बिड संख्या/Bid Number: GEM/2026/B/8128443

दिनांक /Dated: 07-10-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	28-10-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	29-10-2026 15:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Department Of Space
विभाग का नाम/Department Name	Department Of Space
संगठन का नाम/Organisation Name	Indian Space Research Organization
कार्यालय का नाम/Office Name	Isro Headquarters
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hps@isro.gov.in Buyer Email id: basavanna@isro.gov.in
वस्तु श्रेणी /Item Category	Full Service and Maintenance Contracts of Photocopier Machine - Multifunctional Digital Color Copier Machine (DFM); Kyocera; OEM, OEM Authorised Service Provider; Paper to be provider by Buyer; Tonner/Cartridge to be provider by Service Provider.; No.. , Full Service and Maintenance Contracts of Photocopier Machine - Multifunction Machines MFM; Kyocera; OEM, OEM Authorised Service Provider; Paper to be provider by Buyer; Tonner/Cartridge to be provider by Service Provider.; Not Applicable; Not Applic..
अनुबंध अवधि /Contract Period	1 Year(s)
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,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate *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 दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
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
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

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. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM_No.1_4_2021_PPD_dated_18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
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.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Bifurcation of per copy charges for Colour & B/W copier machine - 1791364924.xlsx

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work: As per RfP.

Product/ Equipment Details:1791364959.pdf

Full Service And Maintenance Contracts Of Photocopier Machine - Multifunctional Digital Color Copier Machine (DFM); Kyocera; OEM, OEM Authorised Service Provider; Paper To Be Provider By Buyer; Tonner/Cartridge To Be Provider By Service Provider.; No.. (3037)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Amc Category	Multifunctional Digital Color Copier Machine (DFM)
Amc Brand	Kyocera
Status Of Annual Maintenance Service Provider	OEM , OEM Authorised Service Provider
Paper	Paper to be provider by Buyer
Tonner/Cartridge Required	Tonner/Cartridge to be provider by Service Provider.
Size of the Paper	Not Applicable
Paper Thickness in GSM	Not Applicable
Brand Paper	Not Applicable
Age of Machine (in Years)	Refer RfP
Number of Onsite Service Engineers Requirement	Not Required
Periodicity of Preventive Maintenance Services	Bi-Monthly
Colour	Colored
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per Month to be Copied including all machines.	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per Month to be Copied including all machines.	अतिरिक्त आवश्यकता /Additional Requirement
1	Jayamadhuri S	560094,Antariksh Bhavan New BEL Road	3037	• Number of Machines to be served : 2 • Number of Months during the Contract Period : 12

Full Service And Maintenance Contracts Of Photocopier Machine - Multifunction Machines MFM; Kyocera; OEM, OEM Authorised Service Provider; Paper To Be Provider By Buyer; Tonner/Cartridge To Be Provider By Service Provider.; Not Applicable; Not Applic.. (10000)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Amc Category	Multifunction Machines MFM
Amc Brand	Kyocera
Status Of Annual Maintenance Service Provider	OEM , OEM Authorised Service Provider
Paper	Paper to be provider by Buyer
Tonner/Cartridge Required	Tonner/Cartridge to be provider by Service Provider.
Size of the Paper	Not Applicable
Paper Thickness in GSM	Not Applicable
Brand Paper	Not Applicable
Age of Machine (in Years)	Refer RfP
Number of Onsite Service Engineers Requirement	Not Required
Periodicity of Preventive Maintenance Services	Bi-Monthly
Colour	Monocrome
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per Month to be Copied including all machines.	अतिरिक्त आवश्यकता /Additional Requirement
1	Jayamadhuri S	560094,Antariksh Bhavan New BEL Road	10000	• Number of Machines to be served : 1 • Number of Months during the Contract Period : 12

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

1. **Generic**

   OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 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 50 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 50 percent with the consent of the service provider

2. **Generic**

   Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

   ANTARIKSH BHAVAN
   ISRO HEADQUARTERS
   NEW BEL ROAD
   BANGALORE
   KARNATAKA- 560094
   .

3. **Generic**

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

4. **Generic**

   Manufacturer Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

5. **Purchase Preference (Centre)**

   Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid

for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 15% of total value.

6. **Service & Support**

   AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

7. **Service & Support**

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

8. **Service & Support**

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

9. **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.

10. **Buyer Added Bid Specific ATC**

    Buyer Added text based ATC clauses

Terms and Conditions for Comprehensive Annual Maintenance Service Contract [CAMSC] for KYOCERA MACHINE installed at Offices at ISRO HQ/DOS.

1.0 PERIOD OF CONTRACT:

The CAMSC is valid for a period of One Year from the date of issue of this Contract and is extendable for further period of One year upon mutual consent on the same rate, Terms and Conditions. ISRO HQ reserves the right to extend or curtail the period of Contract.

Vendors are requested to Inspect the machines available at ISRO HQ before submitting the bid. If any of the machine requires repair and spare parts, such list shall be provided to us so that we can procure the spares and arrange for repairing the machine and keep it ready before the start of CAMSC.

OEM Authorization Certificate has to be mandatorily submitted along with the quote for considering your bid.

2.0 SCOPE OF MAINTENANCE:

2.1 The scope of Comprehensive Service Contract includes preventive/corrective maintenance of Kyocera Colour Machine, attending unlimited break down calls and to provide all spares, consumables like toner, developer, drum except paper as and when required with no additional cost. Please indicate separately the spares that are covered under CAMSC and the spares that are not covered under CAMSC.

2.2 Preventive and corrective maintenance services shall be attended twice in a quarter [with a gap minimum 40 days] to keep the copier in good working condition. Repair and replacement of spares or parts and attending to repairs shall be undertaken as and when required.

2.3 The break down calls shall be attended to within 24 hours of intimation by the respective Section.

2.4 Discount on metered copies as applicable towards service and wastage shall be quoted.

2.5 **EQUIPMENT LIST:-**

Sl. No.	Model No.	Serial No. of Copier Machine	Machine Age in years
1.	TASKALFA 8002i (Black and White)	R199300272	6
2.	TASKALFA 2554ci (COLOUR)	W8C2Y00875	4
3.	TASKALFA 3554ci (COLOUR)	W7B2500426	3

3.0 **PRICE:**

The CAMSC rates shall be firm & fixed for a period of One year and extendable for further one more year upon mutual consent of both the parties on the same rate Terms and Conditions.

4.0 PAYMENT TERMS:

Payment shall be made on monthly basis as per the actual metered copies for each copier. Your invoices showing the details of meter reading (opening and closing) along with the service call report (with the details of spares replacement, if any) containing the details of services/repairs/replacement etc. duly certified by the Focal Point shall be submitted to Sr. Purchase & Stores Officer. The payment will be made within 30 days of receipt of Bills/Invoice.

5.0 DOWN-TIME COMPENSATION:

5.1 In case of any breakdown, the service provider shall arrange to rectify the defect within 24 hours from lodging of the complaint. In case of delay in attending to the breakdown beyond 24 hours, proportionate amount equivalent to the CAMSC charges of the machine shall be deducted from the payment due to the Service Provider.

5.2 In case, if the problem could not be resolved within a day, a standby machine of equivalent features shall be provided and the same shall be retained until the defective machine is brought to working conditions.

5.3 No CAMSC charges will be paid during the downtime and it will be deducted in proportion to 24 hours irrespective of holidays.

6.0 FAILURE OF CONTRACTOR:

ISRO HQ reserves the right to revoke the service Contract in part or in full or entrust the Contract with any other Contractor. In case the Contractor fails to comply with Contractual obligation during the currency of the Contract, the Contractor shall be responsible for any loss to the Service Receiver as a result of non-compliance of the Contractual obligations and breach of trust.

7.0 FOCAL POINT:

Shri Basavanna C S, Sr. Purchase and Stores Officer, Purchase & Stores Section, ISRO HQ, Ph: 080-2217-2248/2249, email: spso_isrohq@isro.gov.in.

8.0 GENERAL TERMS:

8.1 All the defective parts removed from the Machine being the property of vendor, the parts shall be taken out of ISRO HQ premises with proper Gate Passes. Defective parts can be taken out after replacing it with the genuine ones.

8.2 In the event of damages to Department's property or personal injury to ISRO HQ/Contractor's personnel due to the negligence of the Contractor's employees, the responsibility solely rests with the Contractor. The Department shall not be responsible for any injury/loss of life to the Contractor's personnel due to accidents/natural calamities, etc., at ISRO HQ premises.

8.3 The Contractor shall make his own arrangement for transport, canteen, safety of their personnel, medical and other amenities.

8.4 The Contractor shall observe the security regulations of the Department and any loss or damage incurred by the Department on account of the Contractor's failure of any nature to observe the security regulations, it shall be debitable to Contractor's account.

8.5 The maintenance services shall be attended during normal working hours between 0930 and 1700 hrs [Monday through Friday].

8.6 Change of Location of Copier: In case, if the Kyocera Colour Machine is to be removed from the present location to any other location, the Contractor will be intimated in advance.

9.0 FALL CLAUSE:

The charges quoted by the Contractor shall in no event exceed the lowest charges at which the Contractor maintain system (s) of identical description to any other party(ies) during the period of this Contract. If at any time, during the said period, the Contractor reduce the maintenance charges of such machine to any other customer, it shall forthwith be notified to ISRO HQ and the charges payable under the Contract for the servicing done after the date of coming into force of such reduction of maintenance charges shall stand correspondingly reduced.

10.0 PARALLEL/ADHOC CONTRACT:

ISRO HQ reserves the right to enter into parallel Contract(s) simultaneously or at any time during the period of this Contract with one or more Service Providers and to place adhoc Contract or Contract simultaneously or at any time during the period of this Contract with one or more Service Provider.

11.0 SUBLETTING OF CONTRACT:

The Contract shall not be sublet, transferred or assigned to any other firm without the prior written approval of ISRO HQ.

12.0 DISPUTE RESOLUTION MECHANISM:

(A) CONCILIATION: Notwithstanding anything contained in this Contract, any disputes or differences whatsoever, which are to be settled amicably between the parties, shall be resolved through Conciliation.

(B) MEDIATION: Any disputes or differences, which are not settled amicably through Conciliation, then either of the parties, may approach for mediation to settle under Mediation Act, 2023. The procedure is to be followed as prescribed in the Mediation Act, 2023 amended from time to time.

(C) ARBITRATION: In the event of any dispute/s, difference/s or claim/s arising out of or relating to the interpretation and application of the Contract, such dispute/s or difference/s or claim/s shall be settled amicably by mutual consultations of the good Offices of the respective Parties and recognizing their mutual interests attempt to reach a solution satisfactory to both the parties. If such a resolution is not possible, within 30 days from the date of receipt of written notice of the existence of such dispute/s, then the unresolved dispute/s or difference/s or claim/s shall be referred to the Sole Arbitrator appointed by the Parties by mutual consent in accordance with the rules and procedures of Arbitration and Conciliation Act 1996 as amended from time to time. The arbitration shall be conducted in Bengaluru in the Arbitration and Conciliation Centre - Bengaluru (Domestic and International) as per its rules and regulations. The expenses for the Arbitration shall be shared equally or as may be determined by the Arbitrator. The considered and written decision of the Arbitrator shall be final an

d binding between the Parties. The applicable language for Arbitration shall be English only. Work under the Contract shall be continued by the CONTRACTOR during the pendency of arbitration proceedings, without prejudice to a final adj ustment in accordance with the decision of the Arbitrator unless otherwise dire cted in writing by the DEPARTMENT or unless the matter is such that the works cannot be possibly continued until the decision (whether final or interim) of the Arbitrator is obtained. Arbitration will be a method of dispute resolution in Con tracts where dispute value is lesser than Rs.10 Crore.

If the arbitrator is the Head of the Purchase Office: (i) In the event of his being transferred or vacating his office by resignation or otherwise, it shall be lawful for his successor in office either to proceed with the reference himself for to ap point another person as arbitrator, or In the event of his being unwilling or una ble to act for any reason, it shall be lawful for the Head of the Purchase Office t o appoint another person as arbitrator.

If the arbitrator is a person appointed by the Head of the Purchase Office, In th e event of his denying or neglecting or refusing to act, or resigning or being un able to act, for any reason, shall be lawful for the Head of the Purchase Office either to proceed with the reference himself or to appoint another person as ar bitrator in place of the outgoing arbitrator subject, as aforesaid, to the Arbitrati on and Conciliation Act, 1996, and the rules thereunder and any statutory mod ifications thereof for the time being in force shall be deemed to apply to the ar bitration proceeding under the clause. The Arbitrator shall have the power to e xtend with the consent of the Purchaser and the Contractor the time for makin g and publishing the award. The venue of arbitration shall be the place as the Purchaser in his absolute discretion may determine. Work under the Contract s hall, if reasonably possible, continue during Arbitration Proceedings.

13.0 FORCE MAJEURE:

Neither party shall bear responsibility for the complete or partial non-performance of any of his obli gations(except for failure to pay any sum which has become due on account of receipt of goods un der the provisions of the present Purchase Order/Contract) if the non-performance results from suc h force majeure circumstances such as, but not restricted to, flood, fire, earthquake, civil commoti on, sabotage, explosion, epidemic, quarantine restriction, strike, lock-out, freight embargo, acts of the Government either in sovereign or Contractual capacity, hostility, acts of public enemy and oth er acts of god as well as war or revolution, military operation, blockade, acts or actions of State aut horities or any other circumstance beyond the control of the parties that have arisen after the conc lusion of the present Purchase Order/Contract. In such circumstances, the time stipulated for the p erformance of an obligation under the Purchase order/Contract may be proportionately extended. The party for whom it become impossible to meet the obligation under this Contract due to force majeure condition, will notify the other party in writing not later than twenty-one days from the dat e of commencement of the un-foreseeable event. Unless otherwise directed by the Centre/unit in writing, the Contractor/Supplier shall continue to perform his obligations under the purchase order/ Contracts as far as is practical and shall seek all reasonable alternative means for performance not prevented by the force majeure event. Any Certificate issued by the chamber of commerce or any other competent authority or organization of the respective country shall be sufficient proof of com mencement and cessation of the above circumstances. The force majeure conditions are applicabl e only to the prime Contractor and Purchaser.

14.0 SHORT CLOSING & TERMINATION:

Under the normal circumstances, Termination/Short closing of the Contract is not foreseen. Howev er, in case of continued non-performance of the Contract, ISRO HQ reserves the right to terminate the Contract wholly or partly by giving written notice of not less than 30 days. ISRO HQ reserves the right to terminate the Contract at any time by giving 30 days prior notice without assigning any reasons.

15.0 APPLICABLE LAW & JURISDICTION:

The Contract shall be interpreted, construed and governed by the laws of India. The Courts within Bangalore only shall have jurisdiction to deal with and decide on any matter arising out the Contra ct.

16.0 ACKNOWLEDGEMENT & ACCEPTANCE:

Please acknowledge the receipt of this CAMSC and its acceptance shall be confirmed by returning the duplicate copy signed and stamped.

ADDITIONAL TERMS & CONDITIONS:

1. Only Original Equipment manufacturers (OEM) or authorized dealers are requested to quote. You shall s ubmit OEM certificate from KYOCERA, failing which your offer shall be rejected. In event of submission of a ny false/forged document, your offer shall be rejected without any further intimation.

2. Detailed price break-up of your quote may be uploaded in pdf format under the financial document tem plate. Price details shall not be disclosed in the Techno-Commercial bid failing which your offer will be reje cted.

3. CONDITIONS FOR BIDDER FROM A COUNTRY WHICH SHARES LAND BORDER WITH INDIA:

i. Any bidder from a country which shares a land border with India will be eligible to bid in this tender, onl y if the bidder is registered with the Competent Authority. Competent Authority for the purpose of registrat ion shall be the Registration Committee constituted by the Department for Promotion of Industry and Inter nal Trade (DPIIT).

ii. Any false declaration and non-compliance of the above would be a ground for immediate rejection of off er or termination of the contract and further legal action in accordance with the laws.

iii. Validity of Registration: Registration should be valid at the time of submission of bids and should be va lid at the time of placement of order.

4. GST Certificate: Bidder shall upload the GST Certificate.

5. IT Returns Certificate: Bidder shall upload the IT Returns for the last two financial years (2023-24 & 202 4-25).

6. Previous Order Copies: Bidder shall upload the Order copies of similar Contracts executed during last tw o years i.e. 2024 & 2025.

7. In order to ensure timely and effective support during the Contract period, bidder must have a registere d office in Bangalore. Documentary proof of the same shall be submitted, failing which your bid will be reje cted.

8. Our GST UIN No. 29BLRI00121C1DL.

9. For any Tender related query, please contact Purchase & Stores Officer, ISRO HQ, Bangalore. Email: pso _isrohq@isro.gov.in, Ph: 80 2217 2142/2249 quoting our internal reference number 2026004257.

10. For any supply related query, please contact our Stores section, Ph: 80 2217 2005/2249/2247/2267. Th e items have to be supplied between 10:00 AM to 06:00 PM during working days (other than Saturdays, Su ndays and public holidays).

11. Common IP Address: Bidders may note that GeM is capturing and showing the IP addresses used by th e bidder(s). The received bids having matching /common IP Addresses shall be outrightly rejected and s ha ll not be considered for further evaluation.
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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 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---