

**बिड दस्तावेज़ / Bid Document**

<b>बिड विवरण/Bid Details</b>	
<b>बिड बंद होने की तारीख/समय /Bid End Date/Time</b>	09-03-2026 21:00:00
<b>बिड खुलने की तारीख/समय /Bid Opening Date/Time</b>	09-03-2026 21:30:00
<b>बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)</b>	30 (Days)
<b>मंत्रालय/राज्य का नाम/Ministry/State Name</b>	Uttar Pradesh
<b>विभाग का नाम/Department Name</b>	Higher Education Department Uttar Pradesh
<b>संगठन का नाम/Organisation Name</b>	N/a
<b>कार्यालय का नाम/Office Name</b>	Allahabad
<b>कुल मात्रा/Total Quantity</b>	1
<b>वस्तु श्रेणी /Item Category</b>	SMART CLASS EQUIPMENT WITH DIGITAL CONTENTS SOFTWARE (Q3)
<b>बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)</b>	3 Lakh (s)
<b>उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service</b>	3 Year (s)
<b>एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover</b>	No
<b>स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover</b>	No
<b>विक्रेता से मांगे गए दस्तावेज़/Document required from seller</b>	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Compliance of BoQ specification and supporting document *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
<b>क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?</b>	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 विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b>	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	2
विगत प्रदर्शन / <b>Past Performance</b>	20 %
बिड से रिवर्स नीलामी सक्रिय किया/ <b>Bid to RA enabled</b>	No
बिड का प्रकार/ <b>Type of Bid</b>	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय / <b>Time allowed for Technical Clarifications during technical evaluation</b>	2 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/ <b>Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)</b>	No
अनुमानित बिड मूल्य / <b>Estimated Bid Value</b>	891000
<b>Payment Timelines</b>	Payments shall be made to the Seller within <b>45</b> days of issue of consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
<b>मूल्यांकन पद्धति/Evaluation Method</b>	Total value wise evaluation
<b>मध्यस्थता खंड/Arbitration Clause</b>	No
<b>सुलह खंड/Mediation Clause</b>	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	17820

#### ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। 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.

**लाभार्थी /Beneficiary :**

PRINCIPAL

Principal Rajkiya Mhavidyalya Babhani Sonebhadra  
(Principal Rajkiya Mahavidyalya Babhani Sonebhadra)

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

**एमएसई खरीद वरीयता/MSE Purchase Preference**

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

एमआईआई खरीद वरीयता/MII Purchase Preference	No
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above 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 bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category 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.

3. 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.

4. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 20% 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.

**SMART CLASS EQUIPMENT WITH DIGITAL CONTENTS SOFTWARE ( 1 pieces )**

**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)
BASIC INFORMATION	<b>Type of Digital E Learning solution</b>	Smart Class With Digital Contents Software
	<b>Equipment Supplied in the offered product are</b>	Digital Contents Software, CPU, Interactive Board, Projector, Speaker, UPS, Central Control, Mini Computer, Digital Contents Software, CPU, Interactive Board , Projector, Speaker, PA System, Online UPS, Central Control, Mini Computer, Operating systems as applicable, Pre loaded latest version of MS Office and Anti virus for each CPU/each Mini computer and Portable fire extinguisher, Water purifiers (as per buyer requirements) Class room desking/seating as per buyer drawings and specifications
	<b>Installation alongwith supply of necessary items for networking , cabling, fitting/fixtures, Commissioning and Demonstration of the offered product by the seller at buyer premises</b>	A smart classroom setup by installation of all supplied hardware with proper networking and cabling, Installation of educational content, Demonstration of functional operation of smart class set up, A smart classroom setup by installation of all supplied hardware with proper Installation of educational content, Demonstration of functional operation of smart class set up including Network cabling work, Electrification with ISI cabling from power distribution points to UPS and to interactive panel and other related equipment, supply and installation of the portable fire extinguisher ABC Type 4 Kg or higher as per IS specn.
	<b>No of days Training Provided at Site</b>	0, upto to 5, 6 to 10, 11 to 20, 21 to 30
	<b>Number of Years upto which Support is available from OEM / Seller</b>	1, 2, 3, 5
	CPU	<b>CPU (Hint:- Select NA if not applicable )</b>
<b>Processor Generation</b>		6th, 7th, 8th, Other, NA, 12th, 13th
<b>RAM (GB)</b>		2, 4, 8, 16, 32, 64, 96, NA
<b>RAM upgradable upto (GB)</b>		8, 16, NA
<b>Hard Disk Capacity (GB)</b>		128, 256, 500, 1000, 2000, NA
<b>Hard Disk Upgradable upto (GB)</b>		1000, 2000, NA
<b>Operating Systems preloaded/supplied alongwith CPU</b>		Windows 7 Professional, Windows 8 Professional, Windows 10 Professional, Linux, DOS, NA
<b>No of USB 2-0 Ports (Nos)</b>		1, 2, 3, 4, 5, NA
<b>No of USB 3-0 Ports (Nos)</b>		1, 2, 3, 4, 5, NA
<b>Ports/Components are available/supplied along with CPU</b>		VGA Port, LAN Port, Keyboard, Mouse /Track Pad, NA

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Mini Computer	<b>Processor of Mini Computer (Hint:- Select NA if not applicable )</b>	Intel Core I7, Intel Core I5, Intel Core I3, Dual Core, Quad Core, Intel Atom, NA
	<b>Number of bits of the processor</b>	32, 64, NA
	<b>RAM(GB)</b>	1, 2, 3, 4, 8, 16, 32, 64, NA, Provided with 4 GB and system upgradable up to 8 GB. HDD Provided with 1 TB capacity
	<b>Operating Systems preloaded/supplied along with CPU</b>	Windows 7 Professional, Windows 8 Professional, Windows 10 Professional, Linux, NA
	<b>No of USB 2-0 Ports</b>	1, 2, 3, 4, 5, NA
	<b>No of USB 3-0 Ports</b>	1, 2, 3, 4, 5, NA
	<b>Ports/Components are available/supplied along with Mini computer</b>	VGA Port, LAN Port, CSI Camera Port, DSI Display Port, Full size HDMI video output, MicroSD card slot, On board Bluetooth 4.1, 3.5mm composite audio output jack, Micro USB power 5V input, Wifi, Broadcom BCM2837, Micro USB Power 5V input, Keyboard, Mouse /Track Pad, NA, VGA Port, LAN Port, CSI Camera Port, DSI Display Port, Full size HDMI video output, MicroSD card slot, On board Bluetooth 4.1, 3.5mm composite audio output jack, Micro USB power 5V input, Wi-Fi, Broadcom BCM2837, Micro USB Power 5V input, Wireless Keyboard, Wireless Mouse /Track Pad, and with inbuilt camera and mic
INTERACTIVE BOARD	<b>Diagonal size of Interactive Board in inches Hint:- Select NA if not applicable )</b>	72, 74, 76, 78, 80, 82, 84, 86, 88, 90, 92, 94, 96, NA, 75
	<b>Surface material of Boards</b>	Ceramic Steel Surface, Painted Steel Surface, Laminate Surface, NA
	<b>Board Aspect Ratio</b>	4:3, 5:4, 16:9, 16:10, NA
	<b>Touch interface</b>	Touch sensitive, pen driven, Touch sensitive as well as pen driven, NA
	<b>Touch Technology</b>	Resistive, Electromagnetic, Infrared, Ultra sonic, Capacitive, Optical, Anoto, NA
	<b>Response time ( in milli seconds)</b>	Less than 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, NA
	<b>In built Speakers</b>	Yes, No
	<b>Provision for wall mounting</b>	Yes, No
	<b>Standard Accessories to be supplied</b>	Cordless Pen, USB Extender Hub 8 Meters, All connecting Cables and accessories to be supplied along with the Board, Installation Kit to be supplied alongwith the Board, Operating and Installation Manual, NA
<b>Warranty of Interactive Board (in years)</b>	1, 2, 3, 5, NA	

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
PROJECTOR	<b>Type of Projector (Hint:- Select NA if not applicable )</b>	LCD, DLP, NA
	<b>Projection Method (Hint:- Select NA if not applicable )</b>	Front, Rear, NA
	<b>Type of Lens</b>	Standard Throw, Ultra Short Throw, Short Throw, NA
	<b>Native Resolution</b>	640 × 480, 800 × 600, 1024 × 768, 1280 × 960, 1400 × 1050, 1600 × 1200, 2048 × 1536, 2800 × 2100, 3200 × 2400, 1024 × 576, 1280 × 800, 1366 × 768, 1440 × 900, 1680 × 1050, 1920 × 1200, 2560 × 1600, 3840 × 2400, 3840 × 2160, NA
	<b>Brightness (Lumens)</b>	2400, 2600, 2800, 3000, 3200, 3400, 3600, 3800, 4000, 4200, 4400, NA, 3500
	<b>Zoom</b>	1.1x, 1.2x, 1.5x, 2x, NA
	<b>Lowest range of Throw Ratio (Hint :- For example select 1:4 for lowest range for Throw ratio 1:4 to 2:2)</b>	1.1, 1.2, 1.3, 1.4, 1.5, 1.6, 1.7, 1.8, 1.9, 2.0, NA, 0.6
	<b>Highest range of Throw Ratio Hint :- For example select 2:2 for highest range for Throw ratio 1:4 to 2:2)</b>	1.5, 1.6, 1.7, 1.8, 1.9, 2.0, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8, NA
	<b>Aspect Ratio</b>	4:3, 16:9, 16:10, NA
	<b>Projection Lamp</b>	UHP, LED, Laser, LED & Laser Hybrid, NA
	<b>Minimum Life of projection Lamp (In Normal Mode) (Hours)</b>	2000, 2100, 2200, 2300, 2400, 2500, 2700, 3000, NA
	<b>Integrated Devices with projector are</b>	1. Lamp Hour Counter, 2.Video Compatibility, 3.Inbuilt Speaker, 4.HDMI/DVI Port, 5. Analog RGB In Port, 6. Analog RGB Out Port, 7.Audio In, 8.Audio Out, 9. Video In, 10.Storage Media Port (USB- Type A ), 11.WiFi Availability, 12. LAN Connectivity, 13. 3D Ready, 14. NA, Remote control for projector
	<b>BIS Registration under CRS of Meity</b>	Yes, No
	<b>Warranty of the projector in years</b>	1, 2, 3, 5, NA
SPEAKERS	<b>Rating of speakers in Wattage (Hint:- Select NA if not applicable )</b>	10, 20, 30, 40, 50, 60, 70, 80, 90, 100, 120, 150, 200, 250, 300, NA
	<b>Number of Speakers</b>	2, 4, 6, 8, NA
	<b>Speaker Type</b>	Main Speaker, Woofer, Monitor Speaker, Tweeter, NA
	<b>Amplification Method</b>	Passive Speaker, Powered Speaker, NA
	<b>If Powered , Amplifier Class</b>	Class A, Class B, Class C, Class D, NA
	<b>Configuration</b>	One Way, Two Way, Three Way, Four Way, NA

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	<b>Connectors</b>	XLR (Male), XLR (Female), 3.5mm, RCA Pin, USB, SpeakON, 1/4 Inch (6.35mm), Stripped Cable Socket, NA
	<b>Warranty of speaker in Years</b>	1, 2, 3, 5, NA
UPS	<b>Type of UPS offered</b>	Offline, Online
	<b>Rating of UPS in KVA</b>	0.5, 0.65, 0.8, 1.0, 1.2, 1.5, 2.0, NA
	<b>Technology</b>	MOSFET-PWM, IGBT-PWM, NA
	<b>Type of transformer</b>	With isolation, Without isolation, NA
	<b>Rated Output (Volt)</b>	1. Single phase sinewave 230v AC , 50Hz, 2. Single Phase Quasi-Sin-wave 230 V AC, 3. 50 Hz, NA
	<b>Inverter Efficiency</b>	70, 80, 85, 90, 95, 97, 99, NA
	<b>Load power factor</b>	0.6, 0.65, 0.7, 0.75, 0.8, 0.85, 0.9, 0.95, NA
	<b>UPS can withstand 10% Overload for the time in minutes</b>	10, 20, 30, 40, 50, 60, NA
	<b>Type of battery in scope of supply</b>	SMF-VRLA, Tubular, NA
	<b>Backup time (Minutes)</b>	15, 30, 60, 90, 120, 180, 240, NA
	<b>Rated Ampere Hour (AH) of the offered battery in AH</b>	9, 12, 18, 24, 26, 38, 42, 65, 100, 110, 115, 120, 150, 180, 200, 230, NA
	<b>Number of batteries are in scope of supply</b>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, NA
	<b>Input (Voltage range)</b>	120-260, 120-280, 140-260, 140-280, 160-260, 160-280, NA
	<b>Protection provided in the UPS are</b>	1. Short circuit protection, 2.Over voltage protection, 3. Under voltage protection, 4. Over load protection, 5. Battery protection, NA
	<b>Warranty for UPS (Years)</b>	1, 2, 3, 4, 5, NA
	<b>Movable trolley for Batteries</b>	With trolley, Without trolley but with rack, NA
	<b>Warranty for battery in years</b>	1, 2, 3, 4, 5, NA
	<b>Degree of Protection of UPS</b>	IP21, IP20, NA
CENTRAL CONTROL	<b>Central Controller</b>	Available, Not Available, NA
	<b>Provisions available in controller are</b>	System On/off, PC on/off, Projector on/off, Volume control keys, External PC input, VGA input, NA
SOFTWARE	<b>Level (Class) for Digital Learning software offered (Hint:- Select NA if not applicable )</b>	1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11, 12, NA

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	<b>Name of the Educational Board for which software is Applicable</b>	CBSE, ICSE, State Boards, NA
	<b>Name of the Subjects for Digital E Learning</b>	Mathematics, Science, Physics, Chemistry, Biology, Social Studies, Political science, History, Psychology, Sociology, Geography, Disaster Management, Civics, Economics, Accounts, Business Studies, Computer Science, Information Technology, Biotechnology, Enviromental science, Art & Craft, English, Hindi, Sanskrit, Others, NA, AI content with Assessment
	<b>Multilingual User Interface supported by the offered product</b>	English, Hindi, Assamese, Bengali, Bodo, Dogri, Gujarati, Kannada, Kashmiri, Konkani, Maithili, Malayalam, Manipuri, Marathi, Oriya, Punjabi, Sanskrit, Santhali, Sindhi, Tamil, Khasi, Mizo, Telugu, Urdu, NA
	<b>Method of Depolyment</b>	Online, Offline, Desktop, Mobile, Tablets, Virtual, Server, NA
	<b>Contents Features of the software</b>	1. Contents are clearly represented, structured and accurate, 2. Contents are accessible with good response time, 3.Availability of different learning approaches, 4. The voice of Male and Female experts are available in Indian accent., 5. Allow user to add additional content like Image, Videos, Audio files, Documents, PDF Files etc. as learning aids, NA
	<b>Reports Features of the Software</b>	1. Provision for Academic progress monitoring tabular report, 2. Provision for Academic progress monitroing graphical report, 3.Provision for Quiz tabular report, 4. Provision for Quiz graphical report, 5.Provision for User wise content upload Tabular Report, 6. Provision for User wise content upoload Graphical report, 7.Provision for Subject wise,class wise and teacher wise usage report of each topic, 8.Provision forReport Export to pdf feature, NA
	<b>Features Related to Questions</b>	1.Provision for Teachers Prepare & Add Lesson Planning Feature, 2.Provision for MCQ Type Quiz Subject wise, 3. Provision for MCQ Type Quiz Chapter wise, 4. Provision for MCQ Type Inline Quiz Content wise, 5.Board question paper for atleast last 10 years, 6. Interactive Games, 7.Goods and effective graphics, and animations based on imaginative analogies, 8. Short animations/videos to cater child attention span, 9. Chapter wise summary, NA
	<b>Miscellaneous Features of the software</b>	1.Incorporate E-books especially of CBSE/NCERT, 2.Teacher/student can stop at any point and restart after a pause from the same point in the topic.All modules is having pause; play, fast forward,index, assessment and rewind facilities., 3. Search feature with multilingual support, 4. Product help and FAQ feature, 5. Tracking and Assessment, 6. Provision for Start Learning Session from last studied feature, 7. Adding Bookmarks, 8. Adding own resources, NA
	<b>Provision for Role Supported</b>	1. Admin, 2. Subject Matter Export (SME), 3. Teacher, 4. Student, 5. Parent, NA

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

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Amulya Kumar Singh	231208, Govt. Degree College, Babhani Sonbhadra	1	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  $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$ , 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. Scope of Supply**

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

**4. Service & Support**

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

**5. Service & Support**

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

**6. 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.

**7. Buyer Added Bid Specific ATC**

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

## अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. 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 catalogs 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 within 4 days of bid publication on GeM. 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.**

[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---**