

**बिड दस्तावेज़ / Bid Document**

| <b>बिड विवरण/Bid Details</b>   |   |
|--|---|
| <b>बिड बंद होने की तारीख/समय /Bid End Date/Time</b>  | 21-02-2026 14:00:00   |
| <b>बिड खुलने की तारीख/समय /Bid Opening Date/Time</b>   | 21-02-2026 14:30:00   |
| <b>बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)</b>   | 30 (Days)   |
| <b>मंत्रालय/राज्य का नाम/Ministry/State Name</b>   | Assam   |
| <b>विभाग का नाम/Department Name</b>  | Higher Education Department, Assam  |
| <b>संगठन का नाम/Organisation Name</b>  | Directorate Of Higher Education Assam   |
| <b>कार्यालय का नाम/Office Name</b>   | Cotton University   |
| <b>कुल मात्रा/Total Quantity</b>   | 171   |
| <b>वस्तु श्रेणी /Item Category</b>   | Chair for General Purpose (Q2) , Revolving Chair (V5) (Q2) , Sofa (V3) (Q2) , Metal Shelving Racks (Adjustable Type) conforming To Is 1883 (V2) (Q2)  |
| <b>बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)</b>              | 11 Lakh (s)   |
| <b>मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years)</b>                                      | 83 Lakh (s)   |
| <b>उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service</b>              | 3 Year (s)  |
| <b>एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover</b>        | No  |
| <b>स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover</b> | No  |
| <b>विक्रेता से मांगे गए दस्तावेज़/Document required from seller</b>  | Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (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 |

| बिड विवरण/Bid Details  |  |
|--|--|
| 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? | No   |
| बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension  | 2  |
| 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  |
| विगत प्रदर्शन /Past Performance  | 40 %   |
| बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled   | No   |
| बिड का प्रकार/Type of Bid  | Two Packet Bid   |
| प्राथमिक उत्पाद श्रेणी/Primary product category  | Revolving Chair (V5)   |
| 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   |
| <b>Payment Timelines</b>   | Payments shall be made to the Seller within <b>45</b> days of issue of consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC) |
| 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 | HDFC Bank |
| ईएमडी राशि/EMD Amount       | 60000     |

#### ईपीबीजी विवरण /ePBG Detail

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

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/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.

**लाभार्थी /Beneficiary :**

Registrar, Cotton University  
 Cotton University, Higher Education Department, Assam, Directorate of Higher Education Assam,  
 (Registrar, Cotton University)

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

**एमएसई खरीद वरीयता/MSE Purchase Preference**

|   |    |
|---|----|
| एमएसई खरीद वरीयता/MSE Purchase Preference | No |
|---|----|

**एमआईआई खरीद वरीयता/MII Purchase Preference**

|  |    |
|--|----|
| एमआईआई खरीद वरीयता/MII Purchase Preference | No |
|--|----|

1. 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.
2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC 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.
3. 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.
4. 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.
5. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or

similar Category Products for 40% 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. 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.

### Chair For General Purpose ( 100 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)  |
|---------------------|---|--|
| CHAIR BACKREST      | <b>Backrest Height (Low-back range: 200 - 400 mm, Mid-back range: 400 - 700 mm)</b> | Low-back, Mid-back   |
|                     | <b>Lumbar Support available in Seat Backrest</b>                                    | No   |
| CHAIR ARMREST       | <b>Armrest Available in the Chair</b>   | Yes, No  |
|                     | <b>Type of Armrest in Chair</b>   | Without Armrest, Fixed armrest with Cushion, Fixed armrest with Padding, Fixed armrest without cushion and padding |

#### 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              | Arup Jyoti Goswami                                      | 781001,Panbazar, Guwahati | 100              | 30                           |

### Revolving Chair (V5) ( 30 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 REQUIREMENTS | <b>Type of Chair</b>                | Revolving Chair of Adjustable height with Wheels                |
| CHAIR SEAT           | <b>Seat upholstery material</b>     | Mesh fabrics, Polyester fabric, Leatherette, Leather            |

| विवरण/Specification | विशिष्टि का नाम /Specification Name  | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values) |
|---------------------|--|---|
| CHAIR BACKREST      | <b>Backrest Height (Low-back range: 200 - 400 mm, Mid-back range: 401 - 700 mm, High-back range: equal to or more than 701 mm)</b> | Low-back, Mid-back, High-back                                   |
|                     | <b>Locking available while tilting backrest</b>  | Yes, No   |
|                     | <b>Lumbar Support available in Seat Backrest</b>   | Yes, No   |
|                     | <b>Headrest available in Chair</b>   | Yes, No   |
| CHAIR ARMREST       | <b>Armrest Available in the Chair</b>  | Yes, No   |

**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             | Arup Jyoti Goswami                                      | 781001,Panbazar, Guwahati | 30               | 30                           |

**Revolving Chair (V5) ( 25 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 REQUIREMENTS | <b>Type of Chair</b>   | Revolving Chair of Adjustable height with Wheels                |
| CHAIR SEAT           | <b>Seat upholstery material</b>  | Mesh fabrics, Polyester fabric, Leatherette, Leather            |
| CHAIR BACKREST       | <b>Backrest Height (Low-back range: 200 - 400 mm, Mid-back range: 401 - 700 mm, High-back range: equal to or more than 701 mm)</b> | Low-back, Mid-back, High-back                                   |
|                      | <b>Locking available while tilting backrest</b>  | Yes, No   |
|                      | <b>Lumbar Support available in Seat Backrest</b>   | Yes, No   |
|                      | <b>Headrest available in Chair</b>   | Yes, No   |

| विवरण/Specification | विशिष्टि का नाम /Specification Name | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values) |
|---------------------|-------------------------------------|---|
| CHAIR ARMREST       | Armrest Available in the Chair      | Yes, No   |

**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              | Arup Jyoti Goswami                                      | 781001,Panbazar, Guwahati | 25               | 30                           |

**Sofa (V3) ( 2 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)                            |
|---------------------------------|--|--|
| PHYSICAL PARAMETERS OF SOFA SET | <b>Count of Seats in Primary Unit of Sofa Set</b>                | 2 - seater, 3 - seater   |
|                                 | <b>Count of Secondary Unit(s) in Sofa Set</b>                    | No Secondary unit, One Single Seater Unit, Two Single-Seater Units, One Double-Seater Unit |
|                                 | <b>Count of Chaise Units</b>                                     | No Chaise Unit, 1  |
|                                 | <b>Upholstery Material of Primary Unit in Sofa Set</b>           | Fabric, Synthetic Leather / Leatherette, Leather, Polyester                                |
|                                 | <b>Upholstery Material of Each Secondary Unit(s) in Sofa Set</b> | Fabric, Synthetic Leather / Leatherette, Leather, Polyester, No Secondary Unit in Sofa Set |
| CHAISE PARAMETERS               | <b>Chaise included with Sofa Set</b>                             | Yes, No  |

**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              | Arup Jyoti Goswami                                      | 781001,Panbazar, Guwahati | 2                | 30                           |

|                   |   |             |                  |                                 |
|-------------------|---|-------------|------------------|---------------------------------|
| क्र.सं./S.N<br>o. | परेषिती/रिपोर्टिंग<br>अधिकारी /Consignee<br>Reporting/Officer | पता/Address | मात्रा /Quantity | डिलीवरी के दिन/Delivery<br>Days |
|-------------------|---|-------------|------------------|---------------------------------|

### Metal Shelving Racks (Adjustable Type) Conforming To Is 1883 (V2) ( 14 pieces )

#### तकनीकी विशिष्टियाँ /Technical Specifications

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

| विवरण/Specification             | विशिष्टि का नाम /Specification<br>Name                       | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement<br>(Allowed Values)   |
|---------------------------------|--|--|
| STANDARDS AND<br>CERTIFICATIONS | <b>Governing Standard</b>                                    | Conformity to IS 1883  |
| GENERIC                         | <b>Types of Shelving Racks</b>                               | Open-type (No side and back sheets), Semi-Open Type (with sides only and no back), Semi-Open Type (with back only and no sides, Closed Type (with side and back sheets)  |
| DIMENSIONS AND<br>TOLERANCES    | <b>Overall Height of Shelving Racks (Tolerance: ± 50 mm)</b> | 975 mm, 1275 mm, 1575 mm, 1875 mm, 2175 mm, 2475 mm, 2775 mm, 3075 mm, 3375 mm, 3675 mm, 3975 mm, 4275 mm, 4575 mm, 4875 mm  |
|                                 | <b>Overall Depth of Shelving Racks (Tolerance: ± 10 mm)</b>  | 300 mm, 400 mm, 500 mm, 600 mm   |
| MATERIAL<br>REQUIREMENTS        | <b>Type of material for rack shelves</b>                     | Metal, Wooden-based  |
|                                 | <b>Material of rack shelves</b>                              | Steel Sheet - Grade HR1 of IS 1079, Steel Sheet - Grade CR1 of IS 513 (Part 1), Wooden Particle Board confirming to IS 3087 - FPS type, Wooden Particle Board confirming to IS 3087- FPT-1 type, Veneered Particle Boards confirming to IS 3097 - Grade-1, Veneered Particle Boards confirming to IS 3097 - Grade-2, Plywood confirming to IS 303 - BWR Grade, Plywood confirming to IS 303 - MR Grade     |
|                                 | <b>Finish of Wooden Rack Shelves</b>                         | Polished, Painted, NA  |
|                                 | <b>Type of material for rack sides</b>                       | Metal, Wooden-based, NA  |
|                                 | <b>Material of rack Sides</b>                                | Steel Sheet - Grade HR1 of IS 1079, Steel Sheet - Grade CR1 of IS 513 (Part 1), Wooden Particle Board confirming to IS 3087 - FPS type, Wooden Particle Board confirming to IS 3087- FPT-1 type, Veneered Particle Boards confirming to IS 3097 - Grade-1, Veneered Particle Boards confirming to IS 3097 - Grade-2, Plywood confirming to IS 303 - BWR Grade, Plywood confirming to IS 303 - MR Grade, NA |
|                                 | <b>Finish of Wooden rack sides</b>                           | NA, Polished, Painted  |
|                                 | <b>Type of material for rack panel</b>                       | Metal, Wooden-based  |

| विवरण/Specification | विशिष्टि का नाम /Specification Name | बिड के लिए आवश्यक अनुमत मूल्य /Bid Requirement (Allowed Values)  |
|---------------------|-------------------------------------|--|
|                     | <b>Material of rack panel</b>       | Steel Sheet - Grade HR1 of IS 1079, Steel Sheet - Grade CR1 of IS 513 (Part 1), Wooden Particle Board confirming to IS 3087 - FPS type, Wooden Particle Board confirming to IS 3087- FPT-1 type, Veneered Particle Boards confirming to IS 3097 - Grade-1, Veneered Particle Boards confirming to IS 3097 - Grade-2, Plywood confirming to IS 303 - BWR Grade, Plywood confirming to IS 303 - MR Grade |
|                     | <b>Finish of Wooden rack panel</b>  | Polished, Painted, NA  |
|                     | <b>Availability of Strips</b>       | Yes, No  |
|                     | <b>Availability of Binstrips</b>    | Yes, No  |

**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              | Arup Jyoti Goswami                                      | 781001,Panbazar, Guwahati | 14               | 30                           |

**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. 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**

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

DR S K B Library

Cotton University  
Panbazar  
Guwahati  
Guwahati  
.

4. **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 5 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

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. **Certificates**

ISO 9001: The bidder or the OEM of the offered products must have ISO 9001 certification.

7. **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.

8. **Warranty**

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

9. **Buyer Added Bid Specific ATC**

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

10. **Scope of Supply**

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

11. **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.

12. **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.

### 13. **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.

### 14. **Service & Support**

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

### 15. **Service & Support**

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

## अस्वीकरण/**Disclaimer**

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.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. 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 catalogs 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 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.

**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.**

[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 कार्रवाई 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---**