



Bid Number/बोली क्रमांक (बिड संख्या):

GEM/2024/B/5693527

Dated/दिनांक : 12-12-2024

**Bid Document/ बिड दस्तावेज़**

| <b>Bid Details/बिड विवरण</b>  |  |
|---|--|
| <b>Bid End Date/Time/बिड बंद होने की तारीख/समय</b>  | 02-01-2025 17:00:00  |
| <b>Bid Opening Date/Time/बिड खुलने की तारीख/समय</b>   | 02-01-2025 17:30:00  |
| <b>Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)</b>  | 180 (Days)   |
| <b>Ministry/State Name/मंत्रालय/राज्य का नाम</b>  | Ministry Of Defence  |
| <b>Department Name/विभाग का नाम</b>   | Department Of Defence Research & Development   |
| <b>Organisation Name/संगठन का नाम</b>   | Office Of Dg (aero)  |
| <b>Office Name/कार्यालय का नाम</b>  | *****  |
| <b>Total Quantity/कुल मात्रा</b>  | 8  |
| <b>Item Category/मद केटेगरी</b>   | Application Performance Monitoring Software (Q3)   |
| <b>Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)</b>                        | 40 Lakh (s)  |
| <b>MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है</b>              | Yes  |
| <b>Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है</b> | Yes  |
| <b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>   | Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC)<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 |
| <b>Do you want to show documents uploaded by bidders to all bidders participated in bid?/</b>   | No   |
| <b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>   | Yes  |
| <b>RA Qualification Rule</b>  | 50% Lowest Priced Technically Qualified Bidders  |

**Bid Details/बिड विवरण**

|   |                             |
|---|-----------------------------|
| <b>Type of Bid/बिड का प्रकार</b>  | Two Packet Bid              |
| <b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b> | 2 Days                      |
| <b>Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)</b>                                      | No                          |
| <b>Evaluation Method/मूल्यांकन पद्धति</b>   | Total value wise evaluation |
| <b>Arbitration Clause</b>   | No                          |
| <b>Mediation Clause</b>   | No                          |

**EMD Detail/ईएमडी विवरण**

|                   |    |
|-------------------|----|
| Required/आवश्यकता | No |
|-------------------|----|

**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 & 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 :**

Director  
Centre For Airborne Systems, Bangalore, Department of Defence Research & Development, Office of DG (Aero),  
Ministry of Defence  
(Director, Cabs)

**MII Purchase Preference/एमआईआई खरीद वरीयता**

|  |     |
|--|-----|
| MII Purchase Preference/एमआईआई खरीद वरीयता | Yes |
|--|-----|

**MSE Purchase Preference/एमएसई खरीद वरीयता**

|   |     |
|---|-----|
| MSE Purchase Preference/एमएसई खरीद वरीयता | Yes |
|---|-----|

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.

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. 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.

5. 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.

6. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

## Application Performance Monitoring Software ( 8 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 कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

| Specification  | Specification Name/विशिष्टि का नाम  | Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य |
|--|---|--|
| BASIC INFORMATION OF APPLICATION PERFORMANCE MONITORING SOFTWARE               | <b>Type of Licence</b>  | Perpetual, Subscription  |
|  | <b>Numbers of years upto which support is available from OEM</b>                                      | 3  |
| PROVISION OF SINGLE UI MONITORING  | <b>Server Monitoring</b>  | Yes  |
|  | <b>Database Monitoring</b>  | Yes  |
|  | <b>Network Visibility</b>   | Yes  |
|  | <b>Application Monitoring</b>   | Yes  |
|  | <b>End user experience/ performance monitoring</b>  | Yes  |
| CAPABILITY OF SOFTWARE TO ADDRESS VARIOUS DIMENSIONS OF PERFORMANCE MANAGEMENT | <b>Architecture discovery modelling and display</b>   | Yes  |
|  | <b>Transaction profiling</b>  | Yes  |
|  | <b>Deep-dive monitoring</b>   | Yes  |
|  | <b>Analytics</b>  | Yes  |
|  | Configuration Changed monitoring  | No   |
|  | Capacity forecasting  | Yes  |
|  | <b>End User experience/performance</b>  | Yes  |
| TYPES OF APM MONITORING TOOLS  | <b>App Metrics based</b>  | Yes  |
|  | <b>Code level performance</b>   | Yes  |
|  | <b>Network based</b>  | Yes  |
|  | <b>Performance of individual web requests or transactions</b>   | Yes  |
|  | <b>Usage and performance of all application dependencies like databses, web services, caching etc</b> | Yes  |
|  | <b>Detailed transaction traces down to specific lines of code</b>                                     | Yes  |

| Specification  | Specification Name/विशिष्टि का नाम  | Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य                         |
|--|---|--|
|  | Basic server metrics like CPU, memory etc   | Yes  |
|  | Application framework metrics like performance counters, JMX mBeans, etc monitoring tool                    | Yes  |
|  | Custom applications metrics created by the dev team or business   | Yes  |
|  | Application log data  | Yes  |
|  | Application log data analysis   | Yes  |
|  | Application errors  | Yes  |
|  | Real user monitoring  | Yes  |
| POLICY RULES ENGINE & ALERING (TRIGGER ALERTS/NOTIFICATIONS)MECHANISUM | Point-n-click rules wizard  | Yes  |
|  | Leverage multiple data inputs into analysis (app performance data, machine data and customer provided data) | Yes  |
|  | Use Boolean logic to combine multiple conditions through AND/OR logic                                       | Yes  |
|  | Disable rule evaluation temporarily to predetermined maintenance windows                                    | Yes  |
|  | When rules are violated (email,SMS or custom)   | Yes  |
|  | Use complex logic / analytics to combine different metrics into one trigger/alert                           | Yes  |
| FEATURES AND FUNCTIONALITY PARAMETERS (GOLDEN)                         | Provision for Code level diagnostics of poorly performing business transactions by                          | Class level visibility, Method level visibility  |
|  | Flexibility of software to monitor application deployed at  | Internally(including virtual environments/private cloud), External cloud, Hybrid cloud |
| FEATURES AND FUNCTIONALITY PARAMETERS (GENERIC)                        | Provision for Configuration and management through  | Single user interface, Web-based user interface  |
|  | Modular architecture with standalone core, UI and database  | Yes  |

| Specification | Specification Name/विशिष्टि का नाम  | Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य |
|---------------|---|--|
|               | "Software has ability not to disable monitoring functionality as a compromise to limit product overhead"  | Yes  |
|               | Automatic analysis of end-to-end APM data to provide root cause analysis  | Yes  |
|               | Software has ability to capture business metrics without changing code  | Yes  |
|               | Provision for automatic & dynamic baselining of all metrics to reduce false alarms and elimination of static thresholds   | Yes  |
|               | Provision for an online virtual collaboration space, where remote IT Ops, Support, and Dev across can participate in a virtual "war room" session to troubleshoot issues in real-time using a single pane of glass shared by all participants | Yes  |
|               | Ability to drill down from business transaction to correlated log file entries in single platform   | Yes  |
|               | Capability to compare business transactions flows for different releases  | Yes  |
|               | Identify JVM memory leaks caused by leaky collections   | Yes  |
|               | Whether software rated for best performance on Critical capabilities for Application Performance Monitoring solutions   | Yes  |
|               | Graphical query builder for ease of use and broad adoption  | Yes  |
|               | Ability to Auto-Inject transaction Identifier in logs, so that logs for a particular transaction can be fetched   | Yes  |
|               | Collect SQL Explain & Execution plans   | Yes  |
|               | Ability to perform synthetic jobs on web browsers in the same UI as the rest of the solution  | Yes  |

| Specification | Specification Name/विशिष्टि का नाम   | Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य   |
|---------------|--|--|
|               | Provision in the software for mobile apps  | Unified user interface for mobile and server diagnostics, Crash analytics for mobile apps, Percentile metrics related to mobile performance, Alert based upon deviation from normal behaviour for mobile metrics |
|               | Trace transactions from mobile device all the way to the server side   | Yes  |
|               | Correlate mobile transactions with server side transactions for drill down   | Yes  |
|               | Integrated and correlated data between mobile, server, and infrastructure monitoring                                       | Yes  |
|               | User tracing/breadcrumbs   | Yes  |
|               | Provide usage and performance analytics based upon   | Device type, OS type, OS version, Browser type   |
|               | Provide granular Role Based Access Control   | Yes  |
|               | Provision to map business journeys taking data from various sources such as application requests, logs, end user requests  | Application requests, Logs, End user requests  |
|               | Display response time status on Geo Map  | Yes  |
|               | Provision for Device and Carrier Diagnostic metrics  | Yes  |
|               | Capability to track user sessions to understand user flows and behaviour   | Yes  |
|               | Capability to capture user interactions within each session  | Yes  |
|               | Methods of deployment  | On-Premise, Cloud  |
|               | Provision to encrypt data transmissions end-to-end across the environment  | Yes  |
|               | Web based feature rich GUI without need for fat client (no installation, ongoing maintenance or management for web client) | Yes  |
|               | Capability to visualize your entire application stack  | Yes  |
|               | Use of query language for data discovery   | Yes  |

| Specification  | Specification Name/विशिष्टि का नाम   | Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य |
|--|--|--|
|  | Improve compliance with end-user SLAs  | Yes  |
|  | Provision of solutions for ERP (Enterprise Resource Planning)/CRM (Customer Relationship Management ) applications | Yes  |
|  | Monitor from end-user devices and browsers through datacenters   | Yes  |
|  | 24-7 application monitoring  | Yes  |
|  | Maximize application availability and reduce downtimes   | Yes  |
|  | Application-aware traffic analysis   | Yes  |
|  | Monitors apps in every location  | Yes  |
|  | Supports application monitoring  | Agent based monitoring, Agentless application monitoring       |
|  | Production Thread Profiler feature to identify app bottlenecks in production                                       | Yes  |
|  | Restore services faster  | Yes  |
|  | Intuitive user interface   | Yes  |
| GENERIC PARAMETERS OF APPLICATION SERVER MONITORING SOFTWARE | Free updates and upgrades within support period  | Yes  |
|  | Valid Licence copy to be provided  | Yes  |
|  | Software supplied through  | URL Link   |
|  | No of Softwares sold   | 10   |
|  | Number of User Referance from Government Departments where Software installed                                      | 1  |

**Consignees/Reporting Officer/प्रेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्र**



| S.No./क्र. सं. | Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी | Address/पता    | Quantity/मात्रा | Delivery Days/डिलीवरी के दिन |
|----------------|---|----------------|-----------------|------------------------------|
| 1              | *****   | *****BANGALORE | 8               | 30                           |

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

### 1. Generic

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 %.

### 2. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

Centre for Airborne Systems DRDO  
Ministry of Defence  
Belur  
Yemlur Post  
Bangalore 560037, Karnataka

### 3. Generic

**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.

### 4. Generic

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.

### 5. Generic

**Manufacturer Authorization:** Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

### 6. Generic

**NON DISCLOSURE DECLARATION CERTIFICATE (On Bidder Letter Head) to be uploaded with bid:**

1. I M/s.

Bidder

hereby declare that I shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party during and after expiry of Contract.

2. If defying the norms as per the Contract a legal action may be taken against me as per the existing Rules.

#### 7. **Generic**

The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price:

Yes

.

#### 8. **Generic**

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.

#### 9. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

Director, CABS

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

#### 10. **Scope of Supply**

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

#### 11. **Purchase Preference (Centre)**

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% 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 percentage of 15% of total value.

## 12. **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.

## 13. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. EMD Declaration instead of EMD may be provided in the format enclosed in ATC.
2. Bidder should submit IT Returns of last 03 years.
3. Bidder must have registered office in India.

## 14. **Buyer Added Bid Specific ATC**

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

## 15. **Service & Support**

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

## 16. **Service & Support**

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

## 17. **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.

## 18. **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.

## **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 कार्रवाई का आधार होगा।

**---Thank You/धन्यवाद---**