

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687733885714

अनुबंध तिथि | Generated Date : 11-Mar-2024

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2024/B/4506173](#)

संगठन विवरण Organisation Details				खरीदार विवरण Buyer Details		
प्ररूप Type :	Judiciary bodies	पद Designation :	Administrative Officer	संपर्क नंबर Contact No. :	0361-2600008-	
मंत्रालय Ministry :	Ministry of Law and Justice	ईमेल आईडी Email ID :	buycon6.ghc.ghy@gembuyer.in	जीएसटीआईएन GSTIN :	18SHLG00338C1DG	
विभाग Department :	Department of Justice	पता Address :	Gauhati High Court, Guwahati, Mahatma Gandhi Road, Kamrup Metro, ASSAM-781001, India			
संगठन का नाम Organisation Name :	N/A					
कार्यालय क्षेत्र Office Zone:	Gauhati High Court					
वित्तीय स्वीकृति विवरण Financial Approval Detail				भुगतान प्राधिकरण विवरण Paying Authority Details		
आईएफडी सहमति IFD Concurrence :	No	Role:	PAO	भुगतान का तरीका	Offline	
प्रशासनिक अनुमोदन का पदनाम	Registrar General	Payment Mode:		पद Designation :	Assistant Registrar Finance	
Designation of Administrative Approval:		ईमेल आईडी Email ID :	pay1.dj.as@gembuyer.in	जीएसटीआईएन GSTIN :	-	
वित्तीय अनुमोदन का पदनाम	Registrar General	पता Address:	Gauhati High Court, Guwahati, Mahatma Gandhi Road, KAMRUP, ASSAM-781001, India			
Designation of Financial Approval :						
विक्रेता विवरण Seller Details						
जेम विक्रेता आईडी GeM Seller ID :	8AB3180000090681					
कंपनी का नाम Company Name :	DS SYSTEMS PRIVATE LIMITED					
संपर्क नंबर Contact No. :	099999760622					
ईमेल आईडी Email ID :	sunilk.sharma@dssystems.in					
पता Address :	Odalbakra, Near Sabitri Bharali ME Schoo, Odalbakra, GUWAHATI, KAMRUP, ASSAM-781005, -					
एमआईआई स्थिति MII Status :	True					
एमएसएमई सत्यापित MSME verified :	Yes					
एमएसएमई पंजीकरण संख्या MSME Registration number :	UDYAM-AS-03-0001213					
एमएसई सामाजिक श्रेणी MSE Social Category :	General					
एमएसई लिंग श्रेणी MSE Gender :	Male					
जीएसटीआईएन GSTIN:	18AACCD8183C1ZO					
*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा GST / Tax invoice to be raised in the name of - Buyer						
वितरण निर्देश Delivery Instructions : NA						
उत्पाद विवरण Product Details						
#	आइटम विवरण Item Description	आइटम विवरण Ordered Quantity	इकाई Unit	इकाई मूल्य (INR) Unit Price (INR)	कर विभाजन (INR) Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित) Price (Inclusive of all Duties and Taxes in INR)
1	उत्पाद का नाम Product Name : Orion Online UPS of Rating 20.0 KVA With Battery Of Backup Time 30 Minutes ब्रांड Brand : Orion ब्रांड प्रकार Brand Type : Registered Brand कैटलॉग की स्थिति Catalogue Status: OEM verified catalogue कैसे बेचा जा रहा है Selling As : OEM श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : Online UPS (V2) (Q2) मॉडल Model: Astra Series 20 KVA एचएसएन कोड HSN Code: 85044010	1	pieces	292,426	जीएसटी GST (18%) : 44,607.356 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 : - जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 : - जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 : -	292,426
2	उत्पाद का नाम Product Name : ICT charges for Online UPS (V2) ब्रांड Brand : NA ब्रांड प्रकार Brand Type : Unbranded कैटलॉग की स्थिति Catalogue Status: Catalogue not verified by OEM कैसे बेचा जा रहा है Selling As : Reseller not verified by OEM श्रेणी का नाम और चतुर्थांश Category Name & Quadrant : Addon Services for bid (Q3) मॉडल Model: ICT एचएसएन कोड HSN Code: HSN not specified by seller	1	pieces	29,423	जीएसटी GST (18%) : 4,488.254 जीएसटी उपकर 1 GST Cess 1 (0%) : 0 जीएसटी उपकर 2 GST Cess 2 (0 per accounting unit) : 0 जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST1 : - जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 : - जीएसटी उपकर पर आईटीसी 2 ITC on GST Cess 2 : -	29,423
कुल ऑर्डर मूल्य Total Order Value (in INR)						321,849

परोक्षिती विवरण Consignee Detail						
क्र.सं. S.No	परोक्षिती Consignee	वस्तु Item	लॉट नंबर Lot No.	मात्रा Quantity	दिनांक के बाद डिलीवरी शुरू करना है Delivery Start After	वितरण पूरा कब तक करना है Delivery To Be Completed By
1	पद Designation :- ईमेल आईडी Email ID : buycon6.ghc.ghy@gembuyer.in संपर्क Contact : 0361-2600008- जीएसटीआईएन GSTIN : 18SHLG00338C1DG पता Address : Gauhati High Court, Guwahati, Mahatma Gandhi Road, Kamrup Metro, ASSAM-781001, India	Orion Online UPS of Rating 20.0 KVA With Battery Of Backup Time 30 Minutes	-	1	11-Mar-2024	09-Jun-2024
Product Specification for Orion Online UPS of Rating 20.0 KVA With Battery Of Backup Time 30 Minutes						
विनिर्देश Specification	उप-विनिर्देश Sub-Spec	मूल्य Value				
Generic	Rating in KVA	20.0 KVA				
	Switching Technology	IGBT-PWM				
	Input Voltage	AC Three phase 300 V - 450V sinewave 50Hz				
	Output Voltage	AC Single phase 230V +/-1% 50 Hz				
	Warranty for UPS (Years)	5				
Battery/Backup Bank	Battery/Backup Bank Provided with Online UPS (Hint: In case the UPS is supplied with battery, seller shall ensure compliance to the GST Rates as per recommendations made in the 45th Meeting of GST council dated 17th Sep 2021)	With Battery				
	Type of Battery (hint: NA in case Battery not provided)	SMF-VRLA conforming to JISC:8702(Pt.I,II&III), Stationary Lead Acid Batteries (with tubular positive plates) in monobloc container conforming to IS:13369:1992 latest				
	Backup time (Minutes) (hint: NA in case battery not provided)	30 Minutes				
	Battery Make	Exide/Quanta/Leoch				
	Battery Model Number	42AH				
	Battery capacity (Ah)	42				
	Weight of the Battery (kg)	12				
	Number of Batteries	32				
	Minimum Guaranteed VAH	1600 X Per KVA X Per hour of backup time				
	Warranty for battery (Years) by Battery Manufacturer/Brand hint: NA in case battery not provided	2				
	Accessories with Battery	NA				
Installation and Commissioning or Service	Installation and Commissioning (Covered in the Scope of Supply)	Provided				
	After sales service (Turn Around Time)	Within 48 hours				
	Preventive Maintenance (Hint: Mention Timeline if provided, NA if not provided)	NA				
	Other Services provided	AMC support available warranty,Availability of spares in close proximity (Spares should be easily available close to the site)				
Performance / Functional	Inbuilt isolation transformer	With				
	Overall Efficiency (%)	>/=80% & <90% with Inbuilt isolation transformer				
	Power Factor Load Supported	0.8 or better				
	Overload limit	20% Overload for minimum 10 minute,20% Overload for minimum 5 minute,50% Overload for minimum 1 minute,50% Overload for minimum 3 seconds				
	Total Harmonic Distortion(THD) (%)	3% Maximum @ 100% Linear Load				
	Other Functional Features	Crest factor on full non-linear load is not less than 3:1,Noise level (1 meter distance from UPS) should be less than 70dB,output must remain within +/-1% and recovery) as <20 milliseconds				
Accessories	Accessories	Rack for Batteries,Cabling 6 meters (input upto 3m and output upto 3m),The UPS shall be complete with Trolley for battery bank,battery, Cables and connectors etc				
		Protection for under voltage at battery terminal,Protection of Over voltage,Short Circuit & over				

Salient Features	Protection	load at UPS output terminal	
	Metering	Input Voltage,Output Voltage,Output Current,Input Frequency,Output Frequency	
	Alarms and Indications	Indicator for Mains presence,Indicator for Battery charging and discharging,Indicator for Output Over Load with Audible Alarm,Indicator for Low Battery Voltage with Audible Alarm,Alarm for Over temperature,Alarm for Low Battery	
	Additional Features	Pure Sinewave AC Output	
	Provide URL of the catalogue	www.dssystems.in	
Design / Construction	Type of Design / Construction	Floor Standing	
	Form factor of UPS	NA (for Floor Standing)	
	Enclosure (mm)	1.2 mm Minimum Thickness of M.S. Sheet duly powder coated	
	Degree of Protection	IP21	
	DC Bus Voltage (In Volts)	384	
	Other Constructional Features	Mains ON/OFF MCB,Battery ON/OFF MCB,Battery Fuse,UPS shall be free from workmanship defects, sharp edges, nicks, scratches, burst, etc. All fasteners shall be fixed properly. The equipment shall be complete with all parts and all parts shall be functional	
Operating Conditions	Minimum Operating Temperature	0 degree Celsius	
	Maximum Operating Temperature	45 degree Celsius	
	Relative Humidity Non Condensing at 40 deg C	90 percent	
Buyer Specific Requirement	Environmental Test Report Requirements	Damp Heat Test : in accordance with IS:9000(part 5/sec.2)1981 at Temperature of 40 degree C,two cycles of (12+12) hours each 2007),Dry Heat Test : in accordance with IS:9000 (part 3/sec.5)1977 (reaffirmed 2007) at 55 degree C for 16 hrs,Cold Test : in accordance with IS:9000 (Part 2/Sec.4)1977 (Reaffirmed 2007) at -10 degree C for 4 hrs	
	Battery Test Report	Type Test Report as per relevant governing specifications from Govt Lab/NABL accredited lab	
	Intended Applications	Critical Infrastructure,Network IT Equipment,Medical Equipment,Support for Data Centers, Network operating centers, Security operation centers, State and District centers, Command and Control center etc., across the Country to provide impetus to the e-Governance services e.g. Public food distribution, e Way bill, Counseling, e-Office, IVFRT etc., services under Digital India Programme	
	Other Requirements	ROHS compliance,KW rating shall be 0.8 time of KVA rating	
Reports And Certification	Type of lab which carried out Test of Complete Product to prove the conformity of product as per specification	Govt Lab	
	Agree to provide all relevant documents Test Reports/supporting document /reports etc to the buyer at the time of bidding or on demand	Yes	
	As per Meity (Government of India) guidelines UPS shall have valid BIS CRS certifications as applicable	Not applicable (For UPS rating higher than 10KVA)	
व्यापक रखरखाव के लिए शुल्क Comprehensive maintenance charges for Orion Online UPS of Rating 20.0 KVA With Battery Of Backup Time 30 Minutes			
सेवा वर्ष Service Year		सीएमसी प्रतिशत CMC Percentage	कर द्विभाजन Tax Bifurcation
CMC charges for 1 st year after warranty period in % of cost of equipment		10%	जीएसटी GST: 18% जीएसटी उपकर 1 GST Cess 1: 0% जीएसटी पर इनपुट टैक्स क्रेडिट (आईटीसी) Input Tax Credit (ITC) on GST: - जीएसटी उपकर पर आईटीसी 1 ITC on GST Cess 1 : -
CMC charges for 2 nd year after warranty period in % of cost of equipment		10%	
CMC charges for 3 rd year after warranty period in % of cost of equipment		10%	
खरीदार परिभाषित अतिरिक्त विशिष्टता के लिए Buyer Defined Additional Specification for Orion Online UPS of Rating 20.0 KVA With Battery Of Backup Time 30 Minutes			
विनिर्देश Specification	मूल्य Value		
Crest Factor	3:1		
Acoustic Noise	< 60db at 1 meter		
OEM certification	ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 50001, IEC 62040-1, IEC 62040-2, IEC 62040-3, IEC 62040-4, RoHS, CE		
Service setup and capabilities	OEM should have fully owned service centre/ office in Assam for the last 5 years for prompt service support. Documentary evidence to be submitted.		
Transfer Time:	Utility to battery: 0ms ; Utility to bypass: 0ms		

उपरोक्त मद के लिए स्थापना कमीशनिंग और परीक्षण (आईसीटी) विवरण | Installation Commissioning and Testing (ICT) details for the above item::

% of Product Cost Payable on Product Delivery	90 %
Min Cost Allocation for ICT as a % of product cost	10 %
Number of days allowed for ICT after site readiness communication to seller	10 Days

खरीदार परिभाषित अतिरिक्त विशिष्टता के लिए | Buyer Defined Additional Specification for ICT charges for Online UPS (V2)

विनिर्देश Specification	मूल्य Value
Crest Factor	3:1
Acoustic Noise	< 60db at 1 meter
OEM certification	ISO 9001, ISO 14001, ISO 27001, ISO 45001, ISO 50001, IEC 62040-1, IEC 62040-2, IEC 62040-3, IEC 62040-4, RoHS, CE
Service setup and capabilities	OEM should have fully owned service centre/ office in Assam for the last 5 years for prompt service support. Documentary evidence to be submitted.
Transfer Time:	Utility to battery: 0ms ; Utility to bypass: 0ms

सीएमसी के लिए अतिरिक्त खंड | Additional Clauses for CMC

1.CMC shall include preventive maintenance including calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, after satisfactory completion of Warranty. During the CMC period commencing from date of the successful completion of warranty period, Service personnel shall visit each consignee site as recommended in the manufacturer's technical/ service /operational manual, at least once in six months or as per user requirement. Cost of consumables shall not be included in CMC.Further there will be 98% uptime warranty during CMC period on 24 (hrs) X 7 (days) X 365 (days) basis, with penalty, to extend CMC period by double the downtime period.

2.CMC charges to be indicated as percentage of cost of equipment quoted for each year after the warranty period.

3.GST shall be included in the CMC Charges quoted.

4.Cost of CMC will be added for Ranking/Evaluation purpose with depreciation formula.A 10% discounting rate per year shall be applied on CMC Charges for price evaluation on Net Present Value.

5.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user.

6.While creating a bid or RA, buyers shall indicate whether CMC is required against Yes/No" options. If CMC Charges are included, an option for number of years for CMC required after the warranty period shall be available.Under this option up to 10 years can be chosen for CMC charges beyond warranty period.

7.In case the bid has a provision for CMC, the warranty of the product will also be deemed to have been converted into Comprehensive warranty including preventive maintenance and calibration as per technical/ service /operational manual of the manufacturer, service charges and spares, during the Warranty Period also. Sellers are therefore advised to include the cost of Comprehensive Warranty including spares (excluding consumables) also in product Cost.

8.The CMC functionality shall be available in bid only and no direct RA shall be applicable.In case of bid to R/A decrement rules shall be applicable on total price inclusive of CMC charges. Bunching of products shall not be available while creating bids with CMC charges.

8.1.Buyer shall indicate number of years of warranty by selecting different options available in the field depending on warranty parameter applicable in category parameters for the equipment. No. of years of warranty indicated here shall supersede the warranty period indicated elsewhere in bid or product specifications. The Seller while participating in Bid/RA will get fields to indicate CMC charges as percentage depending on number of years of CMC selected by Buyer. The following shall be applicable, if 5 year CMC selected:

- CMC charges for 1st year after warranty period- Percentage to be indicated- A1
- CMC charges for 2nd year after warranty period- Percentage to be indicated- A2
- CMC charges for 3rd year after warranty period – Percentage to be indicated- A3
- CMC charges for 4th year after warranty period – Percentage to be indicated- A4
- CMC charges for 5th year after warranty period – Percentage to be indicated- A5

Similarly, A6 to A10 are to be indicated for 6th to 10th year of CMC if applicable.

8.2.The calculation of CMC Charges shall take into account the number of years of warranty and duration of CMC as specified while creating bid.

8.3.In the price evaluation, the system shall provide function to calculate the cost of each equipment by formula indicated below including CMC and then show the inter-se-ranking of the bidders. The following are the variables

- (i) Number of years for which CMC required.
- (ii) Number of years of product warranty

The formula for calculating total cost including CMC charges shall be as under:

Total Cost for evaluation=

$C + C * \{ (A1/100)/(1.10^n) + (A2/100)/(1.10^{n+1}) + (A3/100)/(1.10^{n+2}) + (A4/100)/(1.10^{n+3}) + (A5/100)/(1.10^{n+4}) \}$ and so on

C – Cost for equipment quoted and n shall be number of years of product warranty specified.

If 2 year warranty specified, n shall be 2 and if 5 year warranty specified, n shall be 5. A1,A2, A3, A4& A5shall depend on how many years CMC selected. For 3 year CMC, only A1,A2 and A3 factors are to be taken into account and A4 and A5 will not be applicable.

8.4.CMC charges offered for each subsequent year should be same or higher than preceding year.

8.5.The CMC charges shall be offered within range of 3 to 10% of cost of equipment.

9.Since CMC charges are to be paid only later for each year during CMC period,applicable performance guarantee amount after placement of contract shall be based on the cost of equipment excluding the cost of CMC Charges.

10.Performance bank guarantee applicable for CMC is to be submitted at start of the CMC and shall be applicable between 2.5% to 10% as specified in bid on total CMC Charges.The PBG submitted after award of contract shall be released only after new PBG for the CMC period is submitted and accepted by buyer/consignee after due verification.Bank guarantee for CMC is to remain valid till completion of CMC period plus one year. The bank guarantee for CMC shall be submitted to buyer directly. In case, seller fails to submit the PBG or does not provide services for the CMC contract after expiry of warranty period then PBG of equipment shall be forfeited.

11.In case of splitting of order quantity, equipment cost and CMC charges offered by L1 bidder shall be matched by higher quoting eligible bidders on one-to-one basis.The equipment cost and CMC charges (year to year) shall be matched individually.

12.The CMC Contract shall be an offline contract to be handled by buyer.The payment of CMC will be made on quarterly basis after satisfactory completion of said period, duly certified by end user and scope of CMC will be as per para 1 above.

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक | Advisory Bank :

NA

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

NA

आरसीएम/एफसीएम के संबंध में सामान्य खंड | General Clauses w.r.t RCM/FCM

1. Where ever RCM is applicable, for sellers (Regular GST registered seller who opted out of FCM as per notifications of GST like GTA , unregistered seller), Buyer have liability of paying the GST and GST cess to the government on the specified rate mentioned by them in this contract. Seller will invoice buyer with Zero GST and GST cess.
2. For Registered sellers as per FCM, rates will be inclusive of prescribed rate of GST and GST cess. ITC available to buyer as shown in the bid document have been applied while evaluating the bids. Seller has liability of paying the GST and GST cess to the govt and same will be charged from buyer while invoice.
3. For Registered sellers who opted for RCM while quoting for specified category under section 9(3) like GTA rates will be exclusive of GST and GST cess. GST and GST cess as indicated by the buyer in the bid document payment of GST and GST Cess will be the liability of buyer.
4. For Unregistered sellers Liability of payment of GST and GST cess is in Buyers scope. GST and GST cess as indicated by the buyer in the bid document will be the liability of buyer . Unregistered seller will invoice buyer with zero GST and Zero GST cess.
5. For sellers under Composition Scheme: There is no liability of payment of GST and GST cess in Buyers cope. Seller will invoice Zero GST and GST cess in the invoice to buyer.

नियम और शर्तें | Terms and Conditions

1. Special terms and conditions- Version:1 effective from 06-07-2022

1.1 In addition to General Terms and Conditions of GeM, the following Special T&C shall be applicable for Online UPS (Version 2.0) with reference to Installation and Commissioning.

Seller's Responsibility: Installation and Commissioning shall involve all the interconnections, any cabling between power source, switch boards within 3 metre range for input power and connecting Output power in the Scope of seller.

Buyer's Responsibility: Buyer will ensure well ventilated/covered site/room having requisite power points/distribution board to provide input power to UPS as well as to take out power from UPS within 3 metre of the location of UPS placement.

The above is not applicable for the stores supplied without installation and commissioning.

Note: The above is indicative and any incidental requirement related to above responsibilities shall also be considered in the responsibilities of Buyer/Seller as applicable.

2. General Terms and Conditions-

2.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.

2.2 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

3. Buyer Added Bid Specific Terms and Conditions-

3.1 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.

3.2 Warranty:

Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide AMC Service for next 5 years for the offered products at the rate not more than 10 % of contract price per annum. Buyer reserves the right to enter into an AMC agreement (covering preventive maintenance and servicing)with the Successful Bidder / OEM after expiry of the Warranty period at rate as mentioned above and the payment for the AMC charges would be made Biannually after rendering of the AMC Services of the relevant AMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the AMC contract when called upon by the buyer. The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 2% of total AMC value valid up to AMC period plus 2 months (if there is no other claim). (Undertaking of acceptance to be uploaded with bid).

3.3 Warranty:

Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide Comprehensive Maintenance Service for next 3 years for the offered products at the rate not more than 20 % of contract price per annum. Buyer reserves the right to enter into a CMC agreement with the Successful Bidder / OEM after expiry of the Warranty period at above mentioned rate and the payment for the CMC charges would be made Biannually after rendering of the CMC Services of the relevant CMC period. Performance Security of the successful bidder shall be forfeited if it fails to accept the CMC contract when called upon by the buyer. CMC would include cost of

as per company norms

(Upload the undertaking). The original Performance Security of contract will be returned only after submission and verification of AMC Performance Security for 3% of total CMC value valid up to CMC period plus 2 months (if there is no other claim).

3.4 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.

3.5 Warranty:

Over and above the normal Warranty terms as per GeM GTC, the successful bidder / OEM shall have to provide Comprehensive Warranty during the entire Standard warranty period as per contract. : The comprehensive warranty shall be covering the following scope

5 years on UPS and 2 years on battery

(Upload an undertaking with the bid confirming compliance by the bidder if Bidder is taking onus of this compliance. In case OEM is taking onus of this compliance, OEM

undertaking is to be uploaded along with Bidder undertaking)

3.6 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.

3.7 Purchase Preference (State):

Procurement under this bid is reserved for purchase from Micro and Small Enterprises from the State of Bid Inviting Authority whose credentials are validated online through UDYAM Registration /Udyog Aadhaar (as validated by Government from time to time) for that product category. If the bidder wants to avail the reservation benefit, 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. 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.

3.8 Purchase Preference (State):

Purchase preference to Micro and Small Enterprises (MSEs) from the State of Bid Inviting Authority : Purchase preference will be given to MSEs as Micro and Small Enterprises from the State of Bid inviting Authority whose credentials are validated online through Udyog Aadhaar/URC for that product category. 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+ 50 Quoted price as percentage margin of purchase preference/price} % 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 percentage of 100 % of total value as defined/ decided in relevant policy.

3.9 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)

3.10 Service & Support:

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

3.11 Service & Support:

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

3.12 Service & Support:

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

3.13 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.

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।

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