

### RA Document

| RA Details   |   |
|--|---|
| RA Technical End Date/Time                                   | 18-07-2020 17:00:00   |
| RA Opening Date/Time   | 18-07-2020 17:30:00   |
| RA Life Cycle (From Publish Date)                            | 90 (Days)   |
| RA Offer Validity (From End Date)                            | 70 (Days)   |
| Ministry/State Name  | Karnataka   |
| Department Name  | Animal Husbandry And Fisheries Department<br>Karnataka  |
| Organisation Name  | N/a   |
| Office Name  | Karnataka Milk Federation Ltd   |
| Total Quantity   | 1   |
| Item Category  | Induced Coupled Plasma Mass Spectrometry  |
| Average Turnover (Last 3 Years)                              | 53 Lakh (s)   |
| OEM Average Turnover (Last 3 Years)                          | 424 Lakh (s)  |
| Experience Criteria  | 3 Year (s)  |
| MSE Exemption for Years of Experience and Turnover           | No  |
| Startup Exemption for Years of Experience and Turnover       | No  |
| Document required from seller                                | Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover<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 |
| Past Performance   | 80 %  |
| Inspection Required  | Yes   |
| Inspection to be carried out by Buyers own empanelled agency | Yes   |
| Type Of Inspection   | Post Dispatch   |
| Name of the Empanelled Inspection Agency/ Authority          | Board of Officers   |

### EMD Detail

|                   |                     |
|-------------------|---------------------|
| Advisory Bank     | State Bank of India |
| EMD Percentage(%) | 2.00                |
| EMD Amount        | 212014              |

#### ePBG Detail

|                                     |                     |
|-------------------------------------|---------------------|
| Advisory Bank                       | State Bank of India |
| ePBG Percentage(%)                  | 10.00               |
| Duration of ePBG required (Months). | 15                  |

(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.

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

#### Beneficiary:

Additional Director

KARNATAKA MILK FEDERATION LTD, Dr. MH Marigowda Road, Bangalore - 560029  
(Mahammed Saqb Suhael)

#### Splitting

RA splitting not applied.

1. Experience Criteria: In respect of the filter applied for 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 / Public Listed Company for number of years as indicated in the bid document 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 category of primary product having highest value should meet this criterion.

2. 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.

3. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one year) to be submitted along with bid in support of quantity supplied in the relevant year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

## Induced Coupled Plasma Mass Spectrometry ( 1 pieces )

### Technical Specifications

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

| Specification       | Specification Name                                   | Values              | Bid Requirement (Allowed Values) |
|---------------------|--|---------------------|----------------------------------|
| Certification       | Testing lab Name & address                           | -                   | *                                |
|                     | Test report number                                   | -                   | *                                |
| Construction        | Outer body material                                  | Polycarbonate       | *                                |
|                     | Configuration type                                   | Bench top           | *                                |
|                     | Length   | 81                  | *                                |
|                     | Width  | 69                  | *                                |
|                     | Height   | 75                  | *                                |
|                     | Weight   | 280                 | *                                |
| Sample Introduction | <b>Nebulizer type</b>                                | Pneumatic nebulizer | Pneumatic nebulizer              |
|                     | Type in case of Pneumatic Nebulizer                  | Concentric          | *                                |
|                     | Uptake rate/ Sample introduction flow rate in mL/min | 0.1-3               | *                                |
|                     | <b>Spray Chamber type</b>                            | Peltier Cooled      | Peltier Cooled                   |
|                     | Peristaltic pump available                           | Yes                 | *                                |
|                     | Minimum temperature of spray chamber(Deg Celcius)    | -10 to -5           | *                                |
|                     | Maximum temperature of spray chamber(Deg Celcius)    | 60-70               | *                                |
|                     | Count of channels in pump                            | 4                   | *                                |
|                     | Count of rollers                                     | 12                  | *                                |
|                     | Pump operation controlled through software           | Yes                 | *                                |
|                     | Number of Vials provided with auto sampler           | 250                 | *                                |
|                     | <b>Maximum sample</b>                                | 150                 | 150                              |

|                        |  |                 |        |
|------------------------|--|-----------------|--------|
| Ion Source & RF Plasma | <b>holding capacity of auto sampler</b>  |                 |        |
|                        | All accessories, racks, bottles, tubing assembly, waste container, dust cover available                        | Yes             | *      |
|                        | Software control provided with Auto-sampler  | Yes             | *      |
|                        | Max TDS tolerance  | 25%             | *      |
|                        | Rated power of RF generator  | 1600            | *      |
|                        | Inbuilt Oxygen gas port for organic solvent  | Yes             | *      |
|                        | Frequency range of operation of RF Generator   | 27MHz to 40 MHz | *      |
|                        | Plasma View  | Color           | *      |
|                        | Auto tuning feature for maximum efficiency by independent adjustment of ion-optic parameter & plasma condition | Yes             | *      |
|                        | Provision for cooling of RF Generator  | Yes             | *      |
|                        | Torch  | Fixed           | *      |
|                        | <b>Injector material</b>   | Quartz          | Quartz |
|                        | Size of bore of injector   | 2.5             | *      |
|                        | Software controlled motion of torch independent along x,y,z axis   | Yes             | *      |
|                        | <b>Provision for auto-adjustment of torch post maintenance along X,Y &amp; Z directions</b>                    | Yes             | Yes    |
|                        | Provision for gas mass flow controller or equivalent PC controller   | Yes             | *      |
|                        | <b>Count of channel in Plasma gas mass flow controller/electronic flow controllers</b>                         | 4               | 4      |

|                     |  |                      |                  |
|---------------------|--|----------------------|------------------|
|                     | <b>Availability of gas dilutor</b>   | Yes                  | Yes              |
|                     | Technology of gas dilutor(if gas dilutor available)  | Argon gas dilutor    | *                |
|                     | Technology in case any equivalent technology(else write NA)  | -                    | *                |
|                     | Ar gas dilution accessory (%)  | 20,25,30,2.5,5,10,15 | *                |
|                     | Availability of Nickel sampler cones   | Yes                  | *                |
|                     | Availability of Nickel skimmer cones   | Yes                  | *                |
|                     | Availability of Platinum sampler cones   | Yes                  | *                |
|                     | Availability of Platinum skimmer cones   | Yes                  | *                |
|                     | Ion focusing system is capable of removing all neutral & photon from ions path without damaging the optics | Yes                  | *                |
| Quadrupole Assembly | <b>Quadrupole count</b>  | Three Quadrupole     | Three Quadrupole |
|                     | <b>Minimum mass (within the mass range) of quadrupole in Amu</b>   | 2                    | 2                |
|                     | <b>Maximum mass (within the mass range) of quadrupole in amu</b>   | 285                  | 285              |
|                     | <b>Minimum scan speed (amu/sec)</b>  | 5000                 | 5000             |
|                     | <b>Resolution (amu)</b>  | 0.3                  | 0.3              |
|                     | Dwell time   | 0.01ms- 0.1ms        | *                |
| Cell Technology     | Inbuilt or optional gas channels   | 1                    | *                |
|                     | Gas channel for reactive inert and reactive gases  | He,O2,CH4            | *                |
|                     | Cell type  | Quadrupole           | *                |
|                     | Reaction mode  | Mass shift           | *                |
|                     | Provision for separate entry of Collision Gas  | Yes                  | *                |

|                       |  |   |   |
|-----------------------|--|---|---|
| Ion detector assembly | Type of Ion detector   | Dual stage discreet dinode  | *   |
|                       | Specify Type in case of NA   | -   | *   |
|                       | <b>Linear dynamic range(order), extended linear dynamic range excluded</b>                     | 10 order  | 10 order  |
|                       | <b>detector life</b>   | 60  | 60.0  |
|                       | minimum data acquisition rate of ion detectors(data/sec)                                       | 3000  | *   |
|                       | Availability of efficient vacuum system with turbo molecular pump & external molecular pump    | Yes   | *   |
|                       | Availability of recirculating chiller for plasma component cooling                             | Yes   | *   |
|                       | <b>customisation of gas line as per buyer &amp; site requirement</b>                           | Yes   | Yes   |
|                       | <b>customisation of exhaust system as per buyer &amp; site requirement</b>                     | Yes   | Yes   |
| Performance criteria  | <b>Element analysed with Relative Standard Deviation &lt; 5%</b>                               | Sn,Cu,Zn,Ba,Sb,Ni,B,Ag ,Mg,Ca,Na,As,Cd,Cr,Hg, Pb,Se,Fe,Cr,Al,Se,Bi,Sc, Ge | Sn, Cu, Zn, Ba, Sb, Ni, B, Ag, Mg, Ca, NA, As, Cd, Cr, Hg, Pb, Se, Fe, Al, Bi, Sc, Ge |
|                       | <b>Sensitivity(mcps/ppm) Li(7) or Be(9)</b>  | >=6   | >=6   |
|                       | <b>Sensitivity(mcps/ppm) Y(89)or In(115)</b>   | >=100   | >=100   |
|                       | <b>Sensitivity(mcps/ppm) Tl(205)or U(238)</b>  | >=80  | >=80  |
|                       | <b>Oxide ratio (%) Ce<sup>o+</sup>/Ce<sup>+</sup></b>  | =<3   | =<3   |
|                       | Doubly charged ratio(%) Ce <sup>++</sup> /Ce <sup>+</sup> or Ba <sup>++</sup> /Ba <sup>+</sup> | =<3   | *   |
|                       | Background(cps) measured at mass 9 or m/z 4-1/2 or mass 220                                    | =<1   | *   |
|                       | Detection limit low mass (ppt) Be(9)   | =<0.5   | *   |

|                            |   |        |        |
|----------------------------|---|--------|--------|
| Microwave digestion system | Detection limit mid mass (ppt) In(115)                                      | =<0.25 | *      |
|                            | Detection limit high mass (ppt) U(238) or Bi(209)                           | =<0.25 | *      |
|                            | Isotope ratio precision(%RSD) Ag(107)/Ag(109)                               | =<0.1  | *      |
|                            | <b>Minimum sample processing capacity in one batch</b>                      | 15     | 15     |
|                            | Minimum capacity(Volume) of TFM/PTFE vessel                                 | 60     | *      |
|                            | <b>Rated power of Microwave digestion system</b>                            | 1500   | 1500.0 |
|                            | <b>Maximum operating temperature attained by microwave digestion system</b> | 250    | 250.0  |
|                            | <b>Maximum operating pressure attained by microwave digestion system</b>    | 40     | 40.0   |
|                            | Minimum filling volume (In filling volume range)                            | 5      | *      |
|                            | Maximum filling volume (In filling volume range)                            | 40     | *      |
|                            | Minimum sample digesting capacity per vessel                                | 1      | *      |
| Accessories                | Count of peristaltic pump tubing-sample intake                              | 50     | *      |
|                            | Count of peristaltic pump tubing-Drain                                      | 25     | *      |
|                            | Count of tubing - Auto Sampler to Peristaltic Pump                          | 15     | *      |
|                            | Count of micro mist nebulizer   | 2      | *      |
|                            | Count of plasma torch   | 2      | *      |
|                            | Count of Ni Sampling Cone   | 2      | *      |

|   |   |   |
|---|---|---|
| Count of Pt Sampling Cone   | 1   | *   |
| Count of Ni Skimmer Cone  | 2   | *   |
| Count of Pt Skimmer Cone  | 1   | *   |
| Platinum Torch shield   | NA  | *   |
| Skimmer insert/Skimmer base   | NA  | *   |
| Quartz Bonnet   | NA  | *   |
| Water INLINE Filter for recirculator 5 µm   | NA  | *   |
| Vaccum pump oil (Liters)  | 2L  | *   |
| <b>Count of Argon Gas Cylinder with purification panel &amp; regulator</b>  | 2   | 2   |
| <b>Count of collision cell gas cylinder with purification panel &amp; regulator</b>   | 2   | 2   |
| <b>Gas purification panel for Argon, Oxygen, Helium, Hydrogen with plumbing separate gas line &amp; MFC or electronic flow controller</b> | Argon,Oxygen,Helium, Hydrogen   | Argon, Oxygen, Helium, Hydrogen   |
| Any other accessory detail if provided  | -   | *   |
| <b>Supply of NIST traceable single element standard solutions samples (1000 ppm - 100 ml size) for</b>                                    | Sn,Ni,Cu,Zn,Ba,Sb,Ni,B, Ag,Mg,Ca,Na,As,Cd,Cr, Hg,Pb,Se,Fe,Al,Se,Bi,Sc, Ge | Sn, Ni, Cu, Zn, Ba, Sb, B, Ag, Mg, Ca, NA, As, Cd, Cr, Hg, Pb, Se, Fe, Al, Bi, Sc, Ge |
| Operation kit comprising all required items pump tubings, transfer tubings, work coils etc  | Yes   | *   |
| Operation & maintenance manual for each unit (Hard & Soft Copy)   | Yes   | *   |
| Service manual  | Yes   | *   |



|  |  |                            |     |
|--|--|----------------------------|-----|
| Computer with<br>Controller Software &<br>Operating system | Service tools required<br>for each unit provided   | Yes                        | *   |
|  | Detection Limit chart<br>for each components<br>provided   | Yes                        | *   |
|  | Flexibility of using<br>gases  | Helium,Oxygen,Hydrog<br>en | *   |
|  | <b>Computer provided<br/>with system</b>   | Yes                        | Yes |
|  | <b>Processor</b>   | i7                         | i7  |
|  | Specify in case of<br>others for processor   | -                          | *   |
|  | Monitor screen size<br>(Inches)  | 21                         | *   |
|  | Processor frequency<br>(GHz)   | 2.75-3.0                   | *   |
|  | Monitor type   | LCD                        | *   |
|  | Hard Drive (HDD) in GB   | 1000                       | *   |
|  | RAM in GB  | 8                          | *   |
|  | <b>Colour laserjet<br/>automatic printer<br/>provided</b>  | Yes                        | Yes |
|  | System operating<br>software should be<br>provided to drive all<br>units   | Yes                        | *   |
|  | Software controlled<br>tuning & callibration   | Yes                        | *   |
|  | Automated data<br>acquisition &<br>processing software<br>controlled   | Yes                        | *   |
|  | Data Validation<br>(Installation Qualificatio<br>n/Operational Qualificat<br>ion/Performance<br>Qualification for<br>Software) | Yes                        | *   |
|  | System software<br>supports all<br>quantitative analysis   | Yes                        | *   |
|  | MS office & Operating<br>system Provided   | Yes                        | *   |
|  | Software Capability  | Windows 10                 | *   |
| Installation & training                                    | Working Length<br>required for equipment<br>installation & training  | 5                          | *   |

|                     |   |              |     |
|---------------------|---|--------------|-----|
|                     | onsite  |              |     |
|                     | Working Width required for equipment installation & training onsite   | 3            | *   |
|                     | Supply phase required for equipment on site   | Single Phase | *   |
|                     | Supply Voltage required   | 220-240V     | *   |
|                     | Standalone UPS required of rating(Not supplied with system)   | 17.5-20 KVA  | *   |
|                     | Count of 15A Sockets required   | 8            | *   |
|                     | Count of 5/6A Socket required   | 8            | *   |
|                     | Earthing & Grounding of device facilitation required  | Yes          | *   |
|                     | Tripping MCB required on site   | Single Phase | *   |
|                     | Installation Qualification & Operational Qualification of system to be performed at site during training              | Yes          | *   |
|                     | <b>Training of Frequency range of operation of RF Generator</b>   | Yes          | Yes |
|                     | Validation of applications(Sample preparation,digestion,extraction,analysis interpretation of result) during training | Yes          | *   |
|                     | <b>No of training sessions executed</b>   | 2            | 2   |
|                     | No of people to be trained in training program  | 5-10         | *   |
|                     | <b>Number of days of training program</b>   | 6            | 6   |
| Warranty & services | <b>Warranty from date of installation(System &amp; all other parts) in years</b>                                      | 1            | 1   |

|   |                      |   |
|---|----------------------|---|
| All inventory spare parts available in India  | Yes                  | * |
| Service facility & engineer available pan India,break down service availability time  | 24-72 Hours          | * |
| In case of NA mention maximum duration for Engineer to reach site post complaint registration                               | 72                   | * |
| Application laboratory available in India for support & training  | Yes                  | * |
| List & certification of service and application engineers to be provided on buyer demand                                    | Yes                  | * |
| Supply scope includes complete system + solution + application including all units for analysis                             | Yes                  | * |
| Ability of supplier to provide spares/consumables upto 10 years of supply(Separate purchases not included in this purchase) | Yes                  | * |
| List of installations for given model in last one year with buyer details to be furnished on buyer's demand                 | Yes                  | * |
| Number of Installations greater than 15 in previous financial year  | Yes                  | * |
| Warranty extension clause- Fault in any part causing system down for 10 days in a year                                      | Extension of 1 month | * |
| Warranty extension clause- Fault in any part causing system down for 30 days in a year                                      | Extension of 1 month | * |

\* 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     | Mahammed Saqb Suhael        | 560029,Karnataka Cooperative Milk Producers' Federation Limited, KMF Complex, Dr. M.H. Marigowda Road, Bangalore-560029 | 1        | 60            | N/A |

### Bid Specific Additional Terms and Conditions

1. **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.

2. **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.

3. **Inspection of Stores by Inspection Authority of buyer or their authorised Inspecting officers / empanelled inspection agency or their representatives**

An independent third party Professional Inspection Body can help buyer in mitigating buyer's risk with pre-dispatch/post-dispatch inspection in order to ensure that equipment, components , solutions and documentation conform to contractual requirements. If an institutional buyer like Defense , Railways and MHA etc desires to appoint / nominate their own inspection authority / empanelled inspection agency for inspection of stores to be supplied against the contract , buyer can select this clause indicating cost of inspection in term of percentage which is 0 %. As per the contractual provisions / law , the buyer has a right before payment or acceptance to inspect goods at any reasonable place as indicated in contract and time and in any reasonable manner. When the seller is required or authorized to send the goods to the buyer, the inspection may be after their arrival. Expenses of inspection should be borne by the buyer but may be recovered from the seller if the goods do not conform to contractual specification and are rejected. Initially seller may pay for inspection charges as applicable and get the same reimbursed from buyer if store complies to contractual specification etc , on production of payment receipt issued by inspection agency as applicable.

Seller/OEM shall send a notice in writing / e-mail to the Inspecting officer / inspection agency specifying the place where inspection is offered and the Inspecting officer shall on receipt of such notice notify to the seller the date and time when the stores would be inspected. The seller shall, at his own expenses, afford to the Inspecting officer , all reasonable facilities and such accommodation as may be necessary for satisfying himself that the stores are being and or have been manufactured in accordance with the technical particulars governing the supply . The decision of the purchaser/inspection authority regarding acceptance / rejection of consignment shall be final and binding on the seller.

The Seller shall provide, without any extra charge, all materials, tools, labour and assistance of every kind which the Inspecting officer may demand of him for any test, and examination, other than special or independent test, which he shall require to be made on the seller's premises and the seller shall bear and pay all costs attendant thereon.

The seller shall also provide , and deliver for test, free of charge, at such place other than his

premises as the Inspecting officer may specify such material or stores as he may require for tests for which seller does not have the facilities or for special/ independent tests.

In the event of rejection of stores or any part thereof by the Inspecting officer basis testing outside owing to lack of test facility at sellers premises ,the seller shall, on demand, pay to the buyer the costs incurred in the inspection and/or test. Cost of test shall be assessed at the rate charged by the Laboratory to private persons for similar work.

Inspector shall have the right to put all the stores or materials forming part of the same or any part thereof to such tests as he may like fit and proper as per QAP/governing specification . The seller shall not be entitled to object on any ground whatsoever to the method of testing adopted by the Inspecting officer ..

Unless otherwise provided for in the contract, the quantity of the stores or materials expended in test will be borne by seller .

Inspecting officer is the Final Authority to Certify Performance / accept the consignment . The Inspecting officer's decision as regards the rejection shall be final and binding on the seller.

The seller shall if so required at his own expense mark or permit the Inspecting officer to mark all the approved stores with a recognised Government or purchaser's mark.

4. 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)
5. ISO 9001: The bidder must have ISO 9001 certification.
6. 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. 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 Managing Director, KMF Account No. 009010200018203 IFSC Code UTIB0000009 Bank Name Axis Branch address MG Road. 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 15 days of award of contract.
8. 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.
9. 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.
10. 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.
11. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
12. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of

Telephone Numbers for Service Support.

13. 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 10 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.
14. 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

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

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