

Contract | अनुबंध



Contract No | अनुबंध क्रमांक: GEMC-511687770562146

Generated Date | अनुबंध तिथि: 08-Jan-2024

Bid/RA/PBP No. | बोली/आरए/पीबीपी संख्या: [GEM/2023/B/3552578](#)

Schedule Name | अनुसूची नाम: Schedule 10, Schedule 12, Schedule 13, Schedule 11, Schedule 2, Schedule 20, Schedule 18, Schedule 14, Schedule 17, Schedule 15, Schedule 19, Schedule 16

Organisation Details संगठन विवरण			Buyer Details खरीदार विवरण			
Type प्ररूप :	Central Government		Designation पद :	Medical Officer		
Ministry मंत्रालय :	Ministry of Labour and Employment		Contact No. संपर्क नंबर :	0129-4156471-		
Department विभाग :	NA		Email ID ईमेल आईडी :	dr.mithilesh.kumar2@esic.nic.in		
Organisation Name संगठन का नाम :	Employees State Insurance Corporation (ESIC)		GSTIN जीएसटीआईएन :	-		
Office Zone कार्यालय क्षेत्र:	Esic Medical College & Hospital, Nh-3, Faridabad		ESIC Medical College and hospital , NH-3, NIT Faridabad, Haryana, FARIDABAD, HARYANA-121001, India			
Financial Approval Detail वित्तीय स्वीकृति विवरण			Paying Authority Details भुगतान प्राधिकरण विवरण			
IFD Concurrence आईएफडी सहमति:	No		Role:	PAO		
Designation of Administrative Approval प्रशासनिक अनुमोदन का पदनाम:	Dean		Payment Mode भुगतान का तरीका:	Offline		
Designation of Financial Approval वित्तीय अनुमोदन का पदनाम :	Dean		Designation पद :	Assistant Director Finance		
			Email ID ईमेल आईडी :	yogesh.yogesh13@esic.gov.in		
			GSTIN जीएसटीआईएन :	N		
			Address पता:	ESIC Medical College and hospital NH-3, NIT Faridabad, FARIDABAD, HARYANA-121001, India		
Seller Details विक्रेता विवरण						
GeM Seller ID जेम विक्रेता आईडी :	7246200001253221					
Company Name कंपनी का नाम :	ION Medcam					
Contact No. संपर्क नंबर :	07575931616					
Email ID ईमेल आईडी :	akathuria@hotmail.com					
Address पता :	T-1A, Pankaj Plaza, Plot no 7, Pkt 7, sector 12, Dwarka, New Delhi, South West delhi, DELHI-110078, -					
MII Status एमआईआई स्थिति:	True					
MSME verified एमएसएमई सत्यापित :	No					
MSME Registration number एमएसएमई पंजीकरण संख्या :	UDYAM-DL-10-0001456					
MSE Social Category एमएसई सामाजिक श्रेणी :	General					
MSE Gender एमएसई लिंग श्रेणी :	Female					
GSTIN जीएसटीआईएन:	07AJKPK8143M1ZP					
*GST / Tax invoice to be raised in the name of जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा - Consignee						
Delivery Instructions वितरण निर्देश : NA						
Product Details उत्पाद विवरण						
#	Item Description आइटम विवरण	Ordered Quantity आइटम विवरण	Unit इकाई	Unit Price (INR) इकाई मूल्य (INR)	Tax Bifurcation (INR) कर विभाजन (INR)	Price (Inclusive of all Duties and Taxes in INR) मूल्य (INR में सभी शुल्क और कर सहित)
1	Product Name उत्पाद का नाम : HBV Viral load RT PCR Kit pack size 96 rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थांश : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 30022012	960	Rxn	735	NA	705,600
2	Product Name उत्पाद का नाम : HCV genotyping kit pack size 96 rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थांश : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 30022012	192	Rxn	2,108	NA	404,736
	Product Name उत्पाद का नाम : CMV viral load pack size 96 rxn Brand ब्रांड : 3B BLACKBIO BIOTECH					

3	Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	480	Rxn	896	NA	430,080
4	Product Name उत्पाद का नाम : HCV viral load RT PCR kit pack size 96rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 30022012	480	Rxn	735	NA	352,800
5	Product Name उत्पाद का नाम : Respiratory viral pathogen panel kit pack size 96 rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	288	Rxn	3,024	NA	870,912
6	Product Name उत्पाद का नाम : Total nucleic acid extraction kit Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	4,000	Rxn	224	NA	896,000
7	Product Name उत्पाद का नाम : Tropical fever panel RT PCR Kit pack size 48 rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	192	Rxn	2,138	NA	410,496
8	Product Name उत्पाद का नाम : Dengue RT PCR Kit pack size 96rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	192	Rxn	1,008	NA	193,536
9	Product Name उत्पाद का नाम : MTB or NTM RT PCR kit with extraction pack size 96rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	192	Rxn	784	NA	150,528
10	Product Name उत्पाद का नाम : H1N1 or H3N2 Detection RT PCR Kit pack size 96rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	192	Rxn	1,232	NA	236,544
11	Product Name उत्पाद का नाम : Nucleic acid extraction kit for fungal elements pack size 50rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थशतक : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090	150	Rxn	224	NA	33,600
	Product Name उत्पाद का नाम : HLA B 27 RT PCR with extraction pack size 96rxn Brand ब्रांड : 3B BLACKBIO BIOTECH Brand Type ब्रांड प्रकार : Unbranded Catalogue Status कैटलॉग की स्थिति: Catalogue not verified by OEM					

12	Selling As कैसे बेचा जा रहा है : Reseller not verified by OEM Category Name & Quadrant श्रेणी का नाम और चतुर्थांश : BOQ (Q3) Model मॉडल: TRUPCR HSN Code एचएसएन कोड: 38220090		384	Rxn	627	NA	240,768
Total Order Value कुल ऑर्डर मूल्य (in INR)							4,925,600
Consignee Detail परेषिती विवरण							
S.No क्र.सं.	Consignee परेषिती		Item वस्तु	Lot No. लॉट नंबर	Quantity मात्रा	Delivery Start After दिनांक के बाद डिलीवरी शुरू करना है	Delivery To Be Completed By वितरण पूरा कब तक करना है
1	Designation पद : - Email ID ईमेल आईडी : dr.mithilesh.kumar2@esic.nic.in Contact संपर्क : 0129-4156471- GSTIN जीएसटीआईएन : - Address पता : ESIC Medical College and hospital , NH-3, NIT Faridabad, Haryana, FARIDABAD, HARYANA-121001, India		HBV Viral load RT PCR Kit pack size 96 rxn	-	960	08-Jan-2024	07-Feb-2024
			HCV genotyping kit pack size 96 rxn	-	192	08-Jan-2024	07-Feb-2024
			CMV viral load pack size 96 rxn	-	480	08-Jan-2024	07-Feb-2024
			HCV viral load RT PCR kit pack size 96rxn	-	480	08-Jan-2024	07-Feb-2024
			Respiratory viral pathogen panel kit pack size 96 rxn	-	288	08-Jan-2024	07-Feb-2024
			Total nucleic acid extraction kit	-	4,000	08-Jan-2024	07-Feb-2024
			Tropical fever panel RT PCR Kit pack size 48 rxn	-	192	08-Jan-2024	07-Feb-2024
			Dengue RT PCR Kit pack size 96rxn	-	192	08-Jan-2024	07-Feb-2024
			MTB or NTM RT PCR kit with extraction pack size 96rxn	-	192	08-Jan-2024	07-Feb-2024
			H1N1 or H3N2 Detection RT PCR Kit pack size 96rxn	-	192	08-Jan-2024	07-Feb-2024
			Nucleic acid extraction kit for fungal elements pack size 50rxn	-	150	08-Jan-2024	07-Feb-2024
			HLA B 27 RT PCR with extraction pack size 96rxn	-	384	08-Jan-2024	07-Feb-2024
Specification विनिर्देश 1							
Specification Document विशिष्टता दस्तावेज़							
Buyer BOQ Document क्रेता बीओक्यू दस्तावेज़							
Compliance of BOQ Specification And Supporting Document बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन							
Note टिप्पणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.							
Note टिप्पणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.							
Specification विनिर्देश 2							
Specification Document विशिष्टता दस्तावेज़							
Buyer BOQ Document क्रेता बीओक्यू दस्तावेज़							
Compliance of BOQ Specification And Supporting Document बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन							

being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

Note/टिप्पणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

Specification | विनिर्देश 7

Specification Document | विशिष्टता दस्तावेज

Buyer BOQ Document | क्रेता बीओक्यू दस्तावेज़

Compliance of BOQ Specification And Supporting Document | बीओक्यू विशिष्टता और सहायक दस्तावेज का अनपालन

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Note | ध्यान दें: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

Specification | विनिर्देश 8

Specification Document | विशिष्टता दस्तावेज

Buyer BOQ Document | क्रेता बीओक्यू दस्तावेज़

Compliance of BOQ Specification And Supporting Document | बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन

Note/टिप्पणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

Note | दिवाणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

Specification | विनिर्देश 9

Specification Document | विशिष्टता दस्तावेज

Buyer BOQ Document | क्रेता बीओक्यू दस्तावेज़

Compliance of BOO Specification And Supporting Document | बीओव्यू विशिष्टता और सहायक दस्तावेज का अनपालन

Note | दिवाणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

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Specification | विनिर्देश 10

Specification Document | विशिष्टता दस्तावेज

Buyer BOO Document | क्रेता बीओक्यू दस्तावेज

Compliance of BOQ Specification And Supporting Document | बीओक्यू विशिष्टता और सहायक दस्तावेज का अनुपालन

Note/टिप्पणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

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Specification | विनिर्देश 11

[Specification Document | विशिष्टता दस्तावेज़](#)

[Buyer BOQ Document | क्रेता बीओक्यू दस्तावेज़](#)

[Compliance of BOQ Specification And Supporting Document | बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन](#)

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Specification | विनिर्देश 12

[Specification Document | विशिष्टता दस्तावेज़](#)

[Buyer BOQ Document | क्रेता बीओक्यू दस्तावेज़](#)

[Compliance of BOQ Specification And Supporting Document | बीओक्यू विशिष्टता और सहायक दस्तावेज़ का अनुपालन](#)

Note | टिप्पणी: Seller has given an undertaking that it has made arrangements for getting the stores from an authorized distributor / dealer / channel partner of the OEM of the offered product. At the time of delivery of goods, Seller will provide necessary chain documents (in the form of GST Invoice) to prove that the supplied goods are genuine and are being sourced from an authorized distributor / dealer / channel partner of the OEM. In case of any complaint about genuineness of the supplied products, Seller shall be responsible for providing genuine replacement supplies.

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ePBG Detail | ईपीबीजी विवरण

Advisory Bank | सलाहकार बैंक :

NA

ePBG Percentage(%) | ईपीबीजी प्रतिशत (%) :

NA

Terms and Conditions | नियम और शर्तें

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

2. Buyer Added Bid Specific Terms and Conditions-

2.1 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.

2.2 Generic

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

2.3 Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

2.4 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.

2.5 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.

2.6 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.

2.7 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.

2.8 Forms of EMD and PBG:

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

ESIC FUND ACCOUNT NO.1

payable at

FARIDABAD

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

2.9 Forms of EMD and PBG:

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

2.10 Financial Criteria:

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

2.11 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)

2.12 Certificates:

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

2.13 Certificates:

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

2.14 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.

2.15 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.

2.16 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.

2.17 Service & Support:

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

2.18 Service & Support:

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

2.19 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.

2.20 Past Project Experience:

The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:

- (i) Single order of at least 35% of estimated bid value; or
- (ii) Two orders of at least 20% each of estimated bid value; or
- (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।