

### Bid Document/ बिड दस्तावेज़

| Bid Details/बिड विवरण  |   |
|--|---|
| Bid End Date/Time/बिड बंद होने की तारीख/समय  | 04-06-2025 12:00:00   |
| Bid Opening Date/Time/बिड खुलने की तारीख/समय   | 04-06-2025 12:30:00   |
| Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)  | 180 (Days)  |
| Ministry/State Name/मंत्रालय/राज्य का नाम  | Ministry Of Defence   |
| Department Name/विभाग का नाम   | Department Of Military Affairs  |
| Organisation Name/संगठन का नाम   | Indian Army   |
| Office Name/कार्यालय का नाम  | *****   |
| क्रेता ईमेल/Buyer Email  | parvat.leo@nic.in   |
| Total Quantity/कुल मात्रा  | 12  |
| Item Category/मद केटेगरी   | Digital Handheld Transceiver Set (HANDHELD RADIO) (Q2) ,<br>Digital Base / Mobile Transceiver Set (MOBILE RADIO) (Q2) ,<br>Digital Repeater Set (RADIO REPEATER) (Q2)   |
| Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)    | 5 Lakh (s)  |
| OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)                           | 5 Lakh (s)  |
| Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष | 3 Year (s)  |
| MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट                                 | No  |
| Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट                         | No  |
| Document required from seller/विक्रेता से मांगे गए दस्तावेज़   | Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC)<br>*In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer |

| Bid Details/बिड विवरण  |   |
|--|---|
| Do you want to show documents uploaded by bidders to all bidders participated in bid?/   | No  |
| Past Performance/विगत प्रदर्शन   | 30 %  |
| Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया   | Yes   |
| RA Qualification Rule  | 50% Lowest Priced Technically Qualified Bidders   |
| Type of Bid/बिड का प्रकार  | Two Packet Bid                                    |
| Primary product category   | Digital Handheld Transceiver Set (HANDHELD RADIO) |
| Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय | 2 Days  |
| Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)                                      | No  |
| Evaluation Method/मूल्यांकन पद्धति   | Total value wise evaluation                       |
| Arbitration Clause   | No  |
| Mediation Clause   | No  |

#### EMD Detail/ईएमडी विवरण

|                             |                     |
|-----------------------------|---------------------|
| Advisory Bank/एडवाइजरी बैंक | State Bank of India |
| EMD Amount/ईएमडी राशि       | 34254               |

#### ePBG Detail/ईपीबीजी विवरण

|  |                     |
|--|---------------------|
| Advisory Bank/एडवाइजरी बैंक  | State Bank of India |
| ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)                               | 3.00                |
| Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने). | 12                  |

(a). 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./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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।

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

**Beneficiary/लाभार्थी :**

GSO-1

HQ 85 Inf Bde, Department of Military Affairs, Indian Army, Ministry of Defence  
(Abhishek Kumar)

**MII Purchase Preference/एमआईआई खरीद वरीयता**

|   |     |
|---|-----|
| MIIPurchase Preference/एमआईआई खरीद वरीयता | Yes |
|---|-----|

**MSE Purchase Preference/एमएसई खरीद वरीयता**

|  |     |
|--|-----|
| MSEPurchase Preference/एमएसई खरीद वरीयता | Yes |
|--|-----|

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. 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.

4. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to 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. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder 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 no purchase preference shall be granted. 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. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .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.

5. 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.

6. 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.

7. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

## **Digital Handheld Transceiver Set (HANDHELD RADIO) ( 9 set )**

**(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)**

### **Technical Specifications/तकनीकी विशिष्टियाँ**

\* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

| <b>Specification</b>        | <b>Specification Name/विशिष्टि का नाम</b>  | <b>Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य</b>  |
|-----------------------------|--|--|
| CONFORMITY                  | <b>Conformity to technical requirements</b>  | As per QR/specification & TDs for 'Digital Handheld VHF Transceiver Set', prepared by Police Modernization Division, 26, Mansingh Road, Jaisalmer House, New Delhi and approved by MHA as per letter No. B.V-7/2012-13 (QRs) Dated 02nd October, 2014 (Copy of QRs / TDs uploaded in GeM portal) |
| General                     | <b>Frequency Range</b>   | UHF: 400 – 470 MHz   |
| Buyer specific REQUIREMENTS | <b>Whether the offered product/ model has been successful during field trial conducted through EOI tender by CPMF organisation</b> | No ( NOT PARTICIPATED IN ANY EOI TENDER)   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

|                                 |                      |
|---------------------------------|----------------------|
| Verified and Signed Tp document | <a href="#">View</a> |
|---------------------------------|----------------------|

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता       | Quantity/मात्रा | Delivery Days/डिलीवरी के दिन |
|----------------|---|-------------------|-----------------|------------------------------|
| 1              | *****   | *****Gandhi Nagar | 9               | 45                           |

**Digital Base / Mobile Transceiver Set (MOBILE RADIO) ( 2 set )**

**(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)**

**Technical Specifications/तकनीकी विशिष्टियाँ**

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

| Specification                              | Specification Name/विशिष्टि का नाम          | Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य   |
|--|---|--|
| CONFORMITY                                 | <b>Conformity to technical requirements</b> | As per QR/specification & TDs for 'Digital Base / Mobile Transceiver Set', prepared and approved by DCPW/MHA , 9 Block No. 9, CGO Complex , Lodhi Road, New Delhi-3 and approved by MHA as per letter No. H-18026/1(TS&TDS)/2016-CDN (QRs) Dated 17th Jan, 2018 (Copy of QRs / TDs uploaded in GeM portal) |
| General                                    | <b>Frequency Range</b>                      | UHF: 400 – 470 MHz   |
| COMMUNICATION SECURITY / OPTIONAL FEATURES | <b>Communication Security</b>               | system should have In-built Encryption and should also have provision to support Thirdparty Encryption, NA, NA   |

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

|                                 |                      |
|---------------------------------|----------------------|
| Applicable Drawing Document     | <a href="#">View</a> |
| Verified and Signed Tp document | <a href="#">View</a> |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता       | Quantity/मात्रा | Delivery Days/डिलीवरी के दिन |
|----------------|---|-------------------|-----------------|------------------------------|
| 1              | *****   | *****Gandhi Nagar | 2               | 45                           |

**Digital Repeater Set (RADIO REPEATER) ( 1 set )**

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

**Technical Specifications/तकनीकी विशिष्टियाँ**

[\\* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

| Specification               | Specification Name/विशिष्टि का नाम   | Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य  |
|-----------------------------|--|---|
| CONFORMITY                  | <b>Conformity to technical requirements</b>  | As per MHA approved QRs and TDs for 'Digital VHF Repeater Set', prepared by Police Modernization Division, 26, Mansingh Road, Jaisalmer House, New Delhi and approved by MHA as per letter No. B.V-7/2012-13 (QRs) Dated 02nd October, 2014 respectively . (Copy of QRs / TDs uploaded in GeM portal) |
| General                     | <b>Frequency Range</b>   | UHF: 400 – 470 MHz  |
| Buyer specific REQUIREMENTS | <b>Whether the offered product/ model has been successful during field trial conducted through EOI tender by CPMF organisation</b> | No ( NOT PARTICIPATED IN ANY EOI TENDER)  |

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

| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता       | Quantity/मात्रा | Delivery Days/डिलीवरी के दिन |
|----------------|---|-------------------|-----------------|------------------------------|
| 1              | *****   | *****Gandhi Nagar | 1               | 45                           |

**Special terms and conditions-Version:2 effective from 15-07-2024 for category Digital Handheld Transceiver Set (HANDHELD RADIO)**

## 1. NOTE TO BUYER AND SELLER

- 1.) Any wireless equipment using Radio frequency needs a license for operation or possession under the Indian Telegraph Act, 1885 and Indian Wireless Telegraphy Act, 1933 respectively. The operation, sale, or even possession of wireless apparatus without a valid License issued from WPC wing, Department of Telecommunications, Sanchar Bhawan, New Delhi is a punishable offense under the provision of the above-mentioned Acts. The law also prohibits the sale, hire, or transfer of wireless apparatus in any manner to any person, who is not in possession of a valid license issued in his name. Any attempt to enter the frequency used by the licensed band is also an offence under the above said Acts. All buyers and sellers are required to mandatorily comply with provisions.
- 2.) Required licenses are mandatorily required to comply with the Government of India guidelines. Moreover, Seller may need to submit valid and active license details, if required by the relevant buyer during procurement process.
- 3.) Sellers/ buyers shall adhere / comply to any other Security Guidelines / provisions of the Government of India as applicable to subject category.

### **Special terms and conditions-Version:3 effective from 15-07-2024 for category Digital Base / Mobile Transceiver Set (MOBILE RADIO)**

1.
  - Buyer's Responsibility: Valid AIP/DL/WPC LICENSE required to be provided by the buyer for execution of order by seller ( Date of Delivery Period shall be reconed from the date of AIP/DL received )
  - NOTE TO BUYER AND SELLER
    1. Any wireless equipment using Radio frequency needs a license for operation or possession under the Indian Telegraph Act, 1885 and Indian Wireless Telegraphy Act, 1933 respectively. The operation, sale or even possession of wireless apparatus without a valid License issued from WPC wing, Department of Telecommunications, Sanchar Bhawan, New Delhi is a punishable offense under the provision of the above-mentioned Acts. The law also prohibits sale, hire or transfer of wireless apparatus in any manner to any person, who is not in possession of a valid license issued in his name. Any attempt to enter the frequency used by the licensed band is also an offence under the above said Acts. All buyers and sellers are required to mandatorily comply with provisions.
    2. Required licenses are mandatorily required to comply with the Government of India guidelines. Moreover, Seller may need to submit valid and active license details, if required by relevant buyer during procurement process.
    3. Sellers/ buyers shall adhere / comply to any other Security Guidelines / provisions of the Government of India as applicable to subject category.

### **Special terms and conditions-Version:2 effective from 15-07-2024 for category Digital Repeater Set (RADIO REPEATER)**

## 1. NOTE TO BUYER AND SELLER

1. Any wireless equipment using Radio frequency needs a license for operation or possession under the Indian Telegraph Act, 1885 and Indian Wireless Telegraphy Act, 1933 respectively. The operation, sale or even possession of wireless apparatus without a valid License issued from WPC wing, Department of Telecommunications, Sanchar Bhawan, New Delhi is a punishable offense under the provision of the above-mentioned Acts. The law also prohibits sale, hire or transfer of wireless apparatus in any manner to any person, who is not in possession of a valid license issued in his name. Any attempt to enter the frequency used by the licensed band is also an offence under the above said Acts. All buyers and sellers are required to mandatorily comply with provisions.
2. Required licenses are mandatorily required to comply with the Government of India guidelines. Moreover, Seller may need to submit valid and active license details, if required by relevant buyer during procurement process.
3. Sellers/ buyers shall adhere / comply to any other Security Guidelines / provisions of the

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

### **1. 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.

### **2. Generic**

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

### **3. Scope of Supply**

Scope of supply (Bid price to include all cost components) : Only supply of Goods

### **4. Turnover**

Bidder Turn Over Criteria: 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 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.

### **5. 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.

### **6. 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.

### **7. Purchase Preference (Centre)**

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,



the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. 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. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 20% of total value.

#### **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. Service & Support**

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

#### **11. 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.

#### **12. Certificates**

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

#### **13. 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.

#### **14. Warranty**

Warranty period of the supplied products shall be 2 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

#### **15. 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.

## 16. Buyer Added Bid Specific ATC

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

## Disclaimer/अस्वीकरण

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 are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

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

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./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 कार्यवाई का आधार होगा।

**---Thank You/धन्यवाद---**