

### RA Document

RA Details	
RA Start Date/Time	25-11-2025 12:00:00
RA End Date/Time	26-11-2025 12:00:00
Ministry/State Name	Ministry Of Defence
Department Name	Department Of Defence Research & Development
Organisation Name	Office Of Dg (aero)
Office Name	*****
Item Category	Annual Maintenance service - EPABX System
Auto Extension	If any seller submits the offer price during last 15 minutes of RA end time, then RA will be automatically extended for next 15 minutes from the last participation time. There is no limit on such RA extension cycle.
Contract Period	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)	10 Lakh (s)
MSE Exemption for Years Of Experience and Turnover	Yes   Complete
Startup Exemption for Years Of Experience and Turnover	Yes   Complete

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" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. 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" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. 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.

**Participation by the bidder in RA process would be considered as their consent for extension in offer validity by 30 days by the date of RA initiation.**

**Please refer to Bid document of [GEM/2025/B/6436604](#) for technical specification, terms & conditions and other details.**

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

Service Level Agreement will be applicable for each Service as provided in the Marketplace.

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---**