बिड संख्या/Bid Number: GEM/2026/B/8134746
दिनांक /Dated: 02-11-2026

## बिड दस्तावेज़ / Bid Document

| बिड विवरण/Bid Details | |
|---|---|
| बिड बंद होने की तारीख/समय /Bid End Date/Time | 13-11-2026 16:00:00 |
| बिड खुलने की तारीख/समय /Bid Opening Date/Time | 14-11-2026 16:00:00 |
| बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date) | 180 (Days) |
| मंत्रालय/राज्य का नाम/Ministry/State Name | Odisha |
| विभाग का नाम/Department Name | Home Department Odisha |
| संगठन का नाम/Organisation Name | Odisha Police |
| कार्यालय का नाम/Office Name | State Police Headquarters |
| शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal | HOD Email id :igpprov-odpol@gov.in<br>Buyer Email id: aig-prov.odpol@gov.in |
| कुल मात्रा/Total Quantity | 1900 |
| वस्तु श्रेणी /Item Category | Tablet Computer (V2) (Q2) |
| मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years) | 2000 Lakh (s) |
| उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service | 3 Year (s) |
| टर्नओवर पात्रता मानदंड/Turnover eligibility criteria | To be verified by the buyer at the time of technical evaluation |
| वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover | Yes \| Complete |
| स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover | Yes \| Complete |
| विक्रेता से मांगे गए दस्तावेज़/Document required from seller | Experience Criteria,Past Performance,Bidder Turnover,OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC)<br>*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? | No |
| बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension | 2 |
| 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 | 3 |
| विगत प्रदर्शन /Past Performance | 10 % |
| बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled | Yes |
| रिवर्स नीलामी योग्यता नियम/RA Qualification Rule | H1-Highest Priced Bid Elimination |
| बिड का प्रकार/Type of Bid | Two Packet Bid |
| तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation | 2 Days |
| निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM) | No |
| मूल्यांकन पद्धति/Evaluation Method | Total value wise evaluation |
| मध्यस्थता खंड/Arbitration Clause | No |
| सुलह खंड/Mediation Clause | No |

**ईएमडी विवरण/EMD Detail**

| | |
|---|---|
| एडवाईजरी बैंक/Advisory Bank | State Bank of India |
| ईएमडी राशि/EMD Amount | 2000000 |

**ईपीबीजी विवरण /ePBG Detail**

| | |
|---|---|
| एडवाइजरी बैंक/Advisory Bank | State Bank of India |
| ईपीबीजी प्रतिशत (%)/ePBG Percentage(%) | 5.00 |

| | |
|---|---|
| ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months). | 38 |

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

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

**लाभार्थी /Beneficiary :**

AIG of Police (Provisioning)
State Police Headquarters, Home Department Odisha, Odisha Police,
(Bimalendu Satapathy)

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

**एमएसई खरीद वरीयता/MSE Purchase Preference**

| | |
|---|---|
| एमएसई खरीद वरीयता/MSE Purchase Preference | No |

**एमआईआई खरीद वरीयता/MII Purchase Preference**

| | |
|---|---|
| एमआईआई खरीद वरीयता/MII Purchase Preference | No |

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. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity

during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
6. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
7. 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.
8. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 10% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

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

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

## Tablet Computer (V2) ( 1900 pieces )

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|---|---|
| Bis Required | Yes |

**तकनीकी विशिष्टियाँ /Technical Specifications**

* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

| विवरण/Specification | विशिष्टि का नाम /Specification Name | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values) |
|---|---|---|
| Display | **Description of Stores** | Tablet Computer with 1 Year warranty including battery, 5.0 or higher bluetooth, 802.11a/b/g/n/ac or latest Wi-Fi, Voice Calling Support, Capacitive (Multi-Touch), In-built Speaker, USB Transfer/Charging cable and Charger Adaptor |
| | **Minimum Display Size (in Inch)** | 8.0 to 8.9, 9.0 to 9.9, 10.0 to 10.9, 11.0 to 11.9, 12.0 to 12.9, 13.0 to 13.9, 14.0 to 14.9 Or higher |
| Operating System | **Operating System** | Android 13, Android 14, Android 15, Android 16 |
| Memory | **RAM Size (in GB)** | 4, 6, 8, 12, 16 |
| Storage | **Internal Storage Capacity (in GB)** | 64, 128, 256, 512, 1024 Or higher |
| Camera | **Front Camera (in Mega Pixel)** | 2 to 4, 4.1 to 7, 7.1 to 10, 10.1 to 13 Or higher |
| | **Main Rear Camera (in Mega Pixel)** | 5 to 7, 7.1 to 10, 10.1 to 13, 13.1 to 15 Or higher |

| विवरण/Specification | विशिष्टि का नाम /Specification Name | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values) |
|---|---|---|
| | | |
| Battery | **Battery Capacity (minimum) (mAH)** | 5000 - 5999, 6000 - 6999, 7000 to 7999, 8000 to 9999, 10000 to 12999 Or higher |

**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/Delivery Days |
|---|---|---|---|---|
| 1 | SUDAM SAHU | 751010,Rasulgarh, Bhubaneswar, Dist- Khurda | 1900 | 60 |

**Special terms and conditions-Version:2 effective from 31-01-2025 for category Tablet Computer (V2)**

1. The product in GeM marketplace (Direct Purchase & L1 purchase) comes with a minimum standard warranty of one year. In case the seller has standard warranty more than one year, the same may be mentioned in the catalogue (including in the model name) and in such case higher warranty offered shall prevail/supersede the minimum one year warranty.

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

1. **Generic**

   OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be (Increased quantity ÷ Original quantity) × Original delivery period (in days), subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

**Technical Specifications - Tablet Computers**

| S.No | Specifications | Minimum Requirements |
|---|---|---|
| 1 | Display Size | 10.5 inch or higher |

| | | |
|---|---|---|
| 2 | Display Resolution | 2112 x 1320 or higher |
| 3 | Capacitive multi touch | Yes |
| 4 | Brightness | 500 Nits or higher |
| 5 | Display Protection | Corning Gorilla Glass 3 or higher |
| 6 | Processor | Octa-Core with 2.4 GHz or higher |
| 7 | Operating System | Android 15 or higher |
| 8 | Update of OS and applications | Yes minimum 3 years |
| 9 | RAM | 6 GB or higher |
| 10 | Internal Storage | 128 GB or higher |
| 11 | External Storage Support (Through Mic ro SD) | 1 TB or higher |
| 12 | Rear Camera | 8.0 MP or higher |
| 13 | Front Camera | 5.0 MP or higher |
| 14 | Minimum 1 SIM Card Slot | Yes |
| 15 | Connectivity Type | Wifi + Cellular, 5G Support |
| 16 | Bluetooth | v5.3 or higher |
| 17 | GPS | Yes |
| 18 | AGPS | Yes |
| 19 | Wi-Fi Connectivity | 802.11a/b/g/n/ac/ax or higher |
| 20 | Battery Capacity | 8000mAH or higher |
| 21 | USB Port | Type C |
| 22 | Mandatory Certificates required to be s ubmitted along with the bid. | BIS Certificate, CB Certificate, FCC Certificate, S AR Report and RoHS Certification/Test Report |
| | | GMS Certified Operating System: - Undertaking from OEM along with the screenshot from the G oogle Play supported devices webpage showing the quoted device is listed under GMS is to be a ttached with the bid. |

| | | | |
|---|---|---|---|
| | | | The quoted device must be listed as an Android Enterprise Recommended (AER) device on the official Google platform, accessible via the following link: https://androidenterprisepartners. withgoogle.com/devices/#OEM should submit a copy of self-certificate at the time of bid submission. |
| 23 | Accessories | | OEM Data Cable USB Type C to C OEMAdapter 25W USB-C fast charger<br>Stylus Pen from same OEM, Flip Cover |
| 24 | Warranty | 3 | Year Carry-in Standard Warranty |

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25. Mobile Device Management (MDM): To be provided free of cost along with Tablet.

The quoted product should have the following MDM features: -

| **S.No** | **Specifications** |
|---|---|
| 1 | MDM enrolment should happen automatically through Google Zero-touch or OEM equivalent Zero-touch platform. |
| 2 | The quoted Mobile Device Management (MDM) solution should be listed as AER<br>(Android Enterprise Recommended) on the Google platform |
| 3 | The MDM license should be provided for 3-years |
| 4 | MDM needs to provide Chat with the following features:<br>The MDM shall provide end-to-end encrypted chat between authorized users on registered IMEI devices, with encryption at rest and in transit. It shall support file sharing, multimedia exchange, audio/video calls, and multiple admin-managed, one-to-many broadcast channels. Admins may manage multiple channels and send text, media, and voice notes from an approved device or web console. |
| 5 | MDM also needs to provide Chat with the following features: User Language Personalization for Text and Voice Output, enabling users to select English and Odia language for real time translation of incoming text messages.<br>It shall have on demand replay with original and translated content. |
| 6 | The MDM solution must enforce device enrolment exclusively via the native Android default launcher in secure kiosk mode, ensuring strict device control and management. |
| 7 | The tool to manage devices data security push device policies, push custom apps, reports, management of applications and devices for example whitelist or blacklist applications, URLs, control device functionality such as camera, Bluetooth, and WIFI. |
| 8 | The MDM shall enforce data encryption at rest and in transit, including encryption of external storage (SD card) |

| | |
|---|---|
| 9 | Support encryption of data on the device or any external storage. The data stored in external storage such as an SD card shall be encrypted and cannot be accessed on any other device. And feature to enable sim card lock with PIN Number. |
| 10 | If required, the department may ask the participating bidder to provide a demonstration of the quoted device and the features of the MDM solution. |
| 11 | MDM software should have the capability to access the device screen remotely for resolution of software issues whenever required. |
| 12 | Applications shall be installed and upgraded remotely through the MDM console. |

**Buyer Added Special Conditions:-**

1. OEM should have a 24x7 Toll-Free Helpdesk number (with human call center executive support, IVR Support at night shall not be accepted) operational in a minimum of two languages Hindi & English. The 24x7 Toll-Free number should be indicated on the OEM website. OEM declaration regarding the service support features to be uploaded along with the Bid.

2. Availability of Service Centres: OEM must have a Functional Service Centre in minimum ten (10) locations in Odisha at the time of bid submission. The OEM to supply the list of service locations with documentary evidence and contact details. The list of service centres should be visible on the OEM website and OEM to provide the link of the same.

3. The OEM must provide the following customer support features on its official website: Availability of FAQ (Tips and Solutions), Online Service Appointment, 24x7 WhatsApp chat for services related interaction, schedule a Callback request service with an expert, customer service online chat and email details. The bidder must submit details along with website links as proof of availability on OEM letterhead.

4. OEM call centre should be able to provide primary level Remote Assistance support to the end user through their own app and take access of the smart phone device remotely when active internet is available on the end users smart phone. OEM declaration regarding the features to be uploaded along with the Bid.

5. Escalation Matrix for Service Support: OEM must provide an Escalation Matrix of Telephone Numbers for Service Support for device.

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

7. The bidder must submit a Bid Security as mentioned in the bid in the form of a Demand Draft / Bank Guarantee. The bidder seeking Bid Security exemption must submit the valid supporting document as per GeM GTC with the bid.

8. The Performance security may be submitted in the form of a Bank Guarantee/Demand Draft. The successful bidder will be required to furnish Performance Security of 3% of the purchase Order for 39 months within 15 days of the issue of the purchase order.

9. The successful bidder shall deliver the devices to all the District Headquarters within 60 days of receipt of the contract order.

The successful bidder/OEM shall provide **online/offline training at the user site or through online mode** for the supplied device and associated services as and when required by the buyer. The training shall cover **installation/start-up, operation, maintenance, troubleshooting, operational training on the features, functionalities, administration, and usage of the MDM (Mobile Device Management) Software**, **and proper usage** of the supplied device. A minimum of **four (04) online training sessions** shall be conducted by the successful bidder for the designated users/personnel of the Department. The training sessions shall be scheduled in consultation with the Department and shall include practical demonstrations and clarification of user queries. Any further training is to be provided by the bidder/OEM as per the requirement of the buyer.

**Additional Term and Condition.**

1. The bidder's average annual turnover for the last three financial years should not be less than 10 Cr.

2.The bidders are requested to submit EMD / e-BG as per bid requirement in term of electronics Bank Guarantee quoting Unique Identification Number (UIN) " NCOGD2383P " with NeSL while applying eBG from their respective Banks.

3. This bid is governed by OGFR-2023 and GFR regulations. Bidders will liable for punitive measures, including potential debarment, outlined in OGFR and GFR for any violations or failure to comply with GFR / OGF R a s well as bid terms and conditions.

4. "Provisions of 'Public Procurement (Preference to Make in India), Order 2017', as amended from time to time, shall be followed in case eligible foreign bidders participate in the bidding process".

5.The condition of prior turnover and prior experience may be relaxed/waived for local MSEs / Start-ups subject to meeting of quality & technical specifications and making suitable provisions in the bidding document.

6.In exceptional circumstances, the procuring authority may award the contract in excess up to ten per cent of quantity mentioned in the bid document at his level. The procuring authority shall obtain approval of next higher authority and record reasons of such variations in writing, in case where the quantity to be procured exceeds ten percent, but does not exceed fifty percent, of the quantity as mentioned in the bid document.

7. DEFINITION OF MSEs AND STARTUPS FOR THIS BID: For the Procurement of the item; Micro & Small Enterprise (MSE) means an Industrial Unit or Enterprise as defined in Odisha MSME Development Policy,2022 and as amended from time to time. Similarly, A Start-up means an Enterprise as defined under the Odisha Start-up Policy, 2016, and as amended from time to time.

8.The bidder to furnish a certificate as per the format specified below along with the bid:

"I certify that I have not committed any offence-

(a) Under the Prevention of Corruption Act, 1988; or

(b) the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

(c) I have not been debarred by any Central / State Government Organization/Bodies for the last 3 years."

Signature with designation

9. Micro and Small Enterprises (MSEs) and start-ups are allowed concessional payment of performance security @ 25% of performance security prescribed for normal bidders.

10. Purchase preference, Price Preference and other relaxations to local MSEs/Start-ups at the time of public procurement shall be guided by notifications/guidelines as issued by MSME Department from time to time.

11. During the warranty period, the supplier shall repair or rectify any defective goods, or replace them with defect-free goods, at no additional cost. All repaired or replaced items shall be delivered to the buyer's premises free of charge.

12. The bidder shall submit the Income Tax Return (ITR) for any one of the last three assessment years.

13. EMD exemption would be allowed to MSME/start up only as per provision laid down in OGFR- 2023.

14.Vendor assessment Report submitted by a bidder would not be accepted in place of EMD .

15.Average Annual Financial Turn Over Certificate authenticated by a Chartered Accountant must have valid UDIN No of CA concerned.

16.The bidder must submit the Manufacturer's Authorization Form (MAF) in the following format; failing this , the bidder will be liable for disqualification.

**Manufacturer's Authorization Form (MAF)**

**(To be submitted on OEM Letterhead)**

Ref. No._____ Dated _____

To

The A.I.G. of Police (Provisioning),

Odisha, Cuttack.

Dear Sir,

Tender Reference No./ NIT /GeM Bid No. : _____

**Name of the item:**

We M/s. _____ who are established and reputable manufacturers of

_____do hereby authorize M/s._____ (Name and address of Agent / Dealer) to participate in the above tender.

We hereby extend our technical assistance to the bidder during installation and inspection of the product.

We hereby certify that, the equipments being sold would not be declared End of Support (EoS) or become obsolete in the next 5 years. Also, we certify that the products being sold would be covered under Warranty / Support and OEM support will be available for ____ years( as specified in the GeM Bid / Tender / NIT No.) from the date of installation, even in the case, the bidder becomes “Out of service”.

We have studied the requirements of the product and confirm that we will adhere to the specifications of the tender and quality plan and extend all support during the inspection and provide documentary evidence at the time of inspection for the verification by Client/Client’s representative.

Yours faithfully

(Name)

For and on behalf of M/s. _____

(Name of manufacturers)

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3. **Inspection**

**Nominated Inspection Agency:** On behalf of the Buyer organization, any one of the following Inspection Agency would be conducting inspection of stores before acceptance:
Pre-dispatch Inspection at Seller Premises (applicable only if pre-dispatch inspection clause has been selected in ATC):

No

Post Receipt Inspection at consignee site before acceptance of stores:
Yes

4. **Forms of EMD and PBG**

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

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

5. **Warranty**

   Warranty period of the supplied products shall be as given in specifications from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

6. **Forms of EMD and PBG**

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

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

7. **Scope of Supply**

   Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

8. **Certificates**

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

## अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.

3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

**This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

**However, in case of Service, if any condition specified in General Terms and Conditions is**

**contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.**

यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions

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

**---धन्यवाद/Thank You---**