

### RA Document

RA Details	
RA Technical End Date/Time	23-07-2020 16:00:00
RA Opening Date/Time	23-07-2020 16:30:00
RA Life Cycle (From Publish Date)	90 (Days)
RA Offer Validity (From End Date)	80 (Days)
Ministry/State Name	Ministry Of Electronics And Information Technology
Department Name	Na
Organisation Name	National E-governance Division (negd) Deity Govt. Of India
Office Name	Cgo Complex
Total Quantity	1
Item Category	Laptop-Notebook
MSE Exemption for Years of Experience and Turnover	No
Startup Exemption for Years of Experience and Turnover	No
Document required from seller	OEM Authorization Certificate *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
Inspection Required	No

### EMD Detail

Required	No
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### ePBG Detail

Required	No
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### Splitting

RA splitting not applied.

### Laptop-Notebook ( 1 pieces ) ( Under PAC )

Make	apple
Model	applemacbookair(retina13inch2020)mwtj2hna(spacegrey)mwtk2hna(silver)mwtl2hna(gold)

## Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Construction	<b>Form Factor</b>	Standard	Standard
	Chassis Material	CNC Alluminium	*
	Hinges	Metallic	*
Processor	<b>Processor Make</b>	Intel	Intel
	<b>Processor Generation</b>	10	10.0 Or higher
	<b>Number of Cores per Processor</b>	2	2, 4, 6, 8 Or higher
	Processor Base Frequency (GHz)	1.1	*
	<b>Processor Description</b>	Intel Core i3	Intel Core i3, Intel Core i5, Intel Core i7, Intel Core i9 Or higher
	<b>Processor Number</b>	Intel Core i3, Turbo Boost up to 3.2GHz, with 4MB L3 cache	Intel Core i3 1000G1, Intel Core i3 1000G4, Intel Core i3 10110U, Intel Core i3 1005G1, Intel Core i5 1030G4, Intel Core i5 1030G7, Intel Core i5 1035G1, Intel Core i5 10210U, Intel Core i5 1035G4, Intel Core i5 1035G7, Intel Core i7 1060G7, Intel Core i7 1065G7, Intel Core i7 10510U, Intel Core i7 10710U, Intel Core i9 10980HK, Intel Core i9 10880H, Intel Core i7 10875H, Intel Core i7 10850H, Intel Core i7 10750H, Intel Core i5 10400H, Intel Core i5 10300H, Intel Core i7 10810U, Intel Core i7 10610U, Intel Core i5 10310U, Intel Core i3, Turbo Boost up to 3.2GHz, with 4MB L3 cache,

			Intel Core i5, Turbo Boost up to 3.5GHz, with 6MB L3 cache, Intel Core i5, Turbo Boost up to 3.8GHz, with 6MB shared L3 cache Or higher
	Out of Band Management	NA	*
	Cache (MB)	4	*
Motherboard	Expansion Slots (M Dot 2)	0	*
Graphics	Graphics Type	Integrated	*
	Graphic Card Description	Intel IRIS Plus	*
	<b>Size of Memory in Case of Dedicated Graphic Card (GB)</b>	0	0, 1, 2, 3, 4, 6 Or higher
	Size of VRAM in case of Integrated Graphics (MB)	0	*
Operating System	<b>Operating System (Factory Pre-Loaded)</b>	Mac OS Mojave	Mac OS Mojave
	Recovery Image Media	CD from the OEM / Stored in Partition of the Hard Disk / USB Drive from the OEM / On Line / Cloud	*
	<b>OS Certification</b>	Mac OS	Mac OS
Memory	Type of RAM	LPDDR4	*
	<b>RAM Size (GB)</b>	8	8, 16, 32 Or higher
	RAM Speed (MHz)	3733	*
	Total Numbers of DIMM Slots Available	0	*
	Number of DIMM Slots populated	0	*
	<b>RAM Expandability up to( using spare DIMM Slots in GB)</b>	0	8, 16, 32, 0 Or higher
Storage	<b>Type of Drives used to populate the Internal Bays</b>	SSD	SSD
	Number of Internal Bays populated with HDD	0	*
	Capacity of each HDD (GB)	NA	*

	<b>Total HDD Capacity (GB)</b>	0	500, 1000, 1500, 2000, 2500, 3000, 0 Or higher
	Number of Internal Bays populated with SSD	0	*
	<b>Capacity of each SSD (GB)</b>	256	256
	<b>Total SSD Capacity (GB)</b>	256	256, 384, 512, 768, 1024, 1280, 2048, 4096 Or higher
	Number of Internal Bays populated with SSHD	0	*
	<b>Capacity of each SSHD (GB)</b>	NA	8 GB Flash + 500 GB @5400 rpm, 8 GB Flash + 1000 GB @5400 rpm, 8 GB Flash + 2000 GB @5400 rpm, NA Or higher
	<b>Total SSHD Capacity in addition to 8 GB Flash (GB)</b>	0	500, 1000, 1500, 0 Or higher
	Optane Memory (GB)	0	*
Connectivity	<b>Wireless Connectivity</b>	Yes	Yes
	If Yes, Type of Wireless Connectivity	Wi-Fi 802.11ac	*
	Number of Ethernet Ports	0	*
	If available, Type of Ethernet Ports	NA	*
	<b>Bluetooth Connectivity</b>	Yes	Yes
	If Yes, Version of Bluetooth Available	5	*
Ports	Number of USB Version 2 Point 0 Ports	0	*
	Number of USB Version 3 point 0 / 3 point 1, Gen 1 Ports	0	*
	Number of USB Version 3 point 1, Gen 2 Ports	0	*
	Number of USB Type C Ports	1	*
	Number of Serial Ports	0	*
	Number of VGA Ports	0	*

Display	Number of HDMI Ports	0	*
	Number of DP Ports	0	*
	Number of Thunderbolt Port	1	*
	<b>Display Size (Inch)</b>	13.3	13.3, 13.5, 14, 15, 15.4, 15.6, 16, 13 Or higher
	<b>Display Type</b>	Non Touch	Non Touch, Touch Or higher
	Display Technology	LED HD Backlit	*
	<b>Panel Technology</b>	IPS	IPS Or higher
	<b>Display Resolution (Pixels)</b>	2560 x 1600	3200x1800, 3840 x 2160, 2560 x 1600, 2736 x 1824, 2880 x 1800, 3000x2000, 3240x2160, 3272 x 1920, 2880 x 1920, 3072 x 1920 Or higher
	<b>Availability of Webcam integrated with Display</b>	Yes	Yes
	<b>If Yes, Resolution of Webcam</b>	FHD	FHD Or higher
Miscellaneous	<b>Infra Red Webcam</b>	No	No
	<b>Optical Drive</b>	NA	Integrated, External, NA Or higher
	Type of Optical Drive	N/A	*
	<b>Internal Speaker (Dual)</b>	Yes	Yes
	Audio-in	No	*
	Audio-out	No	*
	Headphone out	Yes	*
	Microphone-in	No	*
	Type of Keyboard	Standard	*
	Backlit Keyboard	Yes	*
	Spill Resistant Keyboard	No	*
	Pointing Device/Touchpad	Touchpad with multi-touch gestures enabled	*
	Finger Print Reader	Yes	*
	Hardware Trusted Platform Enabled	Yes	*
	<b>Carry Case</b>	No	No
	If Yes, Type of Carry	NA	*

	Case		
	Security Lock Slot	No	*
	If Yes,Availability of Cable Lock	No	*
	Weight (Including Battery) (Kilogram)	1.29	*
Power	Battery Type	Integrated	*
	Battery Chemistry	Li - Polymer	*
	Battery Capacity (Watt Hour)	49.9	*
	Battery Backup Time (Hours)	12	*
Certification	BIS Registration under CRS of Meity	Yes	*
	BIS Registration Number and its validity	R-41000450	*
	BEE / Energy Star for the given Model	Yes	*
	ROHS Compliance	Yes	*
	Other Certifications available	FCC	*
Operating Conditions	Minimum Operating Temperature	10	*
	Maximum Operating Temperature	35	*
	Minimum Operating Humidity (%RH)	0	*
	Maximum Operating Humidity (%RH)	90	*
Warranty	<b>Battery Warranty</b>	1	1, 3, 4 Or higher
	<b>On Site OEM Warranty (Year)</b>	1	1

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

#### Additional Specification Documents

#### Consignee/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days	
1	Sameer K Joshi	110003,Electronics Niketan, 6 CGO Complex, Lodhi Road, New Delhi	1	15	N/A

## Special terms and conditions for category Laptop-Notebook

1. As per notification of MEITY circulated vide letter no. F.No.33(1) /2017-IPHW..dated: 14/09/2017, the minimum local content should be 40 percent to qualify as local or domestic manufacturer.

## Bid Specific Additional Terms and Conditions

1. 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.
2. 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.
3. Buyback for Non PFMS/Non GPA:
  1. GST will apply on the value of buyback and separate invoice is to be prepared by Government buyer/Consignee for buyback items offline outside the GeM system. Vendor should work out input credit for that GST applicable on the buy back while quoting the product/services.
  2. Input GST Credit consideration by seller- seller shall offer the prices in the bid by the total amount of new goods including GST- total amount of old goods quoted by the firm excluding GST. This is because GST charged by buyer on buy-back value will be available for full ITC (input tax credit) on the hands of bidder. Therefore, for the purpose of quoting in the bid and evaluation, value as quoted by the bidder (excluding any GST on buy back) as indicated in column G below will be considered.

Illustrative examples for bidders are as under for understanding of the seller.

Excel sheet for explanation to Buyback ATC							
S.no	Cost of Fresh Good (A)	%age of GST on Fresh Good as considered by seller at the time of quote (B).	GST Amount on Fresh Good (C)	Cost of Buyback item (D)	%age of GST on Buyback items (E) as fixed by buyer in the bid	GST Amount on Buyback item (F) as applicable at the time of invoice by buyer	Quote of the Bidder (G = {A+C-D})
1	100	28	28	20	8	1.6	108
2	100	9	9	20	8	1.6	89
3	110	10	11	24	8	1.92	97

Seller after the award of the GeM contract, will indicate all column A to G which will not alter their quoted price indicated in Colum-G

3. Successful lowest bidder has to provide detailed cost break up of tendered items as well as buy back items separately after award of contract through email to the government buyer/consignee.
4. The seller of new item /service provider shall deposit the cost of invoiced buy back item

with GST to the buyer for allowing seller to lift up the material from the buyer/consignee premise.

5. Transportation of buy back items from buyer premises shall be arranged by the seller itself without any extra cost.

6. Government Buyer organisation /consignee will issue invoice of buy back items to the seller at the cost of buyback to be indicated to the buyer by the seller offline after receipt of order. This in no case will modify the bid in any manner.

7. The seller will be entirely responsible for the safe disposal of old items without affecting the environment in any manner as per prevailing statutory rules and Act/ law of the land.

8. The seller may visit the site and inspect the condition of buy back item in advance before quoting for the bid.

9. Receipt of payment by the buyer for Old items and invoicing by buyer will be out of GeM portal.

10. Government Buyer will upload the details of old goods along with the bid in the corrigendum with minimum price.

11. If the minimum price (Optional) is indicated and sellers of new item who are not agreeing to take back the old item at equal to or above that minimum price should not participate in the bid.

12. In case they participate into the bid and afterwards indicates the price of old goods, less than the minimum price shown by Government Buyer in corrigendum, EMD of the bidder will be forfeited.

13. Item Details Consignee wise will be indicated in the corrigendum like -

1. Consignee wise
2. Item Description
3. Serial Number
4. Model
5. Brand
6. Year of manufacturing
7. Purchased on
8. Age
9. Size, Rating, Designation
10. Quantity
11. Min price (Optional)
12. Unit
13. Working Guidelines (/Functional/Non-Functional)
14. Remarks

14. The successful bidder shall remove the old goods from the premise of the Government buyer/consignee at the time of the supply, installation and commissioning of fresh goods. Seller will be entitled for payment only after removal of old goods from Government buyer/consignee/user's premise and after supplying the fresh goods in terms of contract.

15. Note: This clause of ATC shall be operated by non PFMS; non GPA buyer i.e. all PSU working through their ERP and not integrated with GPA.

4. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
5. **Consortium:** In case of Contracts, wherein the seller alone does not have necessary expertise, the seller can form consortium with other sellers for submission of the bid, with one of the consortium company as leader. However, each and every member of the consortium shall be equally responsible for the complete execution of the project contract. An undertaking to this effect is to be uploaded with bid.
6. **End User Certificate:** Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.
7. **Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.
8. **PESCO Certificate:** PESCO Certificate shall be mandatory for procurement of bid items.
9. **Non return of Hard Disk:** As per Buyer organization's Security Policy, Faulty Hard Disk of



Servers/Desktop Computers/ Laptops etc. will not be returned back to the OEM/supplier against warranty replacement.

10. Bid reserved for Make In India products: Procurement under this bid is reserved for purchase from Class 1 local suppliers 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 50%. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020 . In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
11. Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 1 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.
12. 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.
13. Indian suppliers of this item are not allowed to participate and/ or compete in procurement by some foreign governments. Bidders / products from such countries are not eligible / not allowed to participate in this bid in terms of clause 1 (d) of Public Procurement (Preference to Make in India) Order, 2017
14. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
15. Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.
16. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
17. For clothing and allied items, if pre-dispatch Inspection clause has been selected in the Bid, the Inspection Agency shall forward sample from the accepted lot duly identified/ sealed by it, as Reference Sample to each consignee (one reference sample per consignee) for comparing the lot received at consignee end with such reference sample. Such reference samples will be treated as part of supplied quantity from the lot and cost shall be borne by the Buyer.
18. For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:
  - a. Purchase Order copy along with Invoice(s) with self-certification by the bidder that supplies against the invoices have been executed.
  - b. Execution certificate by client with order value.
  - c. Any other document in support of order execution like Third Party Inspection release note, etc.
19. For hazardous chemical/item, all precautionary measure as per regulation from the point of transportation/ handling/ storage/ safety/ health/ environment to be undertaken/ specified before dispatch. During dispatch, proper symbol for the hazard/ MSDS/ Batch No./ date of manufacturing/ Gross Weight/ Net Weight/ shelf Life etc are to be written/ printed/ pasted on the body of the packing.
20. ISO 9001: The bidder must have ISO 9001 certification.
21. 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.
22. SLBR52

23. Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

(i) Inhibit the desires and designed function of the equipment.

(ii) Cause physical damage to the user or equipment during the exploitation.

(iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

24. Material Test Certificate Should Be Sent Along with The Supply. The Material Will Be Checked by Buyer's Lab & the Results of the Lab will be the Sole Criteria for Acceptance of the Item.

25. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

26. 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.

27. Procurement under this bid is reserved for purchase from Micro and Small Enterprises whose credentials are validated online through Udyog Aadhaar for that product category. If the bidder wants to avail the reservation benefit, 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.

28. Procurement under this bid is reserved for purchase from Micro and Small Enterprises from the State of Bid Inviting Authority whose credentials are validated online through Udyog Aadhaar for that product category. If the bidder wants to avail the reservation benefit, 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.

29. Pre-dispatch inspection at Seller premises (Fee/Charges to be borne by the BUYER): Before dispatch, the goods will be inspected by Buyer / Consignee or their Authorized Representative or by Nominated External Inspection Agency (independently or jointly with Buyer or Consignee as decided by the Buyer) at Seller premises (or at designated place for inspection as declared / communicated by the seller) for their compliance to the contract specifications. Fee/Charges taken by the External inspection Agency and any external laboratories testing charges shall be borne by the Buyer. For in-house testing, the Sellers will provide necessary facilities free of cost. Seller shall notify the Buyer through e-mail about readiness of goods for pre-dispatch inspection and Buyer will notify the Seller about the Authorized Representative/ Nominated External Inspection Agency and the date for testing. The goods would be dispatched to consignee only after clearance in pre-dispatch inspection. Consignee's right of rejection as per GTC in respect of the goods finally received at his location shall in no way be limited or waived by reason of the goods having previously been

inspected, tested and passed by Buyer/ Consignee or its Nominated External Inspection Agency prior to the goods' shipment. While bidding, the sellers should take into account 7 days for inspection from the date of email offering the goods for inspection. Any delay in inspection beyond 7 days shall be on the part of the buyer and shall be regularised without Liquidated Damages.

30. Preference to Make In India products (For bids less than 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 50%. 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. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
31. Preference to Make In India products (for bids greater than 200 Crore) (can also be used in Bids less than 200 Crore but only after exemption by competent authority as defined in Deptt of Expenditure OM dated 28.5.2020): 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 50%. 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. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
32. Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)
33. 1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.  
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.  
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.
34. WORLD BANK TERMS AND CONDITIONS: Special Terms and Conditions as defined by world bank at [click here](#) will also be applicable. APPLICABLE ONLY IN CASE OF WORLD BANK FUNDED PROJECTS.
35. Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.
36. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the

required Service / Rectification within 3 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

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

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

38. 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.
39. Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:
- i) The Seller fails to comply with any material term of the Contract.
  - ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
  - iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
  - iv) The Seller becomes bankrupt or goes into liquidation.
  - v) The Seller makes a general assignment for the benefit of creditors.
  - vi) A receiver is appointed for any substantial property owned by the Seller.
  - vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

[This RA is also governed by the General Terms and Conditions](#)

**---Thank You---**