

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	28-09-2026 13:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	29-09-2026 13:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	30 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Madhya Pradesh
विभाग का नाम/Department Name	Department Of Higher Education Madhya Pradesh
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Govt Girls College Morena
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :heggcmor@mp.gov.in Buyer Email id: harendra.sikarwar11@mp.gov.in
कुल मात्रा/Total Quantity	8
वस्तु श्रेणी /Item Category	All in One PC (V2) (Q2) , A4 and Legal Size Multifunction F (MFP) (Q2) , Line Interactive UPS with AVR (V2) (Q2)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	2 Lakh (s)
मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years)	22 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	GeM verified turnover
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Ce (Requested in ATC),OEM Authorization Certificate,OEM Ar Turnover,Additional Doc 1 (Requested in ATC),Additional (Requested in ATC),Additional Doc 3 (Requested in ATC) *In case any bidder is seeking exemption from Experience Criteria, the supporting documents to prove his eligibility 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 request 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	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
विगत प्रदर्शन /Past Performance	30 %
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
प्राथमिक उत्पाद श्रेणी/Primary product category	All in One PC (V2)
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
Payment Timelines	Payments shall be made to the Seller within 30 days of is consignee receipt-cum-acceptance certificate (CRAC) and submission of bills (This is in supersession of 10 days time provided in clause 12 of GeM GTC)
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
ईएमडी राशि/EMD Amount	15000

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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(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 केटे 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।/EMC EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category 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 the name 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 form of a surety bond.

लाभार्थी /Beneficiary :

PRINCIPAL

GOVT GIRLS COLLEGE MORENA, Department of Higher Education Madhya Pradesh, N/A,
(Principal Govt Girls College Morena)

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

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No
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एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference	No
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1. The minimum average annual financial turnover of the bidder during the last three financial years, ending on 31st March of the previous financial year, should be as indicated in the bid document. The turnover of the bidder shall be validated by the system based on the financial data available on the GeM portal. The average turnover shall be calculated based on the last three financial years where data is available; in case data is available for only two of the last three financial years, the average turnover shall be computed based on those two years. In case the date of constitution / incorporation of the bidder is less than three years, the average turnover in respect of the completed financial years after the date of constitution / incorporation shall be taken into account for this criterion. No separate documentary evidence is required to be uploaded by the bidder for this criterion. The system shall derive and validate the turnover figures from the data available on the GeM portal.

2. 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 of product to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with the bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of product having highest value should meet this criterion.

3. 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 indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of 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.

4. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance 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 used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on assessment of reasonableness and based on competitive prices received in Bid / RA process.

5. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar product to any Central / State Govt Organization / PSU 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.

All In One PC (V2) (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 Values)
Description	Description of store	All in One Personal Computers consist of a Mouse, Display with Web camera, inbuilt/integrated microphone array and speakers, an internal CPU with connectivity and power adapter with 1 year standard warranty
	Processor Number	Intel Core i5-12500, Intel Core i5-13400T, Intel Core i7-12700T, Intel Core i5-12600, Intel Core i5-13500T, Intel Core i5-14500T, Intel Core i5-14400, Intel Core i5-13600, Intel Core i7-13700T, Intel Core i9 12900T, Intel Core i7-14700T, Intel Core i5-13500, Intel Core i9-12900, Intel Core i7-13700, Intel Core i9-13900T, Intel Core i9-13900, Intel Core i5-1235, Intel Core Ultra 7-265, Intel Core i5 14600T, Intel Core Ultra 5 235T, Intel Core Ultra 5 245, Intel Core Ultra 9 285 Or higher
Input Devices	Mouse Connectivity	Wired, Wireless Or higher
	Keyboard Connectivity	Wired, Wireless Or higher
	Type of Keyboard	Standard, Bilingual Or higher
Graphics	Graphics Type	Integrated
Operating System	Operating System (Factory Preloaded with Certification)	Windows 11 Professional
Memory	Type of RAM	DDR5 Or higher
	RAM Size (GB)	8
Storage	Type of Storage Installed with the System	NVMe SSD
	Storage Capacity (in GB)	512
Display	Display Size - Diagonal (in Inches)	58.1 - 63 (22.87" - 24.8")
Ports	Number of Ports	1-DP, 1-HDMI, 1- RJ-45 (10/100/1000 Ethernet Port 3.1 Gen 2 TYPE A, 1-USB 3.2 Gen 2 TYPE C, 2-USB TYPE A, 2-USB 3.1 Gen 2 TYPE A, Universal Audio Jack
Generic	Stand	Standard

Additional Specification Parameters - All In One PC (V2) (5 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
1. Barcode lable printer Ip 46 dlite 01 NOS. 2. Barcode code scanner tvs L100 plus 01 NOS. 3. antivirus pc for 3 year (AV FOR PC having GODEEP.AI technology) 01 NOS.	1. Barcode lable printer Ip 46 dlite 01 NOS. 2. Barcode code scanner tvs L10 NOS. 3. antivirus pc for 3 year (AV FOR PC having GODEEP.AI technology) 01

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

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/Deli
1	Sanjay Kumar	476444,banmore gaon distt morena	5	30

A4 And Legal Size Multifunction Printer (MFP) (1 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 Values)
General Product Information	Description of Stores	A4 and Legal size Multifunction Machine Printer wil function as Print, Scan and Copy with Power Cord// connecting USB cable
	Printing Technology	Inkjet
	Type of Printing	Colour Or higher
	Availability of Fax	Yes
	Operating System Compatibility	Microsoft Windows, Linux, Mac OS, Microsoft Windo
Printing Performance	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in PPM) for Laser/LED MFPs	Not Applicable Or higher
	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Monochrome (Black) (in IPM) for Inkjet MFPs	15 to 19, 20 to 24, 25 to 29, 30 to 34, 35 to 39, 40 to 49, 50 to 54, 55 to 59, 60 to 64, 65 to 69, 70 to 79, 80 to 84, 85 to 89, 90 to 94, 95 to 99 Or higher
	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour (in PPM) for Laser/LED MFPs	Not Applicable Or higher
	Minimum Print Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour (in IPM) for Inkjet MFPs	15 to 19, 20 to 24, 25 to 29, 30 to 34, 35 to 39, 40 to 49, 50 to 54 Or higher

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 Values)
GENERIC	UPS Rating (in KVA)	2.0, 3 Or higher
	Inverter Technology	MOSFET-PWM
	Inverter Efficiency (in %)	70% or better Or higher
	Minimum Guaranteed Battery Backup Time (in Minutes) at Full Load	180, 240 Or higher
Battery/Backup Bank	Battery Location	Outside the Enclosure of UPS
CONSTRUCTION	Enclosure Material	Mild steel
	Degree of Protection (Ingress Protection)	IP21, IP 20 Or higher
FEATURES	Rated Output (in volt) with Total Harmonic Distortion (in %)	Single Phase Sinewave 230v AC 50Hz with Total H ₂ Distortion as <3% Or higher
	Input Voltage Range (in volt)	Single Phase AC (160-280V)

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

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Deli
1	Sanjay Kumar	476444,banmore gaon distt morena	2	30

Special terms and conditions-Version:7 effective from 09-09-2026 for category All in One PC (V2)

1.

1 Product Verification

Each supplied Device shall bear a unique device serial number or other device identifier traceable to the OEM. The Buyer/Consignee shall be able to verify the authenticity of the supplied product including the configuration through the OEM website.

2 Requirement of OEM Logo

Buyers shall not prescribe a requirement for embossing, engraving, printing or affixing the OEM name/logo on the motherboard or any internal component.

3 Operating System - OEM/Publisher Status

There shall be no mandatory requirement that the OEM of the offered device be a Microsoft Device Partner or hold any specific Microsoft authorisation. If an Operating System other than Microsoft Windows is offered, no specific publisher status or authorisation from the concerned Operating System publisher/manufacturer shall be mandated.

4	Operating System - Licensing	Where Microsoft Windows is supplied, it shall be a genuine, legally licensed and activated copy of the Windows edition/version declared in the catalogue. The licence shall be obtained through a licensing or distribution mechanism approved by Microsoft. Where any other Operating System is supplied, it shall conform to the applicable licensing terms and conditions of the concerned Operating System publisher/provider, wherever licensing is applicable. Where Microsoft Windows is supplied pre-installed, the Buyer/Consignee shall be able to verify that the supplied Windows Operating System is genuine and activated through the OEM, i.e. Microsoft. A valid digital licence or any other licensing mechanism permitted by Microsoft for the supplied device shall be acceptable. Where any other Operating System is supplied, similar verification of licence authenticity and/or activation status shall be required only where the concerned Operating System publisher/provider provides a device-level verification mechanism. Where no such verification mechanism is provided, this requirement shall not apply.
5	Operating System - Verification	
6	Operating System - Applicability	The requirements relating specifically to Microsoft Windows licensing, activation and verification shall apply where Microsoft Windows forms part of the computer configuration. Where an Operating System other than Microsoft Windows is supplied, the applicable licensing requirements of the concerned Operating System publisher/provider shall be complied with, and verification of licence authenticity and/or activation shall be required only where such verification is supported by the concerned Operating System publisher/provider.
7	Operating System-specific Certification / Compatibility	Hardware compatibility certificate prescribed by a particular Operating System publisher/provider may be requested by buyers.
8	USB Port Declaration / Higher Interface Standard	Each physical USB port shall be declared only once under the highest interface capability supported by that port. The same physical port shall not be declared under multiple USB generations/types merely because of backward compatibility. A technically backward-compatible higher-generation version of a prescribed USB/interface standard may be offered where it meets or exceeds the functional and performance of the prescribed standard and complies with all other requirements.
9	Warranty	The warranty applicable to the supplied Device shall be as specified/seller's standard product and reflected in the resultant contract. The applicable warranty shall be verifiable through the OEM website, OEM customer support facility or warranty certificate/tag provided by the OEM. Installation requirements, wherever applicable, shall be specified by the Seller in the bid under the Installation, Commissioning and Testing (ICT) clause. If installation is stipulated in the bid, the Seller shall be responsible for installing the complete system and for demonstrating its satisfactory functioning to the Buyer/Consignee or the Buyer's authorised representative.
10	Scope of Installation	In the case of Direct Purchase and L1 Purchase, installation of the computer system by the Seller/OEM is mandatory. Installation shall be limited to the supplied computer system and shall not include supply or installation of separately procurable software such as antivirus, office productivity software, etc., unless such software forms part of the computer system scope through an appropriate GeM category.
11	Buyer/Consignee Obligations for Installation	Where installation is included in the resultant contract, the Buyer/Consignee shall provide reasonable access to the installation location and make available necessary site infrastructure, including power supply, networking and other preparation requirements not forming part of the Seller's contractual scope. Necessary entry/gate passes, where required, shall be facilitated by the Buyer/Consignee.
12	Acceptance of Supplies	Before acceptance and generation of CRAC, the Buyer/Consignee may verify, if appropriate, that the supplied device conforms to the contracted specific configuration, quantity and warranty requirements and is free from apparent physical damage or defects. The supplied product shall be new, unused and not refurbished. The Buyer/Consignee may verify the packaging, supplied accessories/documentation, installed operating system where applicable and device serial number/identifier, contracted configuration and applicable

13	HDD/SSD Storage Retention	Where required on account of information-security or data-retention concern the Buyer may prescribe an appropriate contractual condition under ATC (of procurement via bids) regarding retention of storage media such as HDD used in the supplied device.
14	Availability of Monitor	Supply of the monitor shall be governed by the applicable Category parameters relating to "Availability of monitor". Any specifications or requirements relating to the monitor shall apply only where a monitor forms part of the contracted configuration.
15	Configuration Alteration - Seller	The configuration supplied shall conform to the configuration offered in the catalogue and resultant contract and shall be supported/authorised by the OEM. The Seller shall not make any alteration or substitution of components within the machine in deviation from the contracted configuration or affects OEM warranty/service. The machine should be delivered to the Consignee in its original, factory-approved configuration.
16	Service Escalation Matrix	The Seller shall provide appropriate contact details and an escalation matrix for warranty/service support to the Buyer/Consignee at the time of delivery.

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 with the device serial number corresponding to the supplied product. The serial number shall be 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 for 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 service 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, drum/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 shall specify the same under the "Additional Specification Parameter" section at the time of bidding.

Special terms and conditions-Version:1 effective from 24-03-2026 for category Line Interactive UPS with

- The seller shall ensure that the supplied battery bank has sufficient VAH capacity to meet or exceed the specified runtime time under rated load conditions.

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% of the bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the order quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery 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 order. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$

to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. **Generic**

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings and should not be bankrupt. Bidder to upload undertaking to this effect with bid.

3. **Generic**

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

4. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of

5. **Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant 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. **Turnover**

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from 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 the completed financial years after the date of constitution shall be taken into account for this criteria. In case of multiple bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

7. **Certificates**

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

8. **Service & Support**

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

9. **Service & Support**

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

10. **Service & Support**

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignment Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service centre is 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 Centres.

11. **Buyer Added Bid Specific ATC**

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

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, 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 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 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 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 Source 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 with the 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 specific Bid Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders for a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Selection Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional technical specifications/conditions/or any other document. If buyer needs more items along with the main item, the same must be added by bundling category based items or by bundling custom catalogues or bundling a BoQ with the main category. 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, he can raise their representation against the same by using the Representation window provided in the bid details field on the GeM dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to award bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including 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, Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Maternity Benefit 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 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 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 की 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 पक्ष में बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुसंधान 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 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 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 contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---