बिड संख्या/Bid Number: GEM/2026/B/8204113

दिनांक /Dated: 27-10-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	07-11-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	08-11-2026 11:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Defence
विभाग का नाम/Department Name	Department Of Military Affairs
संगठन का नाम/Organisation Name	Indian Army
कार्यालय का नाम/Office Name	**********
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :samanpreet.700y@gov.in Buyer Email id: sanubanti123@gmail.com
कुल मात्रा/Total Quantity	69
वस्तु श्रेणी /Item Category	TABLE CLOTH COMBAT 2X3 DIRECT FIT STICHED TO FIT TECH TRAINING TABLE , 4 SIDE AND TOP COVERED TABLE CLOTH COMBAT NEW PATTERN 5X3 DIRECT FIT STICHED , GRASS CUTTING WIRE HIGH QUALITY AND HIGH DURABLE , DISTEMBER 10 KG FOR AREA MAINTENANCE , WHITE CEMENT FOR AREA MAINTENANCE , PAD LOCK 6 LEVER , LED LIGHT FOR TRAINING AREA 200 WATTS , INSULATED 3 CORE WIRE WEATHER PROOF
GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS	TABLE CLOTH COMBAT 2X3 DIRECT FIT STICHED TO FIT TECH TRAINING TABLE, 4 SIDE AND TOP COVERED TABLE CLOTH COMBAT NEW PATTERN 5X3 DIRECT FIT STICHED , GRASS CUTTING WIRE HIGH QUALITY AND HIGH DURABLE, DISTEMBER 10 KG FOR AREA MAINTENANCE, WHITE CEMENT FOR AREA MAINTENANCE, PAD LOCK 6 LEVER, LED LIGHT FOR TRAINING AREA 200 WATTS, INSULATED 3 CORE WIRE WEATHER PROOF
	Searched String: TABLE CLOTH COMBAT 2X3 DIRECT FIT STICHED TO FIT TECH TRAINING TABLE Category not available on GeM for the text string uploaded by the buyer **Searched String**: 4 SIDE AND TOP COVERED TABLE CLOTH COMBAT NEW PATTERN 5X3 DIRECT FIT STICHED Category not available on GeM for the text string uploaded by the buyer **Searched String**: GRASS CUTTING WIRE HIGH QUALITY

बिड विवरण/Bid Details	
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	AND HIGH DURABLE Category not available on GeM for the text string uploaded by the buyer **Searched String**: DISTEMBER 10 KG FOR AREA MAINTENANCE (HDPE) / (PP) Woven Sacks for Packaging 10 kg, 15 kg, 20 kg, 25 kg and 30 kg Foodgrains ISI marked to IS 16208, XLPE Cable for Working Voltage up to and Including 1.1 KV Marked To IS 7098 (Part 1), Bag Calico- OFB, Set of Used Light Weight Jute Sacking Bags for Packing 50 Kg Food Grain (1 Set = 100 Bags), High Mast Lighting Tower for large area with LED Flood Lighting System, High Mast Lighting Octagonal Tower for Small area with LED Flood Lighting System (V2), Neem Cake for Manuring (V2) Conforming To IS 8558, Mineral Mixtures For Supplementing Cattle Feeds Conforming to IS 1664, Decomposter for solid waste management **Searched String**: WHITE CEMENT FOR AREA MAINTENANCE White Cement Based Polymeric Putty as per IS 17545, XLPE Cable for Working Voltage up to and Including 1.1 KV Marked To IS 7098 (Part 1), White Cement Based Polymeric Putty (V2) Conforming to IS 17545, Desk Only for Classroom/Training Area, Desk and Bench Set for Classroom/Training Area, Reciprocating Pump with Motor For Hazardous Area, Flower Pots or Planters (V2), HAEMATITE FOR CEMENT SLURRIES- ONGC, Desk and Chair Set for Classroom/Training Area, Solvent Cements for Chlorinated Poly (Vinyl Chloride) (CPVC) Plastic Pipe and Fittings conforming to IS 18837 **Searched String**: PAD LOCK 6 LEVER Pad Lock as per DGQA Specification No. IND/GS/1909 (V2), Pad Lock Various (As Per Defence Specification), Padlocks (ताले) conforming To Is 15275, Lockout Hasp **Searched String**: LED LIGHT FOR TRAINING AREA 200 WATTS Desk Only for Classroom/Training Area, LED Luminaire For Road And Street Lights Conforming To IS 10322 (Part 5/Section 3) (V3), LED Warning Light For Police - Shoulder/Body Worn (V2), LED Luminaire for Flood Light, Flame Proof (V2), Led Luminaire For Pit Light, LED Luminaire For Floodlight Conforming To IS 10322 (Part 5/Section 5) (V3), LED Luminaire for Floodlight (V2) Conforming to IS 10322 (Part 5/Section 5), LED Luminaire (Recessed Luminaire) (Ceiling Light) Conforming To IS 10322 (Part 5/Section 2) (V4), Desk and Chair Set for Classroom/Training Area, LED Luminaire for Road and Street Lights (V2) Conforming to IS 10322 (Part 5 / Section 3) **Searched String**: INSULATED 3 CORE WIRE WEATHER PROOF Enamelled Round Aluminium Winding Wire Conforming To IS 13730 (Part 0/Sec 3), PVC Insulated Copper Cord Single Core and Multi Core Circular Sheathed with Flexible Conductor (V2) ISI Marked To IS 694, Elastomer Insulated, Unkinkable Flexible Cords (Workshop Type) Marked To IS

बिड विवरण/Bid Details	
	9968 (Part 1), PVC Insulated Copper Cable Single Core and Multi Core Circular Sheathed with Flexible Conductor (V2) ISI Marked To IS 694, PVC Insulated Copper Cable Single Core and Multi Core Circular Sheathed with Rigid Conductor (V2) ISI Marked To IS 694, PVC Insulated (Heavy Duty) Electric Cables Marked To IS 1554 (Part 1) (V2), PVC Insulated Cable For Submersible Pumps ISI Marked To IS 694, XLPE Cable for Working Voltage up to and Including 1.1 KV Marked To IS 7098 (Part 1), PVC Insulated Aluminium Cable Single Core and Multi Core Circular Sheathed with Rigid Conductor ISI Marked To IS 694
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	• Napkins and Table Cloth Cotton Khadi- as per IS: 3773
बीओक्यू शीर्षक /BOQ Title	BOQ ITEM
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
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,Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए 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	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	TABLE CLOTH COMBAT 2X3 DIRECT FIT STICHED TO FIT TECH TRAINING TABLE

बिड विवरण/Bid Details	
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
वित्तीय दस्तावेज की आवश्यकता है / Financial Document Required	Yes
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 के लिए आरक्षित / Reserved for Make In India products

एमआईआई के लिए आरक्षित / Reserved for Make In India products	Yes

एमएसई के लिए आरक्षित / Reserved for MSE

एमएसई के लिए आरक्षित / Reserved for MSE	Yes

1. 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.
2. Bid reserved for Make In India products: : Procurement under this bid is reserved for purchase from Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. However, eligible micro and small enterprises will be allowed to participate. The minimum local content to qualify as a class 1 local supplier is denoted in the bid document. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is

made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020 . In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

3. Procurement under this bid is reserved for purchase from Micro and Small Enterprises having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal. If the bidder wants to avail themselves of the reservation benefit, 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 to participate in this bid. 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. Benefits of MSE will be allowed only if seller/service provider is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
4. 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.
5. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products 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.

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	**प्री-बिड स्थान/Pre-Bid Venue**
28-10-2026 10:00:00	756 EW WKSP COY

TABLE CLOTH COMBAT 2X3 DIRECT FIT STICHED TO FIT TECH TRAINING TABLE

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

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	**********	**********Bathinda	3	15

4 SIDE AND TOP COVERED TABLE CLOTH COMBAT NEW PATTERN 5X3 DIRECT FIT STICHED

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

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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	**********	**********Bathinda	6	15

GRASS CUTTING WIRE HIGH QUALITY AND HIGH DURABLE

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

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	**********	**********Bathinda	1	15

DISTEMBER 10 KG FOR AREA MAINTENANCE

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

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	**********	**********Bathinda	20	15

WHITE CEMENT FOR AREA MAINTENANCE

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

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	**********	**********Bathinda	3	15

PAD LOCK 6 LEVER

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

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	**********	**********Bathinda	5	15

LED LIGHT FOR TRAINING AREA 200 WATTS

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

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	**********	**********Bathinda	1	15

INSULATED 3 CORE WIRE WEATHER PROOF

(Minimum 50% Local Content required for qualifying as Class 1 Local Supplier)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

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	**********	**********Bathinda	30	15

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. **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.

3. **Generic**

   Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the

market and has at least 3 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

4. **Generic**

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

   756 EW WKSP COY
   756 EW WKSP COY
   756 EW WKSP COY
   756 EW WKSP COY
   756 EW WKSP COY
   .

5. **Generic**

   Bidder shall submit the following documents along with their bid for Vendor Code Creation:

   a. Copy of PAN Card.

   b. Copy of GSTIN.

   c. Copy of Cancelled Cheque.

   d. Copy of EFT Mandate duly certified by Bank.

6. **Generic**

   Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

7. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

   1. Product Demonstration and Technical Verification in PreBid Meeting
   The Unit is engaged in the development and fabrication of specialised electronic equipment, as well as the repair, maintenance, and upgradation of specialised systems to meet the customised requirements of various technical projects. Accordingly, all item s procured through the bidding process must meet the prescribed technical specifications, functional requirements, quality stan dards, and compatibility criteria.
   In view of the specialised nature of these requirements, participation in the Pre-Bid Meeting shall be mandatory for all prospecti ve bidders. Each bidder shall be required to present the relevant product samples, prototypes, or representative units, as applic able, during the Pre-Bid Meeting for technical evaluation, physical inspection, fitment verification, and assessment of build quali ty and compatibility with the intended system.
   The Unit shall also conduct functional testing and test runs of the submitted items, wherever applicable, to assess their operatio nal performance, reliability, and suitability for the intended application, thereby ensuring their satisfactory performance and usa bility in future deployment.
   Only those bidders whose submitted samples successfully meet the prescribed technical, qualitative, fitment, and functional requirements, as determined by the competent technical evaluation authority, shall be considered eligible for further participati on in the bidding process, subject to the applicable tender conditions.

   Failure to attend the mandatory Pre-Bid Meeting, present the required samples, or facilitate the prescribed technical evaluation and testing may result in disqualification from further consideration in the bidding process, in accordance with the tender terms and applicable procurement rules.

   The supplier shall provide a live demonstration of the drone, equipment, accessories, or spare parts, wherever applicable, befor e final acceptance of the product. The demonstration shall verify the product's functionality, performance, specifications, and

compatibility with the existing drone system. The purchaser reserves the right to reject any product that fails to meet the agreed specifications or demonstration requirements.

2. Product Specifications and Compatibility

All supplied items must be brand new, genuine, unused, and as per the approved make, model, part number, and technical specifications mentioned in the Purchase Order. Drone spare parts, batteries, flight controllers, motors, ESCs, propellers, cameras, sensors, communication modules, and other accessories must be compatible with the intended drone model. No substitution shall be permitted without prior written approval from the purchaser.

3. Installation, Integration and Commissioning

The supplier shall provide installation, fitting, integration, configuration, calibration, and commissioning of the supplied drone items or spare parts, wherever applicable. Installation shall be carried out by qualified technical personnel in accordance with the manufacturer's guidelines. The supplied equipment shall be tested to ensure proper functioning before acceptance by the purchaser. Charges for installation and commissioning must be clearly specified in the quotation.

4. Testing and Acceptance

All items shall be subject to inspection and functional testing by the purchaser. Acceptance shall be subject to satisfactory demonstration, installation (where applicable), and verification of the agreed technical requirements. If any item is found defective, incompatible, damaged, or non-functional, the supplier shall rectify the issue or replace the item at no additional cost, as agreed under the Purchase Order.

5. Warranty and Guarantee

The supplier shall provide the applicable manufacturer's warranty and clearly specify the warranty period for each item in the quotation and invoice. The warranty shall cover manufacturing defects and failures attributable to defective materials or workmanship, subject to the manufacturer's warranty terms and applicable law. The supplier shall provide warranty documentation, serial numbers, and proof of purchase wherever applicable. Any exclusions, particularly for batteries, consumables, crash damage, and misuse, must be disclosed in writing before order confirmation.

6. After-Sales Service and Technical Support

The supplier shall provide after-sales service and technical support for all supplied items during the applicable warranty period and, where agreed, after expiry of the warranty. Support shall include fault diagnosis, troubleshooting, repair coordination, replacement assistance, and technical guidance for installation and operation. The supplier shall provide contact details for its service team and communicate the process for raising service requests.

7. Repair and Replacement of Defective Items

Any item found defective during installation, testing, or the applicable warranty period shall be repaired or replaced in accordance with the agreed warranty and service terms. The supplier shall communicate the expected resolution time and bear applicable repair, replacement, and transportation costs where covered under the warranty or otherwise agreed in the Purchase Order.

8. Delivery of Spare Parts and Accessories

The supplier shall deliver all ordered items along with the required accessories, connectors, cables, mounting hardware, manuals, calibration information, and other components specified in the Purchase Order. All supplied parts must be properly packed and protected against damage during transportation.

9. Training and Technical Documentation

Where required, the supplier shall provide basic operating instructions, installation guidance, maintenance instructions, troubleshooting documentation, and technical training for the purchaser's authorized personnel. Any charges for training or specialized technical support must be agreed upon in advance.

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8. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

9. **Past Project Experience**

The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

(i) Single order of at least 35% of estimated bid value; or
(ii) Two orders of at least 20% each of estimated bid value; or
(iii) Three orders of at least 15% each of estimated bid value.
Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

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---