

## Bid Document

Bid Details	
<b>Bid End Date/Time</b>	03-08-2021 10:00:00
<b>Bid Opening Date/Time</b>	03-08-2021 10:30:00
<b>Bid Life Cycle (From Publish Date)</b>	90 (Days)
<b>Bid Offer Validity (From End Date)</b>	60 (Days)
<b>Ministry/State Name</b>	Ministry Of Defence
<b>Department Name</b>	Department Of Defence
<b>Organisation Name</b>	Indian Coast Guard
<b>Office Name</b>	*****
<b>Total Quantity</b>	6
<b>Item Category</b>	Multifunction Machines MFM , Computer Printers , scanners
<b>Minimum Average Annual Turnover of the Bidder</b>	1 Lakh (s)
<b>OEM Average Turnover (Last 3 Years)</b>	1 Lakh (s)
<b>Years of Past Experience required</b>	1 Year (s)
<b>MSE Exemption for Years Of Experience and Turnover</b>	Yes
<b>Startup Exemption for Years Of Experience and Turnover</b>	Yes
<b>Document required from seller</b>	Experience Criteria,Past Performance,Bidder Turnover,OEM Authorization Certificate,OEM Annual Turnover *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
<b>Past Performance</b>	10 %
<b>Bid to RA enabled</b>	No
<b>Primary product category</b>	Computer Printers
<b>Time allowed for Technical Clarifications during technical evaluation</b>	3 Days
<b>Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)</b>	No
<b>Evaluation Method</b>	Total value wise evaluation

### EMD Detail

Required	No
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## ePBG Detail

Required	No
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### Splitting

Bid splitting not applied.

### MII Purchase Preference

MII Purchase Preference	No
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### MSE Purchase Preference

MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria". If the bidder is OEM of the offered products, it would also be exempted from the "OEM Average Turnover" criteria. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. 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.
4. 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 Financial years as indicated above 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 Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
5. 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.
6. 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% (Selected by Buyer) 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 25%(selected by Buyer) percentage of

total QUANTITY.

7. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 10% 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 / Public Listed Company. 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.

8. Short Duration Bid has been published by the Buyer with the approval of the Competent authority due to Emergency procurement of critical products/services.

## Multifunction Machines MFM ( 1 pieces )

Brand Type	Registered Brand
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### Technical Specifications

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

Specification	Specification Name	Bid Requirement (Allowed Values)
Ungrouped	<b>Type of Machine</b>	Multifunction Machine
	<b>Print Technology</b>	Inkjet
	<b>Type of Printing</b>	Colour
	<b>Cartridge Technology</b>	Composite Cartridge, Separate Drum and Toner (Mono Component), Separate Drum and Toner (Dual Component), Ink Or higher
	Developer Unit	Yes, No Or higher
	<b>Platen/Flatbed Size</b>	A4, A3, Legal Or higher
	<b>Paper Size (Original/Image)</b>	A4/A4
	<b>RAM size (MB)</b>	128, 256, 512, 1024, 2048, 4096, 6144, 3072, 320, 768, 1536, 1500, 758, 1250, 2560, 7168, 5120, 8192, 16384, 2816, 4000, 2000, 10240, 4608 Or higher
	<b>Hard Disk Capacity(GB)</b>	0, 8, 128, 160, 256, 320, 500, 1024, 250, 640, 32, 1000, 2000, 3000 Or higher
	<b>Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size-Mono</b>	22, 23, 24, 25, 26, 27, 28, 30, 31, 35, 36, 38, 40, 43, 45, 46, 47, 50, 52, 55, 60, 61, 65, 70, 71, 75, 80, 90, 95, 100, 105, 110, 51, 56, 41, 120, 130, 160, 57, 33, 34, 32, 85, 81, 53, 140 Or higher
	<b>Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size-Colour</b>	18, 20, 22, 23, 24, 25, 26, 27, 28, 30, 31, 35, 36, 40, 50, 60, 46, 120, 130, 160, 65, 45, 34, 55, 38, 56, 75, 81, 19, 71, 21, 53, 32, 70, 140 Or higher
	Minimum Speed per Minute as per ISO/IEC 24734 in A3 Size-Mono	9, 10, 11, 12, 13, 14, 15, 16, 18, 20, 21, 22, 24, 26, 27, 28, 30, 32, 35, 39, 40, 42, 44, 45, 46, 48, 50, 54, 55, 60, 65, 70, 75, 25, 37, 2, 3, 17, 38, 80, 7, 23, 0, 19, 34, 36, 53 Or higher
	Minimum Speed per Minute as per ISO/IEC 24734 in A3 Size-Colour	9, 10, 11, 12, 13, 14, 15, 16, 18, 20, 21, 22, 24, 26, 27, 28, 30, 32, 35, 39, 40, 42, 44, 45, 46, 48, 50, 54, 55, 60, 65, 70, 75, 2, 3, 25, 80, 37, 7, 3.5, 0, 19, 34, 36, 53 Or higher
	<b>Scanning Feature Availability</b>	Yes Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	<b>Duplexing Feature Availability</b>	Yes Or higher
	<b>Faxing Feature Availability</b>	Yes Or higher
	Speed of Fax, If Fax Feature is available	33.6 kbps
	<b>Networking Feature Availability</b>	Yes Or higher
	If yes, Type of Network Interface	Ethernet 10/100/1000, Ethernet 10/100 Or higher
	<b>Wi-Fi Availability</b>	Yes Or higher
	If yes,Wi-Fi Type	Wi fi 802.11 b/g/n, Wi Fi Direct, Wi fi 802.11 b/g/n & Wi Fi Direct Or higher
	<b>Original Document Feeder Type</b>	ADF, DADF/RADF, SPDF Or higher
	Feeder Capacity (Number)	35, 40, 50, 75, 100, 120, 140, 150, 200, 250, 270, 300, 70, 220, 110, 130 Or higher
	<b>Number of Main Paper Tray</b>	1, 2, 3, 4, 5 Or higher
	Each Main Paper Tray Capacity (Number)	250, 300, 500, 550, 750, 1000, 1100, 1150, 1250, 1750, 2000, 2100, 2200, 3000, 4000, 1500, 520, 1040, 1800, 900, 1200, 3500, 600, 800, 540, 2320, 850, 700, 4700 Or higher
	<b>Bypass Facility</b>	Yes, No Or higher
	If Yes, Bypass Tray Capacity	1, 5, 10, 20, 30, 50, 75, 100, 150, 200, 80, 1000, 120, 250, 0 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Cyan colour (Number of prints)	6000, 7000, 9500, 10000, 11000, 15000, 18000, 22500, 24000, 500, 700, 1000, 60000, 19000, 690, 1200, 5400, 7400, 400, 2300, 3000, 5000, 119700, 750, 8000, 625, 2000, 5500, 10500, 1400, 2500, 32000, 52000, 16000, 1300, 2600, 6500, 1500, 33600, 39200, 54500, 78000, 31000, 26000, 88000, 9000, 6800, 10300, 5900, 9800, 16100, 12000, 20000, 30000 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Yellow colour (Number of prints)	6000, 7000, 9500, 10000, 11000, 15000, 18000, 22500, 24000, 60000, 19000, 700, 690, 1200, 5400, 7400, 400, 2300, 3000, 5000, 500, 146400, 750, 8000, 625, 2000, 5500, 10500, 1400, 2500, 32000, 52000, 16000, 1000, 1300, 2600, 6500, 1500, 33600, 39200, 54500, 71000, 31000, 26000, 88000, 9000, 6800, 10300, 5900, 9800, 16100, 12000, 20000, 30000 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Magenta colour (Number of prints)	6000, 7000, 9500, 10000, 11000, 15000, 18000, 22500, 24000, 16000, 19000, 700, 690, 1200, 5400, 7400, 400, 500, 2300, 3000, 5000, 60000, 170600, 750, 8000, 625, 2000, 5500, 10500, 1400, 2500, 32000, 52000, 1000, 1300, 2600, 6500, 1500, 33600, 39200, 54500, 54000, 31000, 26000, 88000, 9000, 6800, 10300, 5900, 9800, 16100, 12000, 20000, 30000 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19752/2004(E) for Black (Number of prints)	1500, 5000, 6000, 8000, 9000, 10000, 11000, 12000, 15000, 18000, 20000, 23000, 24000, 25000, 30000, 35000, 37000, 40000, 43000, 45000, 55000, 83000, 120000, 17600, 15200, 10200, 14600, 42100, 69000, 36000, 56000, 28000, 3000, 85000, 91200, 26000, 1000, 3500, 1200, 10500, 12500, 800, 1400, 1600, 6900, 4000, 33000, 48000, 34000, 54000, 13500, 29500, 5500, 2300, 7000, 1700, 2200, 2400, 2500, 3100, 1300, 2600, 6500, 2000, 38400, 43900, 106600, 82000, 105000, 54500, 31000, 88000, 6800, 10300, 5900, 9800, 16100, 3600, 70000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Cyan (Number of Prints)	20000, 24000, 25000, 45000, 48000, 60000, 70000, 75000, 78000, 80000, 90000, 95000, 100000, 120000, 150000, 160000, 175000, 180000, 200000, 250000, 270000, 280000, 300000, 400000, 500000, 600000, 800000, 1000000, 1200000, 9000, 214000, 185000, 222000, 54000, 45600, 275000, 396000, 145000, 9200, 12000, 18000, 30000, 33600, 39200, 67200, 84000, 105000, 480000, 135000, 50000, 0, 87000, 109000, 107000, 125000, 65000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Yellow (Number of Prints)	20000, 24000, 25000, 45000, 48000, 60000, 70000, 75000, 78000, 80000, 90000, 100000, 120000, 150000, 160000, 175000, 180000, 200000, 250000, 270000, 280000, 300000, 400000, 500000, 600000, 800000, 1000000, 1200000, 214000, 185000, 222000, 54000, 45600, 275000, 396000, 145000, 9200, 12000, 18000, 30000, 33600, 39200, 135000, 50000, 0, 87000, 109000, 107000, 125000, 65000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Magenta (Number of Prints)	20000, 24000, 25000, 45000, 48000, 60000, 70000, 80000, 90000, 95000, 100000, 120000, 150000, 160000, 175000, 180000, 200000, 250000, 270000, 280000, 300000, 400000, 500000, 600000, 800000, 1000000, 1200000, 214000, 185000, 222000, 54000, 45600, 275000, 396000, 145000, 9200, 12000, 18000, 30000, 33600, 39200, 135000, 50000, 0, 87000, 109000, 107000, 125000, 65000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Black (Number of Prints)	11000, 12000, 20000, 21000, 22900, 23000, 24000, 25000, 26000, 28000, 40800, 45000, 47420, 55000, 60000, 75000, 80000, 100000, 110000, 120000, 135000, 150000, 158000, 160000, 175000, 180000, 200000, 250000, 280000, 300000, 400000, 500000, 600000, 800000, 1000000, 1200000, 35500, 97000, 61700, 132000, 314000, 318000, 338000, 494000, 417000, 491000, 69000, 43000, 66000, 63700, 10000, 6000000, 490000, 9000, 275000, 396000, 145000, 9200, 18000, 30000, 59000, 64000, 67200, 84000, 125000, 210000, 480000, 520000, 590000, 660000, 720000, 900000, 0, 48000, 87000, 109000, 107000, 70000, 65000 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	Duty Cycle (No of Prints/month)	25000, 30000, 30650, 33100, 35000, 38450, 40000, 50000, 54000, 55000, 60000, 75000, 80000, 81300, 100000, 200000, 300000, 400000, 500000, 150000, 140000, 95000, 135000, 170000, 215000, 125000, 185000, 240000, 77000, 230000, 280000, 350000, 90000, 110000, 120000, 1000000, 66000, 375000, 250000, 180000, 59000, 64000, 67200, 84000, 105000, 480000, 520000, 590000, 600000, 660000, 720000, 2500000, 2250000, 65000, 107000, 129000, 153000, 87000, 175000, 225000, 450000 Or higher
	Other Certifications Available	UL, CE
	On Site OEM Warranty (Year)	3, 4, 5 Or higher

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	*****	*****CHENNAI	1	15

#### Computer Printers ( 3 pieces )

Brand Type	Registered Brand
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#### Technical Specifications

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

Specification	Specification Name	Bid Requirement (Allowed Values)
Specifications	<b>Cartridge Technology</b>	Composite Cartridge, separate toner and drum Or higher
	<b>Printing Technology</b>	Laser
	<b>Type of Printing</b>	Mono
	<b>Paper Size</b>	A4, A3 Or higher
	<b>Print Speed per minute as per ISO/IEC 24734 in (A4) Size - Mono</b>	35, 38, 40, 43, 45, 47, 50, 52, 55, 60, 61, 65, 70, 71, 75, 80, 85, 90, 95, 100, 105, 110, 62, 41, 46, 56 Or higher
	<b>Print Speed per minute as per ISO/IEC 24734 in (A4) - Color</b>	4, 7, 8, 10, 12, 15, 16, 18, 20, 25, 30, 35, 40, 45, 50, 55, 60, 65, 70, 75, 80, 85, 90, 95, 100, 105, 110, 26, 27, 31, 38, 4.4, 5, 5.7, 5.8, 6.8, 10.4, 15.5, 21, 24, 33, 46, 34, 19, 0, 14 Or higher
	<b>Resolution (Dpi)</b>	1200x1200, 2400x600, 2400x1200, 1440x720, 3840x600, 4800x1200, 5760x1440, 9600x600, 4800x600 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	Memory (MB)	128, 256, 512, 1024, 2048, 4096, 6144, 384, 768, 1563, 2560, 1536, 1000, 192, 3072 Or higher
	Hard Disk Capacity (GB)	0, 8, 128, 160, 256, 320, 500, 1024, 250 Or higher
	<b>Duplexing Feature</b>	Yes, No Or higher
	Duplex Print Speed ( IPM)	0, 12, 15, 18, 24, 30, 34, 43, 50, 58, 14, 10, 11, 22, 26, 36, 38, 40, 41, 8, 21, 28, 20 Or higher
	Network Connectivity	Yes, No Or higher
	<b>Wireless Connectivity</b>	Yes, No Or higher
	If Yes, Type of Wireless Connectivity	Wireless (802.11 b/g/n), Wi Fi Direct, NA Or higher
	USB Port	Yes Or higher
	<b>Number of Main Paper Trays</b>	1, 2, 3, 4, 5 Or higher
	Each Main Paper Tray Capacity	250, 300, 500, 520, 550, 750, 2000 Or higher
	<b>Bypass Tray Facility</b>	Yes Or higher
	If Yes, Bypass Tray Capacity	100, 150 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Cyan colour (Number of prints)	690, 1200, 5400, 9500, 18000, 22500, 7400, 213, 231, 337, 384, 700, 7000, 165, 330, 400, 500, 1500, 2500, 2000, 6000, 73000, 15000, 31500, 13500, 32000, 7300, 3500, 3000, 8000, 1000, 1300, 1400, 2300, 2600, 5000, 13000, 0, 2400, 3300, 5300, 5900, 10000, 10300, 12000 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19798/2007(E) for Yellow colour (Number of prints)	690, 1200, 5400, 7400, 9500, 18000, 22500, 87, 96, 120, 146, 700, 7000, 330, 165, 400, 500, 1500, 2500, 2000, 6000, 73000, 15000, 31500, 13500, 32000, 7300, 3500, 3000, 8000, 1000, 1300, 1400, 2300, 2600, 5000, 13000, 0, 2400, 3300, 5300, 5900, 10000, 10300, 12000 Or higher
	Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19752/2004(E) for Black (Number of prints)	1500, 6000, 9000, 10000, 12000, 15000, 24000, 29500, 37000, 43000, 1600, 1700, 2000, 2200, 3100, 6300, 7000, 7500, 11000, 5000, 3000, 4000, 6900, 3500, 40000, 13500, 29000, 16000, 2600, 13000, 2300, 8000, 3300, 5300, 5900, 10300, 51500 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology -Cyan	48000, 60000, 175000, 270000, 3000, 9200, 30000, 18000, 0, 10000, 40000, 82200, 190000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Yellow	48000, 60000, 175000, 27000, 3000, 9200, 30000, 18000, 0, 10000, 40000, 82200, 190000 Or higher
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Magenta	48000, 60000, 175000, 270000, 3000, 9200, 30000, 18000, 0, 10000, 40000, 82200, 190000 Or higher

Specification	Specification Name	Bid Requirement (Allowed Values)
	Life of Drum in terms of number of Prints in case of Separate Drum and Toner cartridge technology - Black	20000, 60000, 120000, 160000, 175000, 500000, 400000, 1200000, 9000, 10000, 12000, 23000, 3000, 9200, 30000, 18000, 0, 40000, 82200, 190000 Or higher
	Duty Cycle (No of Prints/month)	80000, 100000, 120000, 150000, 175000, 200000, 250000, 275000, 300000, 280000, 153000, 205000 Or higher
	On site OEM warranty (Years)	3, 5, 4 Or higher

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	*****	*****CHENNAI	3	15

#### Scanners ( 2 pieces )

Brand Type	Registered Brand
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#### Technical Specifications

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

Specification	Specification Name	Bid Requirement (Allowed Values)
Specification	Scanning Technology	CIS, CCD
	Scanner Type	Integrated Sheet Fed & Flat Bed, Sheet Fed
	Document Size	A4
	Optical Resolution (Dpi)	600.0 - 9999999.0 Or higher
	Monochrome Scan Speed	50ppm100ipm, 30
	Colour Scan Speed	50ppm100ipm, 30
	Colour Depth (Bits)	24, 32, 48 Or higher
	Scanning Feature	Duplex
	Paper Path	Straight
	Multi Fed Detection Feature	Yes
	Automatic Document Feeder (ADF)	Available
	Network Interface	Ethernet 10/100, Not Available
	Wi-fi Interface	Not available



Specification	Specification Name	Bid Requirement (Allowed Values)
	Daily Duty Cycle (Number of Pages)	1000.0 - 9999999.0 Or higher
	On Site OEM Warranty (Year)	3

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	*****	*****CHENNAI	2	15

### Buyer Added Bid Specific Additional Terms and Conditions

- Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.
- 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.
- 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.
- Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
- Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
- Packing Material** The items will be supplied by the successful bidder in its original packing material and the packing material will not be returned. Weight of packing material will not be included in quantity supplied and only net weight of the items will be counted. The packing should be of standardized weights of appropriate size. Item will not be accepted in non-standardized weights. Packing Material. The items will be supplied by the successful bidder in its original packing material and the packing material will not be returned. Weight of packing material will not be included in quantity supplied and only net weight of the items will be counted. The packing should be of standardized weights of appropriate size. Item will not be accepted in non-standardized weights.

### Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. 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 specification and / or terms and

conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents / clauses shall also be null and void. 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.

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

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.

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