



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5567671
Dated/दिनांक : 02-11-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	23-11-2024 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	23-11-2024 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	105 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Coal
Department Name/विभाग का नाम	Coal India Limited
Organisation Name/संगठन का नाम	Mahanadi Coalfields Limited
Office Name/कार्यालय का नाम	Mcl Sambalpur Odisha
Total Quantity/कुल मात्रा	51
Item Category/मद केटेगरी	Computer Printers (Q2)
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,Certificate (Requested in ATC),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
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
ITC available to buyer/क्रेता के लिए उपलब्ध आईटीसी	Yes
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	7 Days

Bid Details/बिड विवरण

Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Estimated Bid Value/अनुमानित बिड मूल्य	943500
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	18870

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	38

(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 केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई केटेगरी 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 :

General Manager(MM)

MCL Sambalpur Odisha, COAL INDIA LIMITED, Mahanadi Coalfields Limited, Ministry of Coal

(Pradeep Kumar Sahu)

MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता

Yes

1. 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.

2. 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.

3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Computer Printers (51 pieces)

(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
Specifications	Cartridge Technology	separate toner and drum, Composite Cartridge Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Printing Technology	Laser
	Type of Printing	Mono
	Paper Size	A4, A3, Legal Or higher
	Print Speed per minute as per ISO/IEC 24734 in (A4) Size - Mono	35, 38, 40, 43, 45, 47, 50, 52, 55, 60, 61, 65, 70, 71, 75, 80, 85, 90, 95, 100, 105, 110, 62, 33, 41, 46, 56, 34, 36, 48 Or higher
	Print Speed per minute as per ISO/IEC 24734 in (A4) - Color	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, 6, 13, 3.9, 36 Or higher
	Resolution (Dpi)	1200x1200, 2400x600, 2400x1200, 1440x720, 3840x600, 4800x1200, 5760x1440, 9600x600, 4800x600 Or higher
	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
	Duplexing Feature	Yes Or higher
	Duplex Print Speed (IPM)	15, 18, 24, 30, 34, 43, 50, 58, 22, 26, 36, 38, 40, 41, 21, 28, 20 Or higher
	Network Connectivity	Yes Or higher
	Network Interface, if available	Ethernet 10/100/1000, Ethernet 10/100 Or higher
	Wireless Connectivity	Yes, No Or higher
	If Yes, Type of Wireless Connectivity	Wireless (802.11 b/g/n), Wi Fi Direct, NA, Wi Fi Dual Band, Wi-Fi 802.11b/g/n and Wi Fi Direct Or higher
	USB Port	Yes Or higher
	Number of Main Paper Trays	1, 2, 3, 4, 5 Or higher
	Each Main Paper Tray Capacity	250, 300, 500, 520, 550, 750, 2000 Or higher
	Bypass Tray Facility	Yes Or higher
	If Yes, Bypass Tray Capacity	1, 10, 50, 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, 1100, 14000, 7700, 7600, 4500, 8100 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, 1100, 14000, 7700, 7600, 4500, 8100 Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	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, 2900, 3700, 14000, 7700, 7600, 4500, 8100, 11500, 6400 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, 20000 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, 15000, 12000, 20000 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, 20000 Or higher
	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, 50000, 45000, 15000 Or higher
	Duty Cycle (No of Prints/month)	60000, 80000, 100000, 120000, 150000, 175000, 200000, 250000, 275000, 300000, 75000, 280000, 65000, 153000, 205000, 90000 Or higher
	On site OEM warranty (Years)	3, 5, 4 Or higher

Additional Specification Parameters - Computer Printers (51 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Memory (MB) : 256, On site OEM warranty (Years) : 3	Yes
Availability service center in Odisha.	Yes

* Bidders offering must also comply with the additional specification parameters mentioned above.

Input Tax Credit(ITC)/इनपुट कर क्रेडिट(आईटीसी) and/ तथा Reverse Charge(RCM)/रिवर्स प्रभार (आरसीएम) Details

ITC on GST/जीएसटी पर इनपुट कर क्रेडिट	ITC on GST Cess/जीएसटी उपकर कर क्रेडिट

ITC on GST/जीएसटी पर इनपुट कर क्रेडिट	ITC on GST Cess/जीएसटी उपकर कर क्रेडिट
100%	NA

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	SHYAM SUNDAR PRADHAN	759116,Office of the Depot Officer, Central/Regional Stores, Jagannath /Area, P.O. Balanda	51	30

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

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity 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. Scope of Supply

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

3. 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.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. OEM Authorization.

If the bidder is the manufacturer of the bid item(s), they should submit proof of being the manufacturer. If the bidder is not the manufacturer, then they will provide **bid specific manufacturer's authorization along with documentary proof of being manufacturer**. The manufacturer authorization document should contain their address, email & contact details for verifying the genuineness of the authorization, if required.

2. Provenness / Experience Criteria:

a) The tendered item shall be considered proven provided the tendered/similar item(s) have been supplied during the last **5 years** from the date of tender opening against orders from any Private/Government/Public Sector Undertaking Organizations and their performance has been found satisfactory as per the provisions of respective Purchase Order(s)/Rate Contracts(s) from the date of commissioning.

b) **Any one of the following:**

i. Satisfactory performance report of items covered in supply order from the user as per the provisions of respective Purchase Order(s)/ Rate Contracts(s) from the date of commissioning. Satisfactory performance report should have reference of supply order and period of satisfactory performance from the date of commissioning.

OR

ii. The bidder will be required to furnish a self-certificate that as per **Annexure-A**.

"The items covered in the Purchase Order(s)/ Rate Contract(s) copies enclosed with our offer have been fully executed and have performed satisfactorily as per the provisions of respective Purchase Order(s)/ Rate Contracts(s) and all the complaints/ claim (s) lodged by the purchaser, if any, have been attended to and no complaints/ claims(s) are pending".

c) **If the bid item(s) is BIS marked, it shall be automatically considered as proven .**

NOTE: The bidder's offer shall be summarily rejected if Manufacturer's authorization Certificate and Supply Order copy as per (2) above are not submitted along with the offer. No clarification shall be asked for these two documents.

3. **Lowest Price certificate:** Bidder shall submit Lowest Price certificate (**Annexure-B**), as under:

"It is certified that the prices charged by us for the bidding items are the lowest prices applicable to any other person/ organization, private Co., Government department, undertaking of Central/State Government".

4. **GENERIC**

i. Bidders are advised to check applicable GST on their own before quoting. The buyer will not take any responsibility in this regard. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum quoted GST %.

ii. Bidder shall submit the following documents if required on our request 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.

iii. Generic Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

iv. While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

5. **Clarification/Shortfall documents will be sought (One chance shall be provided) :** The shortfall information/ documents shall be sought only in case of historical documents which pre-existed at the time of the tender opening, and which have not undergone change since then. However, no new supply order shall be asked for so as to qualify the bidder. Similarly tender specific authorization documents must be pre-existing at the time of tender opening, if required at ATC point no.1.

6. **"Product / Product delivery should comply with, ensuring the quality of service, protection of the environment and health & safety during and after their activities, as per Company / Govt. norms."**

7. **While submitting a bid, the bidder must clearly furnish their acceptance of bid details & Additional Terms and Conditions and all the documents desired in bid must be submitted along with bid.**

8. **If any bidder will quote for more than one manufacturer in the same bid, then their offer will not be considered.**

9. **Bidders registered with MSE as manufacturers of bid item(s)/ category are exempted from submission of EMD only. MSE bidders registered for services & traders are not exempted from submission of EMD, their bid shall be rejected if they don't submit EMD. The technical acceptance of their bid is subject to the bidder having manufacturer of their quoted product clearly mentioned in the list of categories.**

The bidder shall avail online payment in respect of EMD, SD and PBG for the bank details mentioned below:

State Bank of India as advising bank of MCL

i.	Name	Mahanadi Coalfields Limited
ii.	Area	Jagannath Area
iii.	Name of Bank	State Bank of India
iv.	Bank Account No.	11094459258
v.	Department	MM Dept., Jagannath Area
vi.	Name of Bank	State Bank of India
vii.	Bank Branch Name	Hatatota, Talcher
viii.	Branch Code	000192
ix.	Beneficiary Bank Branch I FSC	SBIN0000192
x.	Beneficiary Bank Address	Hatatota, Talcher, Odisha, Pin-759100

10. **Bidders are advised to comply, if applicable, the latest OM No.F.7/10/2021-PPD (1) dated 23.02.2023 issued by DoE for the restrictions under Rule 144(xi) of the General Financial Rules (GFRs), 2017 while procuring on GeM relating to bidders from a country which shares land border with India.**

11. **Payment Terms:** 100% payment will be released after satisfactory Installation and commission of the equipment at the locations.

12. **Security Deposit:**

The successful tenderers will have to submit Security Deposit as per **Annexure-C** (attached) for 5% value of the total landed value of the contract including all taxes, duties and other costs and charges, without considering Input Tax Credit. **The Security Deposit shall be in the form of a Bank Demand Draft or in the form of a Bank Guarantee in the prescribed format from an RBI Scheduled Bank in purchaser's country (on a non-judicial stamp paper) within 15 days from date of notification of award or placement of order.** The Security Deposit shall be in the same currency(ies) in which the contract is to be signed/ issued. In the case of multi-currency contracts, separate Security Deposit Bank Guarantee (SDBG) in respective currency for required value as above shall be submitted. If the successful tenderer fails to deposit the security deposit within 15 (fifteen) days from date of notification of award/ placement of order, another opportunity may be given to them for submission of Security Deposit within next 15 days. If the successful tenderer still fails to deposit the security deposit within the extended period but executes the supplies within the extended security deposit submission period, the submission of Security Deposit may be waived, as the purpose of submission of SD is fulfilled. In cases where the successful tenderer did not submit the security deposit even within the extended period for SD submission but has supplied the materials either in full or in part after the extended period for SD submission, a penalty equivalent to 0.5% (half percent) of SD amount for delay of each week or part thereof (period of delay is to be calculated from the 31st day from the date of Notification of Award /placement of Order to the date of receipt of full SD/deduction of full SD) shall be levied subject to a maximum of 5% of the contract value. Security Deposit will be released with the approval of HOD of MM Department/ Area GM within 30 days after completion of supplies and acceptance of material by the consignee. All Central/State Government Organization/PSUs shall be exempted from submission of Security Deposit. OEM/OES shall also be exempted from submission of Security Deposit in case of procurement of Spare Parts for equipment against Single Tender Enquiry/Open/Limited Tenders. Submission of Security Deposit is exempted for the contracts having value up to Rs.2 lakhs. The SDBG will be submitted Through Structured Financial Management System (SFMS). **Security amount can also be transferred from the bidder's bank A/c to our Bank A/c (as detailed below) and the UTRN details to be provided in our email ID.** GST shall be applicable on Security Deposit forfeiture and will be extra and recovered from suppliers/bidders.

CHECK LIST OF DOCUMENTS TO BE SUBMITTED / UPLOADED ALONG WITH BID

I. Submit Manufacturer's Certificate or Manufacturer's Authorization as per above ATC clause no 1.

II. PURCHASE ORDER COPIES ALONGWITH PROOF OF SUPPLIES

- a. Purchase Order copies placed as on the date of the bid opening, less than five years old as per above ATC clause no 2.a.**
- b. Satisfactory performance report or Self-performance report as per above ATC clause no 2.b.**

III. Submit Additional Terms & Condition acceptance along with bid.

5. Buyer Added Bid Specific ATC

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

6. Warranty

Warranty period of the supplied products shall be 3 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.

7. 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.

8. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

9. Service & Support

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

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.

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.

[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---