
- (xi) All participated firms should submit Udyam registration certificate having 5 digit NIC code i.e. **26302 (Manufacture of telephone and facsimile equipment, including telephone answering machines, PBX)** of the product being offered in the bid for seeking exemption in experience and turnover criteria.
- (xii) The firm/bidder is required to be upload the **firm Pan Card, GST Registration Certificate and proprietor Aadhar Card** with the bid documents.
- (xiii) **Disclaimers and rights of procuring entity:**
 The issue of the bid document does not imply that the procuring entity is bound to select IDs and it reserves the right without assigning any reason to:
 - (a) Reject any or all of the bids; OR
 - (b) Cancel the tender process: OR
 - (c) Abandon the procurement of the Goods: OR
 - (d) Issue another tender for identical or Similar Goods
 - (e) Reserve the right to accept or reject bids with any all deviations.
- (xiv) Participated firms should also submit certificate (a/w bid docs) in their letter pad that “Firm has accepted all terms and conditions mentioned in the instant bid” (as per **Appendix-‘J’**).
- (xv) **Liquidated Damages:** In case the firm does not complete the supply within the laid down agreed delivery period as per contract action will be taken against the firm as per clause 9.3.8, 9.3.9 & 9.3.10 of Manual for Procurement of Goods, Second Edition, 2024, MOF.
- (xvi) **Risk Purchase clause:** In the event of failure of supplier to deliver or dispatch of stores to provide the required service within the stipulated dates/period of the supply order/AT or in the event of breach of any of the terms and conditions of the AT, the purchaser will have the right to purchase the subject stores elsewhere at the risk and cost of defaulting supplier after giving a notice to defaulting supplier. The cost as per risk purchase exercise may be recovered from the bills pending with the purchaser even against any other supplies outside this contract or even from the pending bills with any other Govt. Department/Ministry. In the event of contract being cancelled for any breach committed and the purchase effecting repurchase of the subject store at the risk and cost of contract or, the purchaser is not bound to accept the lower offer of Benami or allied sister concern of the contractor.
- (xvii) **Warranty Clause:** Warranty to the equipment’s is One (01) years from the date of successful supply of stores. Firm will ensure 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 10 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 a

s penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the performance security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service/ rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service/rectification to the Buyer.

- (xviii) **Right to Rejection:** Stores will be accepted after inspection and only if they are found up to the standard specification. The decision of the BSF shall be final as the quantity of the stores and shall be binding upon the tenders and in case of any of the articles supplied not being found as per losses caused to supplies should be borne by the supplier and ensured by the supplier that articles supplied should be best in quality and free from all defects. The rejected stores must be removed by the tenderer from the consignee's premises within 15 days from the date intimation about rejection at the risk and cost of the tenderer. The in charge stores concerned will take reasonable view of such materials but in no case shall be responsible for any loss short age damage that may occur to it while it is in the premises of the consignee.
- (xix) **Arbitration:** in the event of any conflict/dispute arising out of or in connection with Contract placed through GeM, which has not been resolved in accordance with the procedure laid down in Clause 16.1 above, the aggrieved Party may invoke Arbitration by sending a written notice to the other party. The procedure for appointment of the Arbitral Tribunal shall be as follows.
- (i) In cases where the total value of the Contract is less than INR 1,00,00,000/- (Indian Rupees One Crore only) the same shall be referred to a sole arbitrator mutually appointed by both the Parties.
 - (ii) Where the total value of the Contract exceeds INR 1,00,00,000/- (Indian Rupees one Crore only), the arbitration shall be conducted by a quorum of three arbitrators. Each party shall be entitled to appoint an arbitrator and the two party-appointed arbitrators shall within 30 (thirty) days from their nomination, appoint a third arbitrator i.e. the Presiding Arbitrator.
 - (iii) in case of failure to appoint the President Arbitrator within a period of 30 (thirty) days from the date of nomination of the two arbitrators by the respective parties, the aggrieved party shall approach the High Court (under whose jurisdiction the principle place of business of the Buyer department/ organization is located) to appoint the President Arbitrator as per the provisions of the Arbitration and Conciliation Act 1996 (as amended up to date).
 - (iv) The arbitration shall be conducted in the English language. Arbitration proceedings can also be conducted online, as per the discretion of the Arbitral Tribunal.
 - (v) The cost of the Arbitration shall be equally borne by both the Parties.
 - (vi) The award of the Arbitration shall be final and binding on the Parties to the Contract. The arbitration shall be governed by the Arbitration and Conciliation Act, 1996, as amended up to date. The seat of arbitration shall be at the place where the principle place of business of the Buyer department/organization is located.
 - (vii) The Contract shall be interpreted and governed in all respects in accordance with the laws of India. All disputes in connection with or arising out of the contract, shall be subject to the exclusive jurisdiction of the Court within the local limits of whose jurisdiction principle place of business of the Buyer department/organization is located.
- (xx) **Force Majeure Condition:** if at any time during the continuance of the Contract, the performance in whole or in part by either party of any obligation under this Contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God provided notice of happening of such event duly evidenced with documents is given by one party to the other within 10 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate the contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Buyer as to whether the deliveries have been so resumed or not, shall be final and conclusive, Provided further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 10 days, either party may at its option terminate the contract provided also that the Buyer shall be at liberty to take over from the seller at a price to be fixed by Buyer, which shall be final, all unused,

undamaged and accepted material, bought out components and Goods in course of manufacture in the possession of the Seller at the time of such termination or such portion thereof as the Buyer may deem fit excepting such materials, bought out components and Goods as the Seller may with the concurrence of the Buyer elect to retain.

- (xxi) **CVC Guidelines:** The Indian agent on behalf of the Principal/OEM or Principal/OEM itself can bid but both cannot bid simultaneously for the same item/product in the same tender (CVC Circular No. 03/01/12 dated 13.01.2012 refers).
- (xxii) **Land border sharing condition:** Bidder will submit Certificate regarding Land Border sharing Condition (in compliance of Ministry of Finance DOE(PPD) OM dated 23.07.2020 along with the bid documents as per **Appendix "H"**.
- (xxiii) **Conflict of Interest:** The firm shall submit the declaration in respect of Conflict of Interest along with the bid documents as per **Appendix "K"** failing which their bid shall be rejected.

Appendix- "A"

(On Firm's Letter Head)

Open Tender Enquiry No. _____

Dated: _____

BID SECURING DECLARATION CERTIFICATE

To,

The Inspector General
Frontier Headquarters
Border Security Force
South Bengal

Sir,

Tender/GeM Bid No. _____ we M/s _____

_____ undertake that if we withdraw or modify our bid during the period of validity, or we are awarded the contract and we fail to sign the contract, or to submit a performance security before the deadline defined in bids documents, we will be suspended for the period of **02 years** from being eligible to submit bids for contract with procuring entity i.e. **Border Security Force (BSF) Ministry of Home Affairs.**

Yours Faithfully

(Signature of the Authorized Signatory of Bidder with official Seal)

(On Firm's (OEM) Letter Head)**Self-certification under preference to "Make in India" policy certificate**

-

In line with Government Public Procurement Order No. P-45021/2/2017-BE-II dated 15.06.2017, as amended from time to time and as applicable on the date of submission of tender, we hereby certify that we M/s _____ are local supplier meeting the requirement of minimum Local content (____ %) as defined in above orders for the material against GeM bid No. _____ dated _____ details of location at which local value Addition will be made is as follows: _____

_____ We also understand, false declarations will be in breach of the Code of Integrity under Rule 175(1) (i) (h) of the GENERAL Financial Rule for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the general Financial Rules along with such other actions as may be permissible under law.

(Signature of the Authorized Signatory of Bidder with official seal)

(On Firm's Letter Head)

GeM Bid No. _____

Dated _____

UNDERTAKING FOR CARTEL FORMATION

We _____ Hereby, give an undertaking that as a Registered vendor on the GeM Portal for manufactures/re-seller for supply of _____ will not be a part of cartel with other vendors and will be quoting competitive rates in the instant GeM bid called by the Ftr HQ BSF South Bengal.

We _____ are aware of the fact that the registering authority i.e. GeM portal may de-list the name of our firm from approved vendors on the GeM portal as well as concerned department for two(02) years. If found confirms/declared about such cartel formation from any of the departments and through documents.

Name of Proprietor:-

Complete Address:-

Seal and Signature

(Authorized Signatory of the firm)

NON-SUBMISSION OF FAKE DOCUMENTS DECLARATION

(To be given on Company Letter Head)

Date:- _____

To,

IG BSF

FTR HQ BSF

South Bengal

Sub: **NON-SUBMISSION OF FAKE DOCUMENTS DECLARATION**

GeM Bid Reference No: _____ dated: _____

Name of Items: _____

Dear Sir,

We _____ hereby declare that we have not submitted the Fake/Misleading/Manipulated documents from last two financial years from any Government Bids/Tenders including in stand bid. In the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice summarily reject/terminate our bid, without prejudice to any other rights including the blacklisted for 02 financial years.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

Appendix- "E"

DECLARATION FOR SUCCESSFULLY SUPPLYING OF STORES

(To be given on Company Letter Head)

To,

IG BSF

FTR HQ BSF

South Bengal

Sub: **DECLARATION FOR SUCCESSFULLY SUPPLYING OF STORES**

GeM Bid Reference No. _____ Dated: _____

Name of Item: _____

Dear Sir,

We _____ hereby declare that we have successfully supplied the Govt stores without any cancellation of contracts issued by any Government Department from last two financial years.

In the event that the information found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice summarily reject/terminate bid, without prejudice to any other rights including the blacklisted for 02 financial years.

Yours Faithfully

(Signature of the Bidder, with Official Seal)

Appendix- "F"

NON-BLACKLISTING DECLARATION

(To be given on Company Letter Head)

Date: _____

To,

IG BSF

FTR HQ BSF

South Bengal

Sub: **DECLARATION FOR NON-BLACKLISTING**

GeM Bid Reference No. _____ Dated: _____

Name of Item:- _____

Dear Sir,

We _____ hereby declare that we are not blacklisted/ debarred/banned by any central Government Consignee/State Government consignee of India from last two financial years. In the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice summarily reject/terminate our bid, without prejudice to any other rights including the blacklisted for 02 financial years.

Yours Faithfully

(Signature of the Bidder, with Official Seal)

Appendix- "G"

FINANCIAL STANDING DECLARATION

(To be given on Company Letter Head)

Date: _____

To,

IG BSF

FTR HQ BSF

South Bengal

Sub: **SELF-DECLARATION FOR FINANCIAL STANDING**

-

GeM Bid Reference No: _____ dated: _____

Name of Item:- _____

Dear Sir,

We, (Name of the Bidder) having registered office at our (Address) _____ represented by Proprietor or Name _____ do here by solemnly declare that we are neither in any way Insolvent, Bankrupt or Defaulter in terms of rules & regulations presently invoke in India, in case of any such event is found during bids evaluation and award of contract, I/We have no objection if my/our tender is rejected and without prejudice to any other rights including the blacklisted for 02 financial years.

Yours Faithfully

(Signature of the Bidder, with Official Seal)

Appendix- "H"

Certificate regarding the compliance of Ministry of Finance (DOE)(PPD) OM dated 23 July 2020 will be submitted by the bidder

Certificate As under

-

LAND BORDER DECLARATION CERTIFICATE

BID No. _____ DATE _____

Bidder's Name: _____ (Bidder Address & contact details)

Bidder's Reference NO. _____

Date: _____

"We have read the clause regarding restrictions on procurement from a Bidder of a country which shares a land border with India; and solemnly certify that we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed). We hereby certify that we fulfill all requirements in this regard and are eligible to be considered."

We hereby confirm that the particulars given above are factually correct and nothing is concealed and also undertake to advise any future changes to the above details. We understood that any wrong or misleading self-declaration by us would be violation of Code of integrity and would attract penalties as mentioned in this tender document, including debarment.

(Signature with date)

(Name and designation)

Duly authorized to sign Bid for and on behalf of

(On Firm's Letter Head)

GeM Bid No. _____

Dated _____

Name of Item _____

ACCEPTANCE OF TERMS & CONDITIONS OF BID

Dear Sir,

1. I/We have downloaded/obtained the GeM bid documents(s) for the above mentioned 'Bid' from the website(s) namely; GeM portal on date _____
2. I/We hereby certify that I/We have read the entire terms and conditions of the bid documents (including all documents like Specification, Bid detail(s), Buyer Added Bid Specific Terms and Conditions(s), buyer Added Bid Specific ATC, buyer uploaded ATC documents, Quality Assurance Plan document and etc. and I/We shall abide hereby by the terms/conditions/clauses contained therein.
3. The corrigendum(s), if any issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
4. I/We hereby unconditionally accept the Bid Conditions of above mentioned Bid documents(s)/corrigendum(s) in its totality/entirety.
5. I/We do hereby declare that I/We have read and understood the entire specifications/requirements laid down in the Bid document and have prepared the bid in compliance with the requirements specified in the document.
6. I/We certify that all information and documents furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the blacklisted for 02 financial years absolutely.

Yours Faithfully

Authorized Signatory (Signature of the Bidder, with Official Seal)

(On Firm's Letter head)

DECLARATION IN RESPECT OF CONFLICT OF INTEREST

Tender No. _____

Dated _____

01.	Name of Firm	Office Address of firm, Phone No., Fax No. & Email- ID	Firm's Work s Address as per Vendor Registration , Phone No. Fax No. Email ID	Type of Firm (Sole Proprietorship/Partnership/Limited Liability Partnership/ Private limited Company /Public Limited company)	CIN/LLPIN of Firm	GST Registration No. of the Firm
	(1)	(2)	(3)	(4)	(5)	(6)
02.	Name of all Owner(s)/Directors(s) of firm	Father's/ Husband's name of all Owners/Director(s)	DIN	Full Residential Address	Aadhar card of Owner/ Director(s) of firm be attached	Udyam registration certificate No., attach a copy
	(1)	(2)	(3)	(4)	(5)	(6)

03. **WE HEREBY DECLARE AND CONFIRM THAT** no bid has been submitted for the quoted item by any other Private Limited or Public Limited Company or Limited Liability Partnership (LLP) or Partnership firm or Proprietor Firm in which any relative of any Director or Partner of Proprietor of Bidder Firm is a Director, Partner or Proprietor. The work "relative" is defined as under:-

The companies Act, 2013 Sec 2(77) "relative" & "MoF Manual for Procurement of Goods (Para 5.1.4)", with reference to any person, means anyone who is related to another, if:-

- (i) they are member of a Hindu Undivided Family;
- (ii) they are husband and wife; or
- (iii) one person is related to the other in such manner as prescribed below:-
 - (a) Father Including step-father
 - (b) Mother including step-mother
 - (c) Son including step-son
 - (d) Son's wife,
 - (e) Daughter,
 - (f) Daughter's husband
 - (g) Brother including step-brother,
 - (h) Sister including step-sister.

04. **WE FURTHER DECLARE THAT** we have carefully read and understood the clause relating to "conflict of Interest" of Tender No. _____.

05. **WE HERE BY CERTIFY THAT** our firm M/s _____ (firm name) _____ do not have any Conflict of Interest with other bidders for particular quoted item VIZ _____ (item name) we here by declare and confirm that the above information and particulars are true and correct.

For _____ (firm name)

Place:-

Date:-

Signature of Director/Partner/Proprietor/ Authorized Signatory

Name: _____

Designation: _____

(With Official Stamp)

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---