

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	28-09-2026 12:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	29-09-2026 12:00:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Electronics And Information Technology
विभाग का नाम / Department Name	Department Of Electronics And Information Technology
संगठन का नाम / Organisation Name	Software Technology Parks Of India (stpi)
कार्यालय का नाम / Office Name	Bhopal
शिकायत निवारण के संपर्क विवरण / Contact details of Grievance redressal	HOD Email id : dir.bhopal@stpi.in Buyer Email id: raina.choubey@stpi.in
वस्तु श्रेणी / Item Category	Operation and Maintenance Services of Power Generator(DG-Set) - Package 1 - O&M Service with operational and maintenance manpower; 2; upto 1500 Hours
अनुबंध अवधि / Contract Period	1 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	1 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE 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
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Certificate (Requested in ATC), OEM Authorization Certificate, 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

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	5
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
क्रेता के लिए उपलब्ध आईटीसी/ITC available to buyer	Yes
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	39719
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be 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. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
6. 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.
7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

ANNEXURE - A (Contract Specific Scope):[1788325442.pdf](#)

Operation And Maintenance Services Of Power Generator(DG-Set) - Package 1 - O&M Service With Operational And Maintenance Manpower; 2; Upto 1500 Hours (2)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of O&M/Service package	Package 1 - O&M Service with operational and maintenance manpower
Number of the DG Set at a given location/site/building	2
Average running hours of DG-SET in per annum	upto 1500 Hours

विवरण/ Specification	मूल्य/ Values
Frequency of visit for preventive maintenance by maintenance engineer	Quarterly
Designation of Dedicated Manpowers provided	NA
Number of Dedicated electrician/operator	NA
Duty hours for dedicated manpower provided	NA
Working Days in a Week	6 Days
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	NA

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Packages during Contract Period	अतिरिक्त आवश्यकता /Additional Requirement
1	Raina Choubey	490020, TI Mall Road, Infront of Model Town, Junwani Road, Bhilai	2	N/A

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

1. Generic

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

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

File Attachment [Click here to view the file.](#)

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

Text Clause(s)

Non-Comprehensive AMC for Kirloskar Diesel Generator Systems at STPI Bhilai

SCOPE OF SERVICES AND SERVICE LEVEL AGREEMENT

1. Introduction:

STPI Bhilai has following 2 nos. of Diesel Generator installed in our premises,

1. Kirloskar make 62.5KVA DG set (purchased in year 2014 & run for 1480 Hours approx as on 25.08.2026.)
2. Kirloskar make 250KVA DG set (purchased in year 2017 & run for 149 Hours approx as on 25.08.2026.)

The purpose of this bid document is to select **Authorized Partners of the OEM (M/s Kirloskar)** for providing non-comprehensive AMC for the above DG sets.

2. Scope of Work:

The scope of the non-comprehensive AMC shall be as follows,

1. Vendor shall maintain & repair the DG sets to keep it under working condition for normal usage.
2. Vendor shall provide the following services through its employees or authorized service engineer,
 - i. Quarterly preventive maintenance (PM) along with the report of these PM activities which will contain the following List of activities carried out during PM visit
 - ii. Observation of service engineer on the performance & health of DG set
 - iii. List of potential faults
 - iv. List of faults along with cause of fault and recommendation for rectification, etc.
 - v. Call basis visit to STPI for diagnosing and rectification of any fault or issue raised by STPI
3. Vendor shall provide services on all working days (6 days) a week. In case of any emergency or in case when major fault occurs, which can potentially halt DG sets operation or damage the DG sets, vendor shall have to provide services on weekends and holidays also.
4. Any repair, replacement or change of parts, spares, etc. or requirement of any downtime should have to be intimated to STPI well in advance (minimum 3 days) and in writing.
5. The service provided by the vendor shall be as per below mentioned SLA.
6. The vendor shall provide a telephone number and email ID to STPI Bhilai to report any fault (trouble ticket).
7. The vendor shall be required to provide explanation for any fault that occurs in the DG sets in writing promptly.
8. All spares, components and parts provided by the provider shall be new, unused and from the OEM and the original manufacturer and of good quality.

3. Service Level Agreement

The non-comprehensive AMC services provided by the vendor shall have to be as per below mentioned SLA

- I. One physical preventive maintenance activity shall be carried out for all DG sets by the service engineer of the vendor on quarterly basis.
- II. **Fault Reporting Time:** Any fault reported by STPI Bhilai telephonically or in writing shall be acknowledged by the vendor within 30 mins from the time of reporting by assigning the attendant. The assigned service engineer shall also have to visit STPI in person to resolve the issue, if needed.
- III. **Fault Diagnosis & Resolution Time:** The service engineer assigned shall have to diagnose and rectify the issue within 8 hours. If the fault is not resolved beyond 8 hours from time of reporting of fault by STPI, the vendor shall be required to make alternate arrangements within 12 hours (from fault reporting time) at no cost to STPI.

4. Bidders Eligibility Criteria

1. **Certificate of OEM Authorization** from OEM **M/s. Kirloskar** for providing Non Comprehensive AMC services for Kirloskar make DG Sets.
2. **Acceptance of ATC** - The bidder shall provide the Letter of Acceptance of Terms & Conditions and for providing required documents in the below given format, which can be downloaded from the bid document.
3. **Experience** - The bidder should have the experience of 1 year for similar work of Kirloskar Make DG Sets AMC service. The proof of experience needs to be provided by the bidder.
4. **MSME & Startup** - The bidder should submit the documents in support of being MSME & Start-up if applicable (as mentioned in Bid document).
5. The bidder should not have been blacklisted/ barred by any government or public sector organization in the past.

6. Penalty Clause:

If the vendor does not abide by the above-mentioned SLA, following penalty shall be imposed,

- I. 2.50% of the order amount (of the corresponding DG set(s)) shall be deducted each quarter where vendor does not conduct satisfactory quarterly preventive maintenance.
- II. For each breach of SLA regarding fault reporting time, STPI shall Levy 0.5% of the order amount (of the corresponding DG set(s)).
- III. In case any fault is either not diagnosed or resolved within 8 hours and no alternate arrangements to keep DG set operational have been made within 12 hours (from fault reporting time) by the vendor, STPI shall Levy 1% of the order amount (of the corresponding DG set(s)) for each day (after fault reporting day) till the fault is rectified. The maximum limit of deduction is 5% in this work. If the problem is not resolved in 5 days after the reporting, 5% LD will be deducted and STPI may cancel the contract.
- IV. Any holiday or weekend in between the breach period shall also be considered in the calculation of penalty amount.
- V. Any delay on part of STPI shall not be considered in the calculation of penalty amount.
- VI. In regards of penalty calculations, decision of Director, STPI Bhopal shall be final and binding on all parties.

7. Termination By Default

STPI reserves the right to terminate the contract with vendor in case of following conditions,

- I. More than 2 breaches of SLA point no. (I).
- II. If the fault resolution time exceeds 5 days from the day of reporting of fault.
- III. For unsatisfactory performance of the AMC service delivery by the vendor.

STPI shall not be liable to make any additional payment in case of breach of contract and in this regard, the decision of Director, STPI Bhopal shall be final and binding on all parties.

8. Contract Period:

The AMC period shall be of 1 year starting from 1st Nov. 2026 or date of acceptance of Work Order of AMC whichever is later.

9. Payment Terms:

1. STPI shall make the payment to the vendor on quarterly basis after the successful delivery of AMC services and necessary documentations and against the GST invoices raised by the vendor. The payable amount shall be calculated after deducting penalty charges (if any). The vendor shall provide GST credit note for the penalty amount.
2. The quoted amount should be complete and final. STPI shall not make any payment beyond the contract amount.

8. Geographical Presence:

The bidder must have their authorized Service center in the State of Chhattisgarh. To proof, the document such as GST Certificate, rent agreement etc. must have submitted.

9. Physical Visit:

All bidders are advised to physically visit (at their own cost) the AMC site and familiarize themselves with the existing setup and system before submission of bid. Any bidder submitting the bid shall be considered to have full knowledge of the existing setup and any charges or issues raised on later stage by bidder shall not be entertained by STPI Bhilai.

10. Termination

The contract may be terminated by STPI by giving a Notice of one calendar month in writing if the service is not satisfactory.

11. Arbitration

In case of any dispute arising out of or in connection with the contract or in connection with the carrying out of the work, (whether during the progress of the work or after its completion) the matter shall be referred to Sole Arbitrator to be nominated by the Director, STPI, Bhopal. The arbitrator's decision in the matter shall be final and binding on both the parties.

Specification of 62.5 KVA DG Set

S.No	Description	Specifications
1	Make	Kirloskar
2	Model No.	4R.1040.T
3	Rated KVA	62.5 KVA
4	Rated KW	50 KW
5	Phase	3
6	Rated Volt	415 Volt
7	RPM	1500
8	Power Factor	0.8
9	Frequency	50 Hz

Installation Address :- STPI, Mangal Bhawan, Nehru Nagar (E) Bhilai -490020, Chhattisgarh

Specification of 250 KVA DG Set

S.No	Description	Specifications
1	Make	Kirloskar
2	Model No	KG-250 WS/250KVA
3	Rated KVA	250 KVA

4	Rated KW	200 KW
5	Phase	3
6	Rated Volt	415 Volt
7	RPM	1500
8	Power Factor	0.8
9	Frequency	50 Hz
10	Insulation Class	H

Installation Address :- STPI, Junwani Road, Bhilai -490020, Chhattisgarh

4. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

5. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Format for Letter of Acceptance

To be printed on Company Letter Head

Date:...../...../2025

To,

The Director,
Software Technology Parks of India,
Plot No.:- C-11, IT Park, Near RGPV, New Jail Rd, Gandhi Nagar,
Bhopal, Madhya Pradesh

Subject: Letter of acceptance of terms & conditions of the GeM Bid for Non Comprehensive AMC of DG sets at STPI Bhilai.

Sir,

We/ I hereby certify that

1. We/ I have read and understood the complete bid document including corrigendum (if any).
2. We/ I accept and shall abide by all the terms & conditions mentioned in the bid document including corrigendum (if any).
3. We/ I has not been blacklisted/ barred by any government or public sector organization in the past.
4. The validity of our bid is as mentioned in the bid document.
5. We/ I have office/ service center at(name of the city) in Chhattisgarh which is operational for providing AMC services to Kirloskar make DG sets.
6. We have uploaded the following documents in our bid,
 - a. **Certificate of OEM Authorization from OEM (M/s Kirloskar) for AMC services**
 - b. **Escalation Matrix**
7. If any our details/ claims are found to be incomplete or false, our bid shall be rejected.

Thanking you,

Yours sincerely,

Name of Authorised Signatory:.....

Signature of Authorised Signatory.....

Designation:.....

Email ID:.....

...

Place:.....

Date:.....

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.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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

---धन्यवाद/Thank You---