

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	12-10-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	13-10-2026 15:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Gujarat
विभाग का नाम/Department Name	Narmada Water Resources Water Supply And Kalpsar Department Gujarat
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Ahmedabad Irrigation Project Circle Ahmedabad
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :se-aipc-nwrws@gujarat.gov.in Buyer Email id: buycon18.nwrwskdg.gj@gembuyer.in
कुल मात्रा/Total Quantity	14
वस्तु श्रेणी /Item Category	Video Conferencing End Point (Q2) , Conference Speakerphone without Bluetooth (Q2) , HDMI Switcher (Q2) , Professional Large Format Display (V2) (Q2)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate,Compliance of BoQ specification and supporting document *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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
बिड का प्रकार/Type of Bid	Two Packet Bid
प्राथमिक उत्पाद श्रेणी/Primary product category	Video Conferencing End Point
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	44000

ईपीबीजी विवरण /ePBG Detail

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

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी 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।/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).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

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Executive Engineer, Gandhinagar Irrigation Construction Division, Gandhinagar, Sahyog Sankul, Wing-A, 6th Floor, Sector-11, Gandhinagar

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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No
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एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference	No
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1. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- If number of technically qualified bidders are only 2 or 3.
- If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

Video Conferencing End Point (3 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Specification	Type of End Point	Point to Point, non upgradable, Point to Point upgradable, 1+3 Multiparty Full HD, 1+5 Multiparty Full HD, 1+7 Multiparty Full HD, 1+8 Multiparty Full HD, 1+9 Multiparty Full HD, 1+15 Multiparty Full HD, 1+19 Multiparty Full HD, 1+23 Multiparty Full HD
	Video Conferencing System Resolution	1080p, 30 fps, 1080p, 60 fps, 4K, 30 fps, 4K, 60 fps Or higher
	Type of Camera	Non PTZ, PTZ Or higher

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
	Camera Positioning System	Automatic Voice Activated, Face Detection, Preset Or higher
	Optical zoom	3X, 4X, 5X, 10X, 12X, 20X, 22X, 30X, 2X, NA Or higher
	System supports sharing of video and graphics content during the video call	1080p, 30fps, 1080p, 60fps, 4k, 30fps, 4k, 60fps Or higher
	Number of microphone supplied	1, 2, 3, 4, 5, 6, 7, 8 Or higher
	Wi Fi Connectivity	Yes, No Or higher
	If Yes, Type of Wi Fi Connectivity	Integrated, External, NA Or higher
	Recording @1080p on the end point	Yes, No Or higher
	On Site OEM Warranty (Year)	1, 3, 5 Or higher

Additional Specification Parameters - Video Conferencing End Point (3 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to the scope of work in ATC for technical specifications	Please refer to the scope of work in ATC for technical specifications

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

परिषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परिषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Shri Dhaval Soni (IT Executive)	382011,Narmada, Water Resources, Water Supply, and Kalpsar Department IT Cell, Block 9/3rd Floor,New Sachivalya, Gandhinagar	3	30

Conference Speakerphone Without Bluetooth (7 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

[* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Audio	Microphone Configuration per Unit	1, 2, 3, 4, 5, 6, 8, 10, 12, 16 Or higher
	Cascading Capability	No, Yes - Up to 2, Yes - Up to 3, Yes - Up to 4, Yes - Up to 5 Or higher
	Wireless Cascading	Not Applicable, No, Yes Or higher
	External Microphone	0, 1, 2, 3, 4 Or higher
	Microphone Unit Pickup Range -Radius (in meter)	Up to 3, Up to 4, Up to 5, Up to 6 Or higher
	Speakerphone Power per Unit (in watts)	3 to 4.9, 5.0 to 9.9, 10 to 14.9, 15 to 19.9 Or higher
	Duplex Audio Processing Support	Half, Full Or higher
Connectivity	Connectivity Interface	Wired USB, 3.5 mm Audio Jack, Wireless USB Dongle (RF), Near Field Communication (NFC)
System	Microphone Expansion Capability	Yes - Wired, Yes - Wireless, No
Power	Power Source	USB Powered, Built-in Rechargeable Battery, USB Powered with Rechargeable Battery Backup
	Minimum Battery Capacity (in mAh)	No Battery, 1500 to 1999, 2000 to 2499, 2500 to 2999, 3000 to 3499, 3500 to 4499, 4500 to 5499, 5500 to 6499, 6500 to 7499, 7500 to 10000 Or higher
Compliance	Warranty (in Year)	1, 3 Or higher

Additional Specification Parameters - Conference Speakerphone Without Bluetooth (7 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to the scope of work in ATC for technical specifications	Please refer to the scope of work in ATC for technical specifications

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

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Shri Dhaval Soni (IT Executive)	382011,Narmada, Water Resources, Water Supply, and Kalpsar Department IT Cell, Block 9/3rd Floor,New Sachivalya, Gandhinagar	7	30

HDMI Switcher (1 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

[* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Generic	Switching Type	(Nx1) HDMI Switcher (Multiple Devices to One Display), (NxM) HDMI Matrix Switcher (Multiple Devices to Multiple Displays)
	Number of HDMI Inputs	2, 3, 4, 5, 8, 16 Or higher
	Number of HDMI Outputs	1, 2, 4, 8, 16 Or higher
Video	HDMI Version Supported	HDMI 1.4, HDMI 2.0, HDMI 2.1 Or higher
	Maximum Supported Resolution	Full HD (1920×1080), 4K 30Hz, 4K 60Hz, 8K 30Hz, 8K 60Hz Or higher
Compatibility	HDCP (High-bandwidth Digital Content Protection) Version Supported	HDCP 1.4, HDCP 2.2, HDCP 2.3 Or higher
Physical Setup and Warranty	LED Status Indicators	Yes, No
	Warranty (in Year)	1 Or higher

Additional Specification Parameters - HDMI Switcher (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to the scope of work in ATC for technical specifications	Please refer to the scope of work in ATC for technical specifications

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

प्रेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Shri Dhaval Soni (IT Executive)	382011,Narmada, Water Resources, Water Supply, and Kalpsar Department IT Cell, Block 9/3rd Floor,New Sachivalya, Gandhinagar	1	30

Professional Large Format Display (V2) (2 pieces)

Bis Required	Yes
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तकनीकी विशिष्टियाँ /Technical Specifications

[* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification](#)

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Product Characteristics	Operating Time (Number of operation hours per day X number of days in week)	24 x 7, 16 x 7
Display Characteristics	Diagonal Display Size (in inches)	Between 50 and 60 (127 - 152.4 cm)
	Display Technology	LCD (Liquid Crystal Display), LED (Light Emitting Diode)
	Type of Backlight in LCD / Type of LED in Display Technology	Edge-lit LED, Direct-lit LED, Full-array LED, OLED (Organic LED)
	Native Resolution of Display (Pixels)	Full HD (1920 x 1080), Ultra HD (3840 x 2160)
	Max display brightness in product (in nits)	Between 500 and 750, Between 750 and 1000, Between 1000 and 1250, Between 1250 and 1500, Between 1500 and 1750, Between 1750 and 2000, Between 2000 and 2250, Between 2250 and 2500, Between 2500 and 2750, Between 2750 and 3000, Between 250 and 500

Additional Specification Parameters - Professional Large Format Display (V2) (2 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to the scope of work in ATC for technical specifications	Please refer to the scope of work in ATC for technical specifications

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

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Shri Dhaval Soni (IT Executive)	382011,Narmada, Water Resources, Water Supply, and Kalpsar Department IT Cell, Block 9/3rd Floor,New Sachivalya, Gandhinagar	2	30

Professional Large Format Display (V2) (1 pieces)

Bis Required	Yes
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तकनीकी विशिष्टियाँ /Technical Specifications

* जेम कैटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

विवरण/Specification	विशिष्टि का नाम /Specification Name	बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)
Product Characteristics	Operating Time (Number of operation hours per day X number of days in week)	24 x 7, 16 x 7
Display Characteristics	Diagonal Display Size (in inches)	Between 90 and 100 (228.6 - 254 cm)
	Display Technology	LCD (Liquid Crystal Display), LED (Light Emitting Diode)
	Type of Backlight in LCD / Type of LED in Display Technology	Edge-lit LED, Direct-lit LED, Full-array LED, OLED (Organic LED)
	Native Resolution of Display (Pixels)	Full HD (1920 x 1080), Ultra HD (3840 x 2160)
	Max display brightness in product (in nits)	Between 500 and 750, Between 750 and 1000, Between 1000 and 1250, Between 1250 and 1500, Between 1500 and 1750, Between 1750 and 2000, Between 2000 and 2250, Between 2250 and 2500, Between 2500 and 2750, Between 2750 and 3000, Between 250 and 500

Additional Specification Parameters - Professional Large Format Display (V2) (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Please refer to the scope of work in ATC for technical specifications	Please refer to the scope of work in ATC for technical specifications

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

परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Shri Dhaval Soni (IT Executive)	382011,Narmada, Water Resources, Water Supply, and Kalpsar Department IT Cell, Block 9/3rd Floor,New Sachivalya, Gandhinagar	1	30

Buyer added Bid Specific Additional Scope of Work

क्र.सं./S.N o.	Document Title	Description	रिवर्स प्रभार के अनुसार जीएसटी/Applicable i.r.o. Items
1	SoW View	SoW	Video Conferencing End Point(3)

The uploaded document only contains Buyer specific Additional Scope of Work and / or Drawings for the bid items added with due approval of Buyer's competent authority. Buyer has certified that these additional scope and drawings are generalized and would not lead to any restrictive bidding.

Special terms and conditions-Version:1 effective from 04-09-2025 for category Professional Large Format Display (V2)

1. Standard accessories - AC power cord, remote control, mounting hardware kit (wall mount brackets, required bolts/nuts, and any accompanying fixtures), necessary cables / connectors, basic connectivity cables - to be supplied with the product.
2. Software updates, if any, will be provided by the OEM during the warranty period.
3. Standard mounting / installation is INCLUDED in the scope of supply.

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

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 up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. 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.

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. **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.

5. **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 %.

6. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Note:

MSEs and Startups shall be eligible for exemption from EMD and Turnover criteria only if they are the manufacturers of the offered/quoted product.

No bidders will be exempted from Past Performance criteria of bidder and OEM.

Legal Entity: The lead bidder partner should be an IT Company registered under the Companies Act, 1956 (or) and should have been in existence for a period of at least one year as on 31st March, 2025. Copy of Certificate of Incorporation of a Company submitted by the bidder.

OEM Turnover: The minimum average annual financial turnover of the OEM during the last three years, ending on 31st March of the previous financial year, should be Rs. 1.10 Cr (2022-23 & 2023-24 & 2024-25) 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.

Past Performance OEM: The OEM must have supplied VC end point/PTZ camera or similar products with minimum 10 qty during the last 3 years before the bid opening date. Cumulative orders will be accepted.

Bidder Turnover: 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 Rs. 44 Lacs (2022-23 & 2023-24 & 2024-25) 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.

Bidder Past Experience: The bidder must have successfully executed/completed at least one single order of Rs. 17.60 Lacs of estimated bid value or 2 Orders each of Rs. 11 Lacs of estimated bid value or 3 Orders each of Rs. 8.80 Lacs of estimated bid value for similar products/services in the last 3 years to any central/ state Government / PSU/ Listed Company.

Note: Bidder's experience and bidder's turnover criteria will not be considered in the GeM bid. However, the bidder must match the eligibility criteria, experience, the bidder's turnover criteria, etc. as per Buyer Added text-based ATC and will be considered for evaluation. EMD should be submitted by the bidder as per GEM.

Bill/Invoice in Favor of "Executive Engineer, Gandhinagar Irrigation Construction Division, wing-A, 6th floor, Sahyog Sunkul, Sector-11, Gandhinagar-382011

The bidder should not be blacklisted/ debarred/ banned/ restricted by any Union Govt./ State Govt./ PSU as on date of submission of the Bid. "No-Conviction Certificate" duly signed by auth

orized signatory signing the bid, should be submitted in the prescribed format.

The bidder shall submit MCA Form 3 / LLP Agreement, as applicable, along with the bid.

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7. **Buyer Added Bid Specific ATC**

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

8. **Rate Contract**

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.

9. **Rate Contract**

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

10. **Rate Contract**

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

11. **Rate Contract**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

12. **Rate Contract**

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

13. **Generic**

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

14. **Service & Support**

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

15. **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

16. **Financial Criteria**

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

17. **Certificates**

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.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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. 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.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The

Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions](#)

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।/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.

---धन्यवाद/Thank You---