



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4889431
Dated/दिनांक : 25-04-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	06-05-2024 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	06-05-2024 18:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	95 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Education
Department Name/विभाग का नाम	Department Of Higher Education
Organisation Name/संगठन का नाम	Indian Institute Of Technology (iit)
Office Name/कार्यालय का नाम	Kanpur
Total Quantity/कुल मात्रा	1
Item Category/मद केटेगरी	Laptop - Notebook (Q2)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	1 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	2 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),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

Bid Details/बिड विवरण

Past Performance/विगत प्रदर्शन	80 %
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
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	2 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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Splitting/विभाजन

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

MII Purchase Preference/एमआईआई खरीद वरीयता

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" 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. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

5. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

6. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY. 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.

7. 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.

8. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Laptop - Notebook (1 pieces)

Technical Specifications/तकनीकी विशिष्टियाँ

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

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
Processor	Processor Make	Intel
	Processor Generation	7.0, 8.0, 0.0, 9.0, 10.0, 1.0, 11.0, 12.0, 13.0 Or higher
	Number of Cores per Processor	2, 4, 6, 8, 10, 14, 20, 22, 24, 12 Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Processor Description	Intel Celeron, Intel Pentium, Intel Core i3, Intel Core i5, Intel Core i7, Intel Core i9, Intel Xeon E3 Or higher
	Processor Number	Intel Celeron N3060, Intel Celeron N3160, Intel Celeron N3350, Intel Pentium N3710, Intel Celeron N3450, Intel Celeron N4000, Intel Pentium N4200, Intel Pentium 4410Y, Intel Celeron 3965Y, Intel Pentium 4415Y, Intel Celeron 3865U, Intel Pentium N4100, Intel Pentium Silver N5000, Intel Pentium 3965U, Intel Pentium 4415U, Intel Core i3 7020U, Intel Core i3 7100U, Intel Core i5 7Y54, Intel Core i5 7Y57, Intel Core i3 7130U, Intel Core i7 7Y75, Intel Core i3 7167U, Intel Core i3 7100H, Intel Core i5 7200U, Intel Core i5 7300U, Intel Core i7 7500U, Intel Core i3 8130U, Intel Core i5 7260U, Intel Core i5 7267U, Intel Core i5 7360U, Intel Core i5 7287U, Intel Core i3 8109U, Intel Core i7 7600U, Intel Core i7 7560U, Intel Core i7 7660U, Intel Core i7 7567U, Intel Core i5 8250U, Intel Core i5 8259U, Intel Core i5 8269U, Intel Core i5 8300U, Intel Core i5 8350U, Intel Core i7 8550U, Intel Core i7 8559U, Intel Core i7 8650U, Intel Core i3 8100H, Intel Core i5 8300H, Intel Core i5 8400H, Intel Core i7 8650H, Intel Core i7 8750H, Intel Core i3 8145U, Intel Core i5 8265U, Intel Core i7 8565U, Intel Core i5 8365U, Intel Core i7 8665U, Intel Core i5 9300H, Intel Core i5 9400H, Intel Core i9, Turbo Boost up to 4.8GHz, with 16MB shared L3 cache, Intel Core i9-9880H, Intel Core i5, Turbo Boost up to 3.6GHz, with 4MB L3 cache, Intel Core i5, Turbo Boost up to 3.9GHz, with 128MB of eDRAM, Intel Core i5, Turbo Boost up to 4.1GHz, with 128MB of eDRAM, Intel Core i7, Turbo Boost up to 4.5GHz, with 12MB shared L3 cache, Intel Core M3 8100Y, Intel Core i5 8200Y, Intel Core i7 8500Y, Intel Core i3 10110Y, Intel Core i5 10210Y, Intel Core i5 10310Y, Intel Core i7 10510Y, Intel Celeron 3867U, Intel Celeron 4205U, Intel Celeron 4305U, Intel Pentium 4405U, Intel Pentium 4417U, Intel Pentium 5405U, Intel Core i3 1000G1, Intel Core i3 1000G4, Intel Core i3 10110U, Intel Core i3 1005G1, Intel Core i5 1030G4, Intel Core i5 1030G7, Intel Core i5 1035G1, Intel Core i5 10210U, Intel Core i5 1035G4, Intel Core i5 1035G7, Intel Core i7 1060G7, Intel Core i7 1065G7, Intel Core i7 10510U, Intel Core i7 10710U, Intel Core i9 10980HK, Intel Core i9 10880H, Intel Core i7 10875H, Intel Core i7 10850H, Intel Core i9 9980HK, Intel Core i7 10750H, Intel Core i9 8950HK, Intel Core i5 10400H, Intel Core i5 10300H, Intel Core i7 10810U, Intel Core i7 8569U, Intel Core i7 10610U, Intel Xeon E3 1535M v6, Intel Xeon E3 1505M v6, Intel Core i5 10310U, Intel Xeon E3 1575M v5, Intel Xeon E3 1535M v5, Intel Xeon E3 1545M v5, Intel Xeon E3 1505M v5, Intel Xeon E3 1515M v5, Intel Core i7 10410Y, Intel Celeron 5305U, Intel Pentium N5030, Intel Celeron 5205U, Intel Pentium N5000, Intel Celeron N4120, Intel Pentium 4425Y, Intel Pentium 4405Y, Intel Celeron N4020, Intel Core i3, Turbo Boost up to 3.2GHz, with 4MB L3 cache, Intel Core i5, Turbo Boost up to 3.5GHz, with 6MB L3 cache, Intel Core i5, Turbo Boost up to 3.8GHz, with 6MB shared L3 cache,

Specification	Specification Name/विशिष्ट का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values) 5000 तक
		Intel Core i7 1165G7, Intel Core i5 1135G7, Intel Core i3 1115G4, Intel Core i9 11980HK, Intel Core i9 11950H, Intel Core i7 11950H, Intel Core i9 11900H, Intel Core i7 11800H, Intel Core i5 11500H, Intel Core i5 11400H, Intel Core i7 1195G7, Intel Core i7 11375H, Intel Core i7 1185G7, Intel Core i7 11370H, Intel Core i5 1155G7, Intel Core i3 1125G4, Intel Core i3 1120G4, Intel Core i7 8850H, Intel Core i7 9750H, Intel Core i7 9850H, Celeron 6305, Pentium 6405U, Celeron N4500, Celeron N4505, Celeron N5100, Pentium N6000, Celeron N5105, Pentium N6005, Pentium 6805, Pentium 7505, Intel Core i3 1210U, Intel Core i5 1230U, Intel Core i5 1240U, Intel Core i7 1250U, Intel Core i7 1260U, Intel Core i3 1215U, Intel Core i3 1220P, Intel Core i5 1245U, Intel Core i5 1235U, Intel Core i7 1255U, Intel Core i7 1265U, Intel Core i5 1250P, Intel Core i5 1240P, Intel Core i7 1260P, Intel Core i7 1270P, Intel Core i5 12450H, Intel Core i7 1280P, Intel Core i5 12600H, Intel Core i5 12500H, Intel Core i7 12650H, Intel Core i7 12700H, Intel Core i7 12800H, Intel Core i9 12900HK, Intel Core i9 12900H, Intel Core i5 1145G7, Intel Core i9 13900HK, Intel Core i9 13900H, Intel Core i9 13980HX, Intel Core i7 13800H, Intel Core i9 13900HX, Intel Core i7 13850HX, Intel Core i9 13950HX, Intel Core i7 13700H, Intel Core i7 13620H, Intel Core i7 13700HX, Intel Core i7 13650HX, Intel Core i5 13600H, Intel Core i5 13500H, Intel Core i7 1370P, Intel Core i5 13500HX, Intel Core i7 1360P, Intel Core i5 13450HX, Intel Core i5 13420H, Intel Core i5 1350P, Intel Core i7 1365U, Intel Core i7 1355U, Intel Core i5 1345U, Intel Core i5 1335U, Intel Core i3 1315U, Intel Core i3 1305U, Intel i5 1340P, Intel Core i5 1334U Or higher
Graphics	Size of Memory in Case of Dedicated Graphic Card (GB)	0, 1, 2, 3, 4, 6 Or higher
Operating System	Operating System (Factory Pre-Loaded)	Windows 11 Home
Memory	Type of RAM	DDR3, DDR4, LPDDR3, LPDDR4, DDR5, LPDDR5 Or higher
	RAM Size (GB)	16, 32, 64, 128 Or higher
Storage	Type of Drives used to populate the Internal Bays	HDD, SSD, SSHD, SSED, PCIe SSD, EMMC
	Total HDD Capacity (GB)	500, 1000, 1500, 2000, 2500, 3000, 0 Or higher
	Capacity of each SSD (GB)	1024
	Total SSD Capacity (GB)	128, 256, 384, 512, 768, 1024, 1280, 2048, 4096, 0 Or higher
	Capacity of each SSHD (GB)	8 GB Flash + 500 GB @5400 rpm, 8 GB Flash + 1000 GB @5400 rpm, 8 GB Flash + 2000 GB @5400 rpm, NA Or higher
	Total SSHD Capacity in addition to 8 GB Flash (GB)	500, 1000, 1500, 0 Or higher
Connectivity	Wireless Connectivity	Yes, No
Display	Display Size (Inch)	14, 15, 15.4, 15.6, 16 Or higher

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Display Type	Non Touch, Touch Or higher
	Display Resolution (Pixels)	1366x768, 1440 x 900, 1600 x 900, 1920x1080, 1920 x 1200, 2304 x 1440, 2560 x 1600, 2736 x 1824, 2880 x 1800, 3200x1800, 3840 x 2160, 2256x1504, 3000x2000, 3240x2160, 3272 x 1920, 2880 x 1920, 3072 x 1920 Or higher
Miscellaneous	Optical Drive	Integrated, External, NA Or higher
	Backlit Keyboard	Yes, No
Warranty	Battery Warranty	1, 3, 4, 5 Or higher
	On Site OEM Warranty (Year)(OEM/ Authorised channel partner shall note that W/G to be fulfilled by OEM at site)	3

Additional Specification Parameters - Laptop - Notebook (1 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Technical specification	As per tender document attached in the buyer added bid specific document

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

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	Manoj Kumar Duklan	208016,Central Store & Purchase Section, IIT Kanpur, GT Road, Kalyanpur 208016 (UP)	1	30

Buyer added Bid Specific Additional Scope of Work

S.No.क्र.सं.	Document Title	Description	Applicable/रिवर्स प्रभार के अनुसार जीएसटी i.r.o. Items

S.No.क्र.सं	Document Title	Description	Applicable/रिवर्स प्रभार के अनुसार जीएसटी i.r.o. Items
1	Technical specification View	Technical specification	Laptop - Notebook(1)

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:2 effective from 09-04-2021 for category Laptop - Notebook

1. *'Local content means the amount of value added in India which shall, unless otherwise Prescribed by the Nodal Ministry, be the total value of the item procured (excluding net domestic indirect taxes) minus the value of imported content in the item (including all customs duties) as a proportion of the total value and percent.*

'Class-I local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content equal to or more than 50% as defined under this Order

'Class-II local supplier' means a supplier or service provider, whose goods, services or works offered for procurement, has local content more than 20% but less than 50%, as defined under this Order

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. 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.

3. Generic

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 2 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

4. 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.

5. Generic

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for 3 years before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

6. Generic

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope

of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

7. **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

8. **Generic**

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

9. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

10. **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.

11. **Generic**

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.

12. **OEM**

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

13. **Financial Criteria**

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

14. **Scope of Supply**

Scope of supply (Bid price to include all cost components) : Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)

15. **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.

16. Turnover

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

17. Turnover

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

18. Service & Support

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

19. Service & Support

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

20. Warranty

Warranty period of the supplied products shall be as given in specifications 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.

21. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

22. Buyer Added Bid Specific ATC

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

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 कार्यवाही का आधार होगा।

---Thank You/धन्यवाद---