

**NATIONAL INSTITUTE FOR EMPOWERMENT OF PERSONSWITH MULTIPLE DISABILITIES**

(Department of Empowerment of Persons with Disabilities (Divyangjan),

Ministry of Social Justice and Empowerment, Govt. of India)

ECR, Muttukadu, Kovalam Post, Chennai 603 112, Tamilnadu.

Fax: 044-27472389 Tel: 044-27472104, 27472113, 27472046, Toll Free No:18004250345

Website: <https://niepmd.nic.in/> E-mail: niepmd@gmail.com

No. NIEPMD/Pur4 (02)/2026-27

Dated: 08th June 2026**ATC DOCUMENT: COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) FOR FIRE ALARM SYSTEM****1. Notice Inviting Tender (NIT) & Bid Details**

Online bids are invited through the GeM portal from eligible and experienced agencies/service providers for providing Comprehensive Annual Maintenance Contract (CAMC) services for Fire Alarm System installed at NIEPMD, Muttukadu, Chennai 603112. The contract includes preventive maintenance, breakdown maintenance, supply/replacement of defective spare parts, testing, inspection, and ensuring uninterrupted functioning of the complete fire alarm system.

Parameter	Details
Name of Work	Comprehensive Annual Maintenance Contract (CAMC) for Fire Alarm Systems
Location of Work	National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD), East Coast Road, Muttukadu, Kovalam (Post), Chennai -603112 Tamilnadu
Contract Duration	12 Months from the date of issue of work order (Extendable up to 3 years based on performance)
Estimated Value	₹ 1,50,000 (Per Annum)
Earnest Money Deposit (EMD)	₹ 7,500/- (EMD exemption applicable as per GeM/Government norms.)
Performance Security	3% of the total contract value (Valid for 14 months) (Through Bank Transfer/ SD/ ePBG).
Tender Type	Open Tender / Bid
Bid Submission Mode	Online through GeM Portal

2. Pre-Qualification & Eligibility Criteria

Bidders must upload scanned, self-attested copies of the following documents on the GeM Portal. Non-submission will result in immediate technical disqualification:

- **Legal Status:** Copy of Business Registration Certificate, PAN Card, and valid GSTIN registration.
- **Financial Turnover:** Minimum average annual turnover of ₹ 5 Lakhs during the last 3 financial years, certified by a Chartered Accountant (CA) with a valid UDIN.
- **Past Experience:** Minimum 3 years of experience executing **similar services** (Maintenance of Fire Detection/Alarm Systems) in Central/State Government, PSUs, Public Listed Companies or reputed private organisations. The experience must be supported with copies of work order / Experience certificates.



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- **The bidder should fulfil the following criteria:** The bidder should be registered on the GeM portal. The bidder should have Valid GST registration, PAN, Registration under applicable laws, Minimum 3 years' experience in maintenance of fire alarm systems. The bidder should not be blacklisted by any Government/Semi-Government organization.
- **Local Presence:** The bidder must have a functional service centre/office in Chennai/Tamilnadu with a structured complaint escalation system.
- **Non-Blacklisting:** An affidavit on company letterhead stating that the firm has not been blacklisted or debarred by any government organization.

3. Scope of Work (Comprehensive)

The contract is **fully comprehensive**, meaning it includes troubleshooting, repairs, and free replacement of all defective parts, cards, panels, and software tuning at no extra cost to the buyer. The CAMC shall include Labour charges, Service charges, Cost of consumables, Cost of spare parts/components, Transportation and logistics and Software configuration/programming etc. if applicable.

3.1 Preventive Maintenance (Quarterly Services)

- Conduct at least **one comprehensive preventive maintenance service per quarter** (4 visits a year).
- Test and clean all Fire Alarm Control Panels (FACP), repeater panels, and battery backups.
- Physically clean and test functionality of all Smoke Detectors, Heat Detectors, Multi-sensors, and Manual Call Points (MCP).
- Test response mechanisms of hooters, response indicators, strobe lights, and public address integrations.
- Check open/short circuits in lines and test loop isolation modules.

3.2 Breakdown Maintenance (As-and-When required)

- Provide 24/7 emergency customer care support for logging sudden line breaks or panel faults.
- Attend to all breakdown calls within the stipulated timeline outlined in the SLA below.
- **Parts Replacement:** Defective parts, including main controller cards, loop cards, power supply modules, sensors, batteries, MCP glass, and cabling, must be replaced with standard ISI-marked or OEM-approved spares without charging extra.

3.3 Documentation: Maintenance checklist submission after each visit, Complaint log register maintenance, Quarterly performance report, Certification of system health.

4. Service Level Agreement (SLA) & Penalties

4.1 System Uptime

- The service provider must maintain a minimum **95% system uptime** across the contract period.

4.2 Turnaround Time (TAT) & Penalties

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Incident Type	Response Time	Resolution Time	Penalty for Delay
Critical Fault (Main Panel Down / Complete Loop Failure)	Within 2 Hours	Within 12 Hours	₹ 1,000 per day of delay
Non-Critical Fault (Single Detector / Localized Hooter Fault)	Within 6 Hours	Within 24 Hours	₹ 200 per day of delay
Missed Quarterly Service	Scheduled Window	Within Quarter	₹ 5,000 per missed quarterly routine cycle

5. Terms of Payment

- **Frequency:** Payments will be made on a **Quarterly Basis** after the successful completion of each quarter's services.
- **Documentation Required:**
 1. Commercial tax invoice clearly referencing the GeM contract.
 2. Quarterly preventive maintenance service sheets signed by the department's floor-in-charge.
 3. No-deviation breakdown resolution log for that quarter.
- **Deductions:** Applicable penalties and statutory taxes (TDS, GST-TDS) will be directly deducted prior to payment release.
- **Price Firmness:** No price hikes or adjustments due to changes in duties or raw component prices will be entertained during the 12-month period.

6. General Terms and Conditions (GTC)

- **Safety Protocols:** The contractor is solely responsible for providing all necessary safety gears, ladders, and protective tools to their technicians. The department holds no liability for accidents on-site.
- **Damages:** Any damage inflicted upon building property or nearby data lines by the contractor's technicians must be repaired or financially compensated by the contractor.
- **Termination:** The department reserves the absolute right to terminate the contract by serving a **30-day written notice** if the services are consistently unsatisfactory, or if the system uptime falls below 95%. Immediate termination may be done in case of: Poor performance, Breach of contract, Safety violations & Submission of false documents.
- **Arbitration:** All legal disputes emerging under this contract fall strictly within the jurisdiction of local courts at Chennai.



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- **Force Majeure:** Neither party shall be held responsible for non-performance due to circumstances beyond reasonable control such as natural calamities, war, strikes, or Government restrictions.
- **General:** The contractor shall deploy qualified and trained service engineers. All replaced spare parts shall be genuine and OEM-approved. The contractor shall follow all safety regulations and fire safety norms. No additional payment shall be made beyond contract value. The department reserves the right to accept/reject any or all bids without assigning reasons. Subletting of contract is not permitted without prior approval. The contractor shall maintain confidentiality of system configurations and records.

7. Bid Evaluation Criteria

The bid shall be evaluated based on:

1. Technical eligibility
2. Compliance with tender conditions
3. Financial quote (L1 basis)

8. Documents to be Submitted

The bidder shall upload:

- GST Certificate
- PAN
- Experience certificates/work orders
- Completion certificates
- Turnover certificate/Balance sheet (Last 03 Financial Years)
- Income tax Returns (Last 03 Financial years)
- OEM authorization (if applicable)
- Declaration of non-blacklisting
- Technical compliance statement

9. Bid Submission Schedule

Activity	Date & Time
Bid Publishing Date:	As per GeM Portal
Bid Submission Start Date	As per GeM portal
Bid Submission End Date	As per GeM portal



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Activity	Date & Time
Technical Bid Opening	As per GeM portal
Financial Bid Opening	As per GeM portal

10. Bill of Quantities (BoQ) / Equipment Inventory

Total no. of. Panels - 7 nos.

Each panel Contains - 8 Zones

Total no. f zones = 56

(Currently 38 zones are underutilization Remaining 18 Zones available as spares (or) To be used in case of any line faults.)

Annexure – I

Preventive Maintenance Checklist

- Panel health check
- Battery voltage test
- Detector cleaning
- MCP testing
- Hooter functionality test
- Loop isolation check
- Fault rectification
- Event log verification

Annexure – II

Bidder Declaration

"I/We hereby certify that all information furnished is true and correct. We have read and understood all tender terms and conditions and agree to comply with them."

Authorized Signatory

Name:

Designation:

Seal & Signature:

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Dated: 08th June 2026**Annexure – III****Price Bid Format**

Sl. No.	Description	One Year Charges
01	CAMC Charges for One Year	\
02	Applicable taxes	\
03	Total Amount	\

Annexure – IV**EMD Payment Details**

Through NEFT/RTGS drawn in favour of “NIEPMD Internal Accrual, East Coast Road, Muttukadu, Kovalam (Post), Chennai – 603112”

The following details should be used for making payment of tender fee: -

A/C No. 6332687300

Name of Account Holder: NIEPMD Internal Accrual

Type of Account: Saving Bank

Name of Bank: Indian Bank, Kovalam Branch

IFS Code: IDIB000K122

MICR Code: 600019133

Branch Code: 01176

NIEPMD PAN: AABTN4536B

[GeM Bid No. GEM/2026/B/7636675.](#)

Last Date of Bidding through GeM Portal: 29-06-2026 09:00:00

Bid Opening Date & Time: 29-06-2026 09:30:00

ATC Document has been approved by Competent Authority vide E-Office File No. NIEPMD-19021/2/2026-EM (Computer No. 55536).

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	29-06-2026 09:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	29-06-2026 09:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Social Justice And Empowerment
विभाग का नाम / Department Name	Department Of Empowerment Of Persons With Disabilities
संगठन का नाम / Organisation Name	N/a
कार्यालय का नाम / Office Name	National Institute For Empowerment Of Persons With Multiple Disabilities (niepmd), Chennai - 603112
शिकायत निवारण के संपर्क विवरण / Contact details of Grievance redressal	aspo-niepmd@gov.in
वस्तु श्रेणी / Item Category	Operation And Maintenance Of Fire Alarm System - Complete System
अनुबंध अवधि / Contract Period	3 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	5 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *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 लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
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	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	450000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	38

(a) 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 :

Director

National Institute For Empowerment Of Persons With Multiple Disabilities (niepmd), Chennai - 603112,
Department of Empowerment of Persons with Disabilities, N/A, Ministry of Social Justice and Empowerment
(Director, Niepmd)

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

एमआईआई अनुपालन/MII Compliance

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

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also

subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

5. 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.

6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

8. 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.

9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

BOQ Fire Alarm AMC - [1780913306.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Additional Compliance Documents required by buyer:AS per ATC Document

List of consumable/Material or spare parts as applicable:[1780913375.pdf](#)

Please upload scope of work:[1780913384.pdf](#)

List, quantity, type, specifications and other details of Machines/Product:[1780913473.pdf](#)

Operation And Maintenance Of Fire Alarm System - Complete System (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Operation And Maintenance Service Is Required For	Complete System
Type of Annual Maintenance Service Provider required	OEM , OEM Authorised Service Provider (ASP) , As per ATC
Status/condition of equipment/machine/system (At the time of bid)	Under AMC and functional
Cost of consumable/Material	Consumables to be provided by service provider (inclusive in contract cost)
Cost of spare parts	Spare parts to be provided by service provider (inclusive in contract cost and spare parts should be of OEM or OEM authorized/equivalent only)
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity(Please select 1 in case operation and maintenance service is required for complete system, otherwise mention actual quantity for each line item)	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity(Please select 1 in case operation and maintenance service is required for complete system, otherwise mention actual quantity for each line item)	अतिरिक्त आवश्यकता /Additional Requirement
1	Prabha Kant Tripathi	603112,National Institute for Empowerment of Persons with Multiple Disabilities (NIEPMD), East Coast Road, Muttukadu, Kovalam (Post)	1	Number of months for which Operations & Maintenance service is required during contract period : 36

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

1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. 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.

3. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

Director, NIEPMD
Account No.
6332687300
IFSC Code
IDIB000K122

Bank Name
Indian Bank
Branch address
Kovalam (01176)

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

4. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

5. 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.

6. Buyer Added Bid Specific ATC

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

7. Service & Support

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.

8. Service & Support

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

9. Service & Support

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

10. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

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 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.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in

Service Level Agreement, then it will over ride the conditions in 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---