

**बिड दस्तावेज़ / Bid Document**

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	11-03-2026 17:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	11-03-2026 17:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Petroleum And Natural Gas
विभाग का नाम / Department Name	Na
संगठन का नाम / Organisation Name	Oil And Natural Gas Corporation Limited
कार्यालय का नाम / Office Name	Assam Mm
वस्तु श्रेणी / Item Category	Custom Bid for Services - Rate Contract For Repair & Maintenance Of Air-Conditioning Units Of DSA, Geleky (Gky) For A Period Of Three Years
समान श्रेणी / Similar Category	<ul style="list-style-type: none"> <li>• Annual Maintenance service-AIR CONDITIONER</li> <li>• Comprehensive Annual Maintenance Services for Precision Air Conditioners</li> <li>• Customized AMC/CMC for Pre-owned Products</li> </ul>
अनुबंध अवधि / Contract Period	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, Certificate (Requested in ATC), Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (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 मेन् है / Do you want to show documents uploaded by bidders to all bidders participated in bid?	No

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>	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>	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	7 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / <b>Financial Document Indicating Price Breakup Required</b>	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	66000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	38

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कटेगरी 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 :**

Finance and Accounts

ASSAM , NA, Oil and Natural Gas Corporation Limited, Ministry of Petroleum and Natural Gas  
(Manager)

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

**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

1. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference 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 service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

2. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

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.

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

Price format/Financial Break-Up - [1771410153.xlsx](#)

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**

**Instruction To Bidder:**[1771410215.pdf](#)

**Scope of Work:**[1771410228.pdf](#)

**Payment Terms:**[1771410231.pdf](#)

**Project Experience and Qualifying Criteria Requirement:**[1771410301.pdf](#)

**GEM Availability Report ( GAR):**[1771410307.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1771410582.pdf](#)

Any other Documents As per Specific Requirement of Buyer -1:[1771410593.pdf](http://1771410593.pdf)

Any other Documents As per Specific Requirement of Buyer -2:[1771410601.pdf](http://1771410601.pdf)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1771410832.pdf](http://1771410832.pdf)

## Custom Bid For Services - Rate Contract For Repair & Maintenance Of Air-Conditioning Units Of DSA, Geleky (Gky) For A Period Of Three Years ( 1 )

### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Rate Contract For Repair & Maintenance Of Air-Conditioning Units Of DSA, Geleky (Gky) For A Period Of Three Years
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>एडऑन /Addon(s)</b>	

### क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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### अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

### परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Kuldeep Singh Rawat	785640,DRILLING SERVICES, ONGC, SIVASAGAR	Project / Lumpsum Based	N/A

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

#### 1. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Bidders are requested to submit their ONGC Vendor code along with the offer.

Bidders who do not have an ONGC vendor code are requested to apply for the same as without ONGC vendor code payment cannot be made.

Bidders are requested to create an ONGC vendor code by following the link <https://etender.ongc.co.in/irj/portal>

Bidders to click on "New Bidder? Apply for Access Authorization" link & upload scanned copy of Certificate of Incorporation, PAN Card, GST, Udyog Aadhar/ Udyam Registration certificate as applicable, Copy of Cancelled Cheque & Copy of EFT Mandate duly certified by Bank in single pdf & submit the online form.

2. It is for further information that ONGC has launched Vendor Invoice Management (VIM) system. Post-launch, all vendor invoices will mandatorily be processed through this system. The system intends to replace manual processing based on physical invoice with an end to end digitized payment process.

**Hence suppliers are requested to submit all invoices along with supporting documents generated through GeM portal through the site <https://vims.ongc.co.in/> for Payments.** Help documents are available in the portal.

3. Even after submission of complete invoice along with all relevant documents if Vendors do not receive due payment within due date and they also do not receive any intimation regarding discrepancy in invoice, they may raise the issue in the dedicated Email-ID [grievances\\_assam@ongc.co.in](mailto:grievances_assam@ongc.co.in) giving complete details of DP no., PO number and details of concerned identified user from ONGC.

4. Please refer the BEC as per "Buyer Added Bid Specific ATC". In case of any conflict with other terms & conditions of the bid, the BEC shall prevail over others.

5. Bidders are requested to submit their GST registration certificate along with the bid. The GSTIN pertaining to ultimate consignee i.e. ONGC Assam Asset is 18AAACO1598A2ZL.

#### **6. MSE Purchase preference:**

Bidders are requested to apply for MSE Purchase Preference benefits at appropriate field in GeM during bid submission. In case the supplier does not apply for MSE Purchase Preference the GeM system will not consider the bidder as MSE bidder & the bidder shall not be eligible for MSE Purchase Preference benefits.

#### **7. Forms of EMD and SD:**

7.1 Bidders can submit the EMD with Payment online through RTGS / internet banking in the following account:

- Beneficiary name: Oil and Natural Gas Corporation Limited
- Account No.: 10637162283
- IFSC Code: SBIN0004797
- Bank Name: State Bank of India
- Branch address; ONGC Colony, Sivasagar.

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

7.2 Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be

in:

- Beneficiary name: Oil and Natural Gas Corporation Limited
- Account No.: 10637162283
- IFSC Code: SBIN0004797
- Bank Name: State Bank of India
- Branch address: ONGC Colony, Sivasagar.

**7.3 Bank Guarantee (SFMS based Physical BG):** Bidder may submit EMD / Bid Security in the form of Bank Guarantee (SFMS based BG) as per format available in GeM portal. Bidder shall note that documentary evidence for same BG shall reach the buyer's office within the time stipulated as per GeM GTC.

**Electronic Bank Guarantee (e-BG):** Electronic Bank Guarantee (e-BG) may also be submitted in addition to existing provisions of submission of EMD/ ePBG.

For issuance of Electronic Bank Guarantee through National E-Governance Services Limited (NeSL) platform, details of ONGC (Beneficiary) are as under:

(i)	PAN	AAACO1598A
(ii)	Name	Oil and Natural Gas Corporation Limited
(iii)	Date of Incorporation	23.06.1993
(iv)	Email ID	<b>ebg@ongc.co.in</b>
(v)	Contact No.	<b>7428133002</b>
(vi)	Legal Constitution	Entity
(vii)	Registered office addresses	Plot No. 5A-5B, Nelson Mandela Marg, Vasant Kunj, New Delhi-70
(viii)	Registered office addresses Pin code	110070
(ix)	Communication address	ONGC, Shared Service Center, 1 <sup>st</sup> Floor, IBM office, Sector 62, Noida-201309, Uttar Pradesh
(x)	Communication Address Pin code	201309

**Insurance Surety Bond:** Bidder may submit EMD / Bid Security in the form of Unconditional Irrevocable Insurance Surety Bond as per format available in the Appendix of the ITB/ SLA documents. Bidder shall note that documentary evidence for same Insurance Surety Bond shall reach the buyer's office within the time stipulated as per GeM GTC.

8. Bidders are required to submit all the checklist / undertakings / declarations / confirmations / certificates as per the attached document and BEC and other terms & conditions mentioned in the bid documents.

9. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 30 days of award of contract.

In case Security Deposit is not submitted within 30 days from the date of award of Contract in GeM, a sum equivalent to 1.5% (one and half percent) of the amount of Performance Security per month for such delay or part thereof shall be recovered from the first Bill/invoice (& any remaining amount from subsequent invoice) submitted by the supplier/contractor.

10. Request for tender extension are to be submitted to the mail id: saraswat\_madhusudan@ [ongc.co.in](mailto:saraswat_madhusudan@ongc.co.in).

Requests for extension of tender closing / opening date and time, received on the date specified for the same, shall NOT be considered.

**11. Bidders are requested to mandatorily fill-up the below response table & submit it along with the offer:**

<b>Description</b>	<b>Bidders Response</b>
ONGC Vendor Code	
GSTIN Number	
Mobile Number of concerned Vendor (Kindly avoid putting land-line number)	
Email id of concerned Vendor	

13. In case participating MSEs quote price within price band of L1+15%, such MSE shall be considered for award of contract by bringing down their price to L1 price in a situation where L1 price is from someone other than a MSE and such MSE shall be allowed to execute 100% of total tendered value. In case of more than one such MSE qualifying for 15% purchase preference, Contract shall be placed for supply of 100% quantity as per following order of preference to eligible bidder, if any, amongst the bidders qualifying for purchase preference:

**1<sup>st</sup> Preference: MSE -SC/ST & Women.**

**2<sup>nd</sup> Preference: MSE-SC/ST**

**3<sup>rd</sup> Preference: MSE-Women**

**4<sup>th</sup> Preference : Other MSEs**

**Note: In case of more than one eligible bidder in any of the categories mentioned above, lowest among those bidders will be eligible for purchase preference.**

14. 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.

15. Tender organizing location / purchaser's office & correspondence address pertains to this GeM tender and for submission of physical documents (if any)-

Office of Head SCM, Material Management Dept., Contract cell, Office Of CGM- Head MM, ROB-II, Ground FLOOR, NAZIRA-785685, Sivasagar, Assam.

Name and Contact details of dealing officer for making correspondence pertaining to this GeM tender: Madhusudan Saraswat, SE(Electn.), Mob. No.9490492320 E-mail Id: saraswat\_madhusudan@ongc.co.in

## 2. Buyer Added Bid Specific SLA

File Attachment [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. 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.

16. 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.
17. 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.**

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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

**---धन्यवाद/Thank You---**