

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	08-09-2026 13:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	08-09-2026 13:30:00
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	Department Of Home
संगठन का नाम/Organisation Name	Office Of The Registrar General And Census Commissioner Census Of India
कार्यालय का नाम/Office Name	Directorate Of Census Operations Haryana
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :dco-har.rgi@censusindia.gov.in Buyer Email id: arunnegi.rgi@nic.in
कुल मात्रा/Total Quantity	5
वस्तु श्रेणी /Item Category	A4 and Legal Size Multifunction Printer (MFP) (Q2)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	0.62 Lakh (s)
मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years)	5 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	Yes Complete

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) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
विगत प्रदर्शन /Past Performance	50 %
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
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
वित्तीय दस्तावेज की आवश्यकता है / Financial Document Required	Yes

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	36

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

लाभार्थी /Beneficiary :

ADCO

Directorate of Census Operations Haryana, Department of Home, Office of the Registrar General and Census Commissioner Census of India, Ministry of Home Affairs
(Adco)

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

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. 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.
4. 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.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. 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.
7. 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.
8. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or

similar Category Products for 50% 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.

9. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

A4 And Legal Size Multifunction Printer (MFP) (5 pieces)

Bis Required	Yes
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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	Description of Stores	A4 and Legal size Multifunction Machine Printer with core function as Print, Scan and Copy with Power Cord/Adapter and connecting USB cable
	Printing Technology	Electrophotography/Xerography (Laser/LED)
	Type of Printing	Monochrome (Black), Colour Or higher
	Availability of Fax	Yes, No
	Operating System Compatibility	Microsoft Windows, Linux, Mac OS, Microsoft Windows Server
Printing Performance	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in PPM) for Laser/LED MFPs	30 to 34, 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 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	Not Applicable, 5 to 9, 10 to 14, 15 to 19, 20 to 24, 25 to 29, 30 to 34, 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 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

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Duplexing & Copying Features	Auto Duplexing Printing/Coping (2-sided Feature)	Yes Or higher
Scanning Capabilities	Maximum Scan Area (Platen/ADF)	A4 and Legal Or higher
Document and Paper Handling	Original Document Feeder Type (For Scanning and Copying)	Automatic Document Feeders (ADF), Reverse/Duplex Automatic Document Feeders (RADF/DADF), Single-Pass Document Feeders (SPDF) Or higher
	Feeder Capacity (Number of Sheets) (For Scanning and Copying)	31 to 40, 41 to 50, 51 to 100, 101 to 150, 151 to 200, 201 to 250, 251 to 300, 301 to 350, 351 to 400 Or higher
	Number of Main Paper Tray	1, 2, 3, 4 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	4 Or higher

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

क्र.सं./S.No.	परिषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Vikki	160019,Janganana Bhawan, Plot No.-2B, Sector-19A, Madhya Marg	5	15

Buyback Detail

Item Name	Printers
Item Description	Hp, Canan Printer
Serial No.	2FT14287
Model	2020
Brand	HP, Canan
Year of Manufacturing	2020
Purchase On	2020-03-18
Age	
Size	

Rating	
Quantity	5
Unit	Multifunction Printers
Remark	
Uploaded Image	View Uploaded Image

अस्वीकरण/Disclaimer

The vendor will be responsible for the un-installation of Buyback items.

Buyer added Bid Specific Additional Scope of Work

क्र.सं./S.N o.	Document Title	Description	रिवर्स प्रभार के अनुसार जीएसटी/Applicable i.r.o. Items
1	ATC View	ATC	A4 And Legal Size Multifunction Printer (MFP)(5)

The uploaded document only contains Buyer specific Additional Scope of Work and / or Drawings for the bid items added with due approval of Buyer's competent authority. Buyer has certified that these additional scope and drawings are generalized and would not lead to any restrictive bidding.

Special terms and conditions-Version:1 effective from 10-02-2026 for category A4 and Legal 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	- 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. - 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. - 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.. - The warranty shall not cover consumables, including but not limited to cartridges, toner, ink, developer, and similar consumable items.
Operating System Supportability	- Products offered under this category shall support at least the Latest-2 versions of the operating systems specified in the catalogue. - 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.

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. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

SCOPE OF WORK / BUYER ADDED ADDITIONAL TERMS & CONDITIONS (ATC)

Procurement of 05 Nos. A4 & Legal Size Multifunction Printers (MFPs) with Buyback of 05 Existing Printers

1. Scope of Supply

The successful bidder shall supply, deliver, install, configure, test and commission 05 Nos. A4 & Legal Size Multifunction Printers (MFPs) at the Directorate of Census Operations, Haryana, Jangana Bhawan, Plot No. 2-B, Sector-19A, Madhya Marg, Chandigarh - 160019.

The printers supplied shall strictly conform to the technical specifications prescribed in the GeM Bid and the applicable GeM Category Specifications/STCs.

The scope shall include all accessories, power cords/adapters, connecting cables, drivers/software and other items required for making the printers fully functional.

2. Installation and Commissioning

The successful bidder shall undertake installation and commissioning of all 05 printers at the consignee location without any additional cost to the Buyer.

The bidder shall ensure configuration of the printers with the existing computers/network of the office, wherever required.

Installation shall be treated as complete only after satisfactory testing and acceptance by the Consignee/Buyer.

3. Comprehensive On-Site Warranty

The supplied printers shall be covered under minimum 04 (Four) Years Comprehensive On-Site Warranty, commencing from the date of successful installation, commissioning and acceptance by the Consignee.

The comprehensive warranty shall include, without additional cost to the Buyer:

- Repair and replacement of defective parts/components;
- Labour/service charges;
- Engineer/technician visit charges;
- Transportation, if any, required for repair/replacement;
- Firmware/software/driver support and updates, wherever applicable; and

All other non-consumable components necessary for maintaining the printers in proper working condition.

Consumables such as toner/cartridge/ink and other consumables specifically excluded under the applicable GeM Category STC shall not form part of the comprehensive warranty.

No additional payment towards repair, labour, visit charges or replacement of covered parts shall be payable by the Buyer during the warranty period.

The bidder shall submit an OEM Warranty Undertaking/Certificate confirming the applicable warranty along with the bid.

4. Service Centre at Chandigarh

The OEM/Bidder shall have an OEM-authorised Service Centre at Chandigarh for providing after-sales service during the entire warranty period.

The bidder shall furnish the following details along with the technical bid:

1. Name and complete address of the Service Centre;
2. Contact number and e-mail ID;
3. Name/contact details of the responsible service person; and
4. Documentary proof/OEM authorisation establishing that the Service Centre is authorised for servicing the offered make/model of printer.

The Service Centre arrangement shall remain valid throughout the warranty period.

In case of change of authorised Service Centre during the warranty period, the bidder/OEM shall immediately intimate the Buyer and ensure uninterrupted service support at Chandigarh.

5. Complaint Resolution / Service Support

During the warranty period, complaints shall be attended promptly by the bidder/OEM-authorised service personnel.

The bidder shall endeavour to attend the complaint within one working day of its registration.

Where the defect cannot be rectified immediately, the bidder shall ensure repair/replacement of the defective part/unit within a reasonable period so that official work of the Directorate is not adversely affected.

Repeated failure of the same equipment/component shall be suitably addressed through replacement/repair in accordance with OEM warranty terms and applicable GeM conditions.

6. Product Verification

At the time of delivery, the successful bidder shall provide the OEM website link and serial number of each supplied printer so that the Buyer/Consignee can verify the genuineness, configuration and warranty status of the product through the OEM's official website/customer care facility.

All supplied printers shall be new, unused and of current supply, and shall not be refurbished/reconditioned products.

7. Buyback of Existing 05 Printers

The procurement is linked with Buyback of 05 existing printers available with the Directorate of Census Operations, Haryana.

The old printers shall be disposed of to the successful bidder on "As Is Where Is" and "Whatever There Is" basis.

The bidder shall take into account the physical condition, age, make/model and other particulars of the buyback items before quoting the buyback value.

The successful bidder shall be responsible for:

- Un-installation/disconnection of the old printers;
- Packing, handling and lifting;
- Loading and transportation;
- Removal of the buyback items from the Buyer premises; and
- All incidental expenditure relating to lifting/removal of the old printers.

No separate payment shall be made by the Buyer for the above activities.

8. Inspection of Buyback Printers

Interested bidders may, if they so desire, inspect the 05 printers proposed for buyback at:

Directorate of Census Operations, Haryana
Janganana Bhawan, Plot No. 2-B, Sector-19A,
Madhya Marg, Chandigarh – 160019

during office hours, with prior coordination with the Buyer/Consignee.

Submission of the bid shall be deemed to mean that the bidder has satisfied itself regarding the condition of the buyback items and has quoted the buyback price accordingly.

No claim regarding condition, age, make, model, missing accessories/components etc. of the buyback items shall ordinarily be entertained after award of contract.

9. Separate Quotation of Buyback Value

The Buyback Value of the 05 existing printers shall mandatorily be quoted separately by the bidder in the prescribed format enclosed as Annexure-I – Buyback Price Schedule.

The Buyback Price Schedule shall be uploaded as a Financial Document in the appropriate financial document section of the GeM Bid.

The Buyback Price shall NOT be disclosed/uploaded in the Technical Bid or in any technical document.

Disclosure of financial/buyback price in the technical bid may be dealt with in accordance with the applicable GeM provisions.

The buyback price shall be quoted inclusive of all costs associated with dismantling/un-installation, packing, loading, transportation, taxes/duties, if applicable, and any other incidental expenditure.

Financial evaluation/net procurement cost shall be determined in accordance with the applicable GeM Buyback functionality, Bid conditions and GeM GTC/STC.

10. Lifting of Buyback Items

The successful bidder shall lift the 05 buyback printers only after:

1. Delivery of all 05 new printers;
2. Successful installation and commissioning;
3. Verification of specifications;
4. Acceptance of the new printers by the Consignee; and
5. Permission of the authorised representative of the Buyer.

The old printers shall not be removed from the premises before satisfactory installation and acceptance of the corresponding new printers.

The successful bidder shall provide suitable acknowledgement/receipt for taking possession of the buyback items.

11. Delivery Period

The entire supply, installation and commissioning shall be completed within the delivery period stipulated in the GeM Bid/Contract.

12. Documents to be Submitted with Technical Bid

The bidder shall upload the following documents, wherever applicable:

1. OEM Authorisation Certificate/MAF for the offered product;
2. Technical compliance statement;
3. OEM Warranty Undertaking/Certificate;
4. Documentary evidence of the OEM-authorized Service Centre at Chandigarh;
5. Service Centre address and contact details;
6. Undertaking accepting the Buyback Terms & Conditions;
7. Other documents prescribed under the GeM Bid/ATC.

Annexure-I containing the Buyback Price shall be uploaded only as a Financial Document and shall not be uploaded as part of the Technical Bid.

ANNEXURE-I

BUYBACK PRICE SCHEDULE

Name of Bid: Procurement of 05 Nos. A4 & Legal Size Multifunction Printers with Buyback of 05 Existing Printers

GeM Bid No.: _____

Name of Bidder: _____

Sr. No.	Description of Buyback Item	Make/Brand	Model/Year	Qty.	Buyback Value Offered (₹)
1	Total Buyback Value for 05 Printers	HP & Canon	2020	05	₹ _____

Total Buyback Value in Words:
Rupees _____ only.

Declaration

We hereby confirm that:

1. The above price represents the total amount offered by us for taking over the 05 existing printers under the Buyback arrangement.
2. The quoted buyback value includes all expenditure towards un-installation, handling, packing, loading, transportation and removal of the old printers from the Buyer premises.
3. We have understood/verified the condition of the buyback items and shall not make any subsequent

ent claim on account of their condition, age, make/model or functionality.

4. The buyback items shall be lifted only after successful supply, installation, commissioning and acceptance of the new printers and after permission of the Buyer/Consignee.
5. We agree to abide by the GeM GTC, applicable Category STC, Bid conditions and Buyer Added AT C.

Authorised Signatory: _____

Name: _____

Designation: _____

Date: _____

Seal of Bidder

3. **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.

4. **Service & Support**

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

5. **Service & Support**

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

6. **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.

7. **Certificates**

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

8. **Certificates**

Material Test Certificate Should Be Sent Along with The Supply. The Material Will Be Checked by Buyer's Lab & the Results of the Lab will be the Sole Criteria for Acceptance of the Item.

9. **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.

10. **Certificates**

To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid):

as per ATC

11. **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.

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 (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) 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 कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---