

**बिड दस्तावेज़ / Bid Document**

<b>बिड विवरण/Bid Details</b>	
<b>बिड बंद होने की तारीख/समय /Bid End Date/Time</b>	10-03-2026 15:00:00
<b>बिड खुलने की तारीख/समय /Bid Opening Date/Time</b>	10-03-2026 15:30:00
<b>बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)</b>	90 (Days)
<b>मंत्रालय/राज्य का नाम/Ministry/State Name</b>	Ministry Of Defence
<b>विभाग का नाम/Department Name</b>	Department Of Military Affairs
<b>संगठन का नाम/Organisation Name</b>	Indian Army
<b>कार्यालय का नाम/Office Name</b>	*****
<b>कुल मात्रा/Total Quantity</b>	5
<b>वस्तु श्रेणी /Item Category</b>	<p>Comprehensive Annual Maintenance Contract for a period of 1 Year of Aquaguard Potable Water purification system for Make Aquaguard Model No Aquaguard Hot and Cold UV Water purifier , Comprehensive Annual Maintenance Contract for a period of 1 Year of Lawn Mover Sharpex for Make Sharpex Model No SPX 21 ELL 1PH , Comprehensive Annual Maintenance Contract for a period of 1 Year of Digital Postal Franking machine for The AMC scope of Digital Postal Franking machine Make Pitney Bows Model No DM100i , Comprehensive Annual Maintenance Contract for a period of 1 Year of existing LAN system installed at HQ CWE Ahmedabad of local Area Network LAN and related services , Comprehensive Annual Maintenance Contract for a period of 1 Year of Existing closed circuit 06 CCTV cameras system installed at HQ CWE Ahmedabad</p>
	<p>" Comprehensive Annual Maintenance Contract for a period of 1 Year of Aquaguard Potable Water purification system:-                      Make : Aquaguard (Model No Aquaguard Hot and Cold UV Water purifier. The AMC scope of Aquaguard Potable Water purification system for 01 year includes all type of repairing and replacement for installation &amp; commissioning of spare parts, connection ports, configuration of system ready for use. Replacement of all type of filter cartridges i.e. Sediment filter/Carbon filter/UV filter will be done only one time in the AMC scope. Motor will be repaired by the service provider at his own cost. The service provider will arrange preventive maintenance as per requirement. Also he will attend the technical problems of device promptly within 24 Hours after intimation of the issue by the Buyer organisation. Penanlty will be imposed to the service provider, in case of delay in attending the complaints registered. He is liable to pay an amount of @ Rs. 500/- for not attending/solving the each complaint. Resolution of all</p>

बिड विवरण / Bid Details	types technical issues, wiring and all types switching and connection accessories will be provided by the Contractor.",
<p><b>GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS</b></p>	<p>" Comprehensive Annual Maintenance Contract for a period of 1 Year of Lawn Mover Sharpex :- Make : Sharpex, Model No. SPX.21.ELL.1PH , The AMC scope of Sharpex Lawn Mover for 01 year includes all type of repairing and replacement for installation &amp; commissioning of spare parts, connection ports, configuration of system ready for use (except replacement of motor). The service provider will arrange preventive maintenance as per buyer requirement. Also he will attend the technical problems of device promptly within 24 Hours after intimation of the issue by the Buyer organisation. Penanlty will be imposed to the service provider, in case of delay in attending the complaints registered. He is liable to pay an amount of @ Rs. 500/- for not attending/solving the each complaint. Resolution of all types technical issues, wiring and all types switching and connection accessories will be provided by the Contractor.",</p> <p>" Comprehensive Annual Maintenance Contract for a period of 1 Year of Digital Postal Franking machine :- The AMC scope of Digital Postal Franking machine, Make : Pitney Bows, Model Noi. DM100i, for a period of 01 year includes all type of repairing and preventive maintenance for installation &amp; commissioning of spare parts, connection ports, configuration of system ready for use. Replacement of Ink cartridge will be supplied only one time in the AMC scope by the service provider. In case of fault in working of machine, replacement of spare parts or accessories shall be done by service provider and all the spare parts or accessories will be provided by the buyer organisation. The service provider will arrange preventive maintenance as per buyer requirement. Also he will attend the technical problems of device promptly within 24 Hours after intimation of the issue by the Buyer organisation. Penanlty will be imposed to the service provider, in case of delay in attending the complaints registered. He is liable to pay an amount of @ Rs. 500/- for not attending/solving the each complaint. Resolution of all types technical issues, wiring and all types switching and connection accessories will be provided by the Contractor.",</p> <p>" Comprehensive Annual Maintenance Contract for a period of 1 Year of existing LAN system installed at HQ CWE Ahmedabad. The scope includes the supply and replacement of all type of cables and connectors for installation &amp; commissioning of local Area Network (LAN) and providing M&amp;L for installation &amp; commissioning new LAN connections to photocopier, printers, PCs &amp; Fax machine. The asset details are as under :- (i) Photocopier Machines= 02 Nos. (ii) Desktop Computers = 26 Nos. (iii) Printers = 14 Nos. (iv) Fax Machine with printer facility = 01 No. Services related to office, which includes shifting of connection, resolution of technical issues of LAN related complaints, wiring and all types switching and connection accessories will be provided by Contractor.",</p> <p>" Comprehensive Annual Maintenance Contract for a period of 1 Year of Existing closed circuit 06 CCTV cameras. system installed at HQ CWE Ahmedabad. The scope includes the supply and replacement of all type of spare parts/complete CCTV camera, cables and connectors for installation &amp; commissioning. M&amp;L for installation &amp; commissioning of repairing /replacement of CCTV camera work has been included in this scope of work. The asset details are as under :- (i) CCTV Cameras= 06 Nos. (ii) DVR = 01 No. (iii) SMPS = 01 No. (iv) Fax Machine with printer facility = 01 No. Services related to installation &amp; commissioning of CCTV</p>

बिड विवरण / Bid Details	Camera for office, which includes shifting of connection, resolution of technical issues of DVR, SMPS, wiring and all types switching and connection accessories will be provided by Contractor."
	<p><b>Searched String:</b> " Comprehensive Annual Maintenance Contract for a period of 1 Year of Aquaguard Potable Water purification system:- Make : Aquaguard (Model No Aquaguard Hot and Cold UV Water purifier. The AMC scope of Aquaguard Potable Water purification system for 01 year includes all type of repairing and replacement for installation &amp; commissioning of spare parts, connection ports, configuration of system ready for use. Replacement of all type of filter cartridges i.e. Sediment filter/Carbon filter/UV filter will be done only one time in the AMC scope. Motor will be repaired by the service provider at his own cost. The service provider will arrange preventive maintenance as per requirement. Also he will attend the technical problems of device promptly within 24 Hours after intimation of the issue by the Buyer organisation. Penanlty will be imposed to the service provider, in case of delay in attending the complaints registered. He is liable to pay an amount of @ Rs. 500/- for not attending/solving the each complaint. Resolution of all types technical issues, wiring and all types switching and connection accessories will be provided by the Contractor."</p> <p>Category not available on GeM for the text string uploaded by the buyer</p> <p><b>Searched String:</b> " Comprehensive Annual Maintenance Contract for a period of 1 Year of Lawn Mover Sharpex :- Make : Sharpex, Model No. SPX.21.ELL.1PH , The AMC scope of Sharpex Lawn Mover for 01 year includes all type of repairing and replacement for installation &amp; commissioning of spare parts, connection ports, configuration of system ready for use (except replacement of motor). The service provider will arrange preventive maintenance as per buyer requirement. Also he will attend the technical problems of device promptly within 24 Hours after intimation of the issue by the Buyer organisation. Penanlty will be imposed to the service provider, in case of delay in attending the complaints registered. He is liable to pay an amount of @ Rs. 500/- for not attending/solving the each complaint. Resolution of all types technical issues, wiring and all types switching and connection accessories will be provided by the Contractor."</p> <p>Category not available on GeM for the text string uploaded by the buyer</p> <p><b>Searched String:</b> " Comprehensive Annual Maintenance Contract for a period of 1 Year of Digital Postal Franking machine :- The AMC scope of Digital Postal Franking machine, Make : Pitney Bows, Model Noi. DM100i, for a period of 01 year includes all type of repairing and preventive maintenance for installation &amp; commissioning of spare parts, connection ports, configuration of system ready for use. Replacement of Ink cartridge will be supplied only one time in the AMC scope by the service provider. In case of fault in working of machine, replacement of spare parts or accessories shall be done by service provider and all the spare parts or accessories will be provided by the buyer organisation. The service provider will arrange preventive maintenance as per buyer requirement. Also he will attend the technical problems of device promptly within 24 Hours</p>
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	

विड विवरण / Bid Details	<p>after intimation of the issue by the Buyer organisation. Penalty will be imposed to the service provider, in case of delay in attending the complaints registered. He is liable to pay an amount of @ Rs. 500/- for not attending/solving the each complaint. Resolution of all types technical issues, wiring and all types switching and connection accessories will be provided by the Contractor."</p> <p>Category not available on GeM for the text string uploaded by the buyer</p> <p><b>Searched String:</b> " Comprehensive Annual Maintenance Contract for a period of 1 Year of existing LAN system installed at HQ CWE Ahmedabad. The scope includes the supply and replacement of all type of cables and connectors for installation &amp; commissioning of local Area Network (LAN) and providing M&amp;L for installation &amp; commissioning new LAN connections to photocopier, printers, PCs &amp; Fax machine. The asset details are as under :- (i) Photocopier Machines= 02 Nos. (ii) Desktop Computers = 26 Nos. (iii) Printers = 14 Nos. (iv) Fax Machine with printer facility = 01 No. Services related to office, which includes shifting of connection, resolution of technical issues of LAN related complaints, wiring and all types switching and connection accessories will be provided by Contractor."</p> <p>Category not available on GeM for the text string uploaded by the buyer</p> <p><b>Searched String:</b> " Comprehensive Annual Maintenance Contract for a period of 1 Year of Existing closed circuit 06 CCTV cameras. system installed at HQ CWE Ahmedabad. The scope includes the supply and replacement of all type of spare parts/complete CCTV camera, cables and connectors for installation &amp; commissioning. M&amp;L for installation &amp; commissioning of repairing /replacement of CCTV camera work has been included in this scope of work. The asset details are as under :- (i) CCTV Cameras= 06 Nos. (ii) DVR = 01 No. (iii) SMPS = 01 No. (iv) Fax Machine with printer facility = 01 No. Services related to installation &amp; commissioning of CCTV Camera for office, which includes shifting of connection, resolution of technical issues of DVR, SMPS, wiring and all types switching and connection accessories will be provided by Contractor."</p> <p>Category not available on GeM for the text string uploaded by the buyer</p>
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / <b>Relevant Categories selected for notification</b>	<ul style="list-style-type: none"> <li>• Water Purification System with UV (Ultra-Violet Process) or UV (Ultra-Violet Process)+UF (Ultra-Filtration Process) (V2)</li> <li>• electronic digital postal franking machine</li> <li>• Pedestrian-Controlled Lawn Mower</li> </ul>
बीओक्यू शीर्षक / <b>BOQ Title</b>	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT SERVICE OF T and P EQUIPMENTS
मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का) / <b>OEM Average Turnover (Last 3 Years)</b>	1 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / <b>Years of Past Experience Required for same/similar service</b>	3 Year (s)

<b>बिड विवरण/Bid Details</b>	
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / <b>MSE Relaxation for Years Of Experience and Turnover</b>	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / <b>Startup Relaxation for Years Of Experience and Turnover</b>	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/ <b>Document required from seller</b>	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/ <b>Do you want to show documents uploaded by bidders to all bidders participated in bid?</b>	No
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>	3
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>	3
विगत प्रदर्शन / <b>Past Performance</b>	50 %
बिड से रिवर्स नीलामी सक्रिय किया/ <b>Bid to RA enabled</b>	Yes
रिवर्स नीलामी योग्यता नियम/ <b>RA Qualification Rule</b>	H1-Highest Priced Bid Elimination
बिड का प्रकार/ <b>Type of Bid</b>	Two Packet Bid
प्राथमिक उत्पाद श्रेणी/ <b>Primary product category</b>	Comprehensive Annual Maintenance Contract for a period of 1 Year of Aquaguard Potable Water purification system for Make Aquaguard Model No Aquaguard Hot and Cold UV Water purifier
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
मूल्यांकन पद्धति/ <b>Evaluation Method</b>	Total value wise evaluation

**बिड विवरण/Bid Details**

मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

**ईएमडी विवरण/EMD Detail**

आवश्यकता/Required	No
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**ईपीबीजी विवरण /ePBG Detail**

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

**एमआईआई खरीद वरीयता/MII Purchase Preference**

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

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	25

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. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. 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.

9. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 50% 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.

10. 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

## **Comprehensive Annual Maintenance Contract For A Period Of 1 Year Of Aquaguard Potable Water Purification System For Make Aquaguard Model No Aquaguard Hot And Cold UV Water Purifier**

तकनीकी विशिष्टियाँ / Technical Specifications

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

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	*****	*****Ahmedabad	1	365

**Comprehensive Annual Maintenance Contract For A Period Of 1 Year Of Lawn Mover Sharpex For Make Sharpex Model No SPX 21 ELL 1PH**

**तकनीकी विशिष्टियाँ /Technical Specifications**

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

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	*****	*****Ahmedabad	1	365

**Comprehensive Annual Maintenance Contract For A Period Of 1 Year Of Digital Postal Franking Machine For The AMC Scope Of Digital Postal Franking Machine Make Pitney Bows Model No DM100i**

**तकनीकी विशिष्टियाँ /Technical Specifications**

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

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.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	*****	*****Ahmedabad	1	365

**Comprehensive Annual Maintenance Contract For A Period Of 1 Year Of Existing LAN System Installed At HQ CWE Ahmedabad Of Local Area Network LAN And Related Services**

**तकनीकी विशिष्टियाँ /Technical Specifications**

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

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.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	*****	*****Ahmedabad	1	365

**Comprehensive Annual Maintenance Contract For A Period Of 1 Year Of Existing Closed Circuit 06 CCTV Cameras System Installed At HQ CWE Ahmedabad**

**तकनीकी विशिष्टियाँ /Technical Specifications**

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

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.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	*****	*****Ahmedabad	1	365

**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. Scope of Supply**

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

**3. OEM**

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

**4. 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):

Not required

Post Receipt Inspection at consignee site before acceptance of stores:  
Verification by Inspecting Officer for the completed services as per contract

**5. 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.

**6. 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.

## 7. Turnover

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

## 8. Service & Support

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

## 9. Service & Support

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

## 10. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. OEM AUTHERISATION SHALL BE ENCLOSED WITH BID IN CASE OF OEM APPROVED SERVICE PROVIDER.  
2. CONSUMABLES EXCLUDING PAPER SHALL BE PROVIDED BY SERVICE PROVIDER.

2. CONSUMABLES EXCLUDING PAPER SHALL BE PROVIDED BY SERVICE PROVIDER. Service provider will complete the services also as per the technical specification document attached.

3. SERVICE PROVIDER SHALL HAVE THEIR REGISTERED ADDRESS IN AHMEDABAD AND SHALL BE OPERATING FROM THIS LOCATION. VALID PROOF OF REGISTERED ADDRESS TO BE ATTACHED WITH THE BID FOR QUALIFYING. ATTACH WITH THE BID FOR QUALIFYING.

4. LIST OF WORKS COMPLETED WITH CERTIFIED COMPLETION TO BE ATTACHED WITH BID DULY CERTIFIED BY CLIENT/ AGENCY WITH THEIR CONTACT ADDRESS & CONTACT NUMBER.

5. A penalty will be imposed to the service provider, in case of delay in attending the complaints registered. He is liable to pay an amount of @ Rs. 500/- for not attending/solving the each complaint. After next 24 Hours service provider will be liable to pay an additional penalty amount of Rs. 500.00 for the day and onwards similarly. Service provider will be intimated on their official email id or through telephonically on registered number.

6. GeM Contract shall be terminated in case of not attending the all pending complaints on expiry of 01 month period after intimation of first complaint.

7. 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 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 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 certificate by client with contract value.

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8. Acceptance of all the above terms and conditions duly signed to be uploaded at the bid participation stage. Bids received without valid documents/certificates mentioned above will be rejected summarily.

## 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---**