

### Bid Document

Bid Details	
Bid End Date/Time	03-11-2020 15:00:00
Bid Opening Date/Time	03-11-2020 15:30:00
Bid Life Cycle (From Publish Date)	90 (Days)
Bid Offer Validity (From End Date)	65 (Days)
Ministry/State Name	Ministry Of Human Resource Development
Department Name	Department Of Higher Education
Organisation Name	Indian Institute Of Technology (iit)
Office Name	Indore
Total Quantity	144
Item Category	Video Conferencing Camera , Microphone , Visual Presenters , Television TV , Audio Digital Signal Processor
Bidder Turnover (Last 3 Years)	135 Lakh (s)
OEM Average Turnover (Last 3 Years)	1000 Lakh (s)
Experience Criteria	3 Year (s)
MSE Exemption for Years Of Experience and Turnover	Yes
Startup Exemption for Years Of Experience and Turnover	Yes
Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover *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
Past Performance	80 %
Bid to RA enabled	No
Primary product category	Video Conferencing Camera
Inspection Required	No

#### EMD Detail

Advisory Bank	State Bank of India
EMD Percentage(%)	2.50
EMD Amount	678338

#### ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	5.00

Duration of ePBG required (Months).

38

(a). 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). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**Beneficiary:**

Registrar IIT INDORE

Indore, Department of Higher Education, Indian Institute of Technology (IIT), Ministry of Human Resource Development (Registrar)

**Splitting**

Bid splitting not applied.

**MSE Purchase Preference**

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

2. 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.

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

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

**Video Conferencing Camera ( 32 pieces )**

**Technical Specifications**

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)

## Specification

<b>Type of Camera</b>	PTZ	Non PTZ, PTZ Or higher
Camera for Video Conferencing System	Camera without Codec	*
<b>Resolution</b>	4K, 30fps	1080p, 30fps, 1080p, 60fps, 4K, 30fps, 4K, 60fps Or higher
<b>Zoom Range Optical</b>	12X	2X, 3X, 4X, 10X, 12X, 20X, 22X, 30X, 5X, NA Or higher
<b>Zoom Range Digital</b>	NA	2X, 3X, 4X, 5X, 8X, 10X, 12X, NA Or higher
Field of View (Degree)	70	*
Pan Range (Minimum to Maximum (+/-Degree)	170,-170	*
Tilt Range (Minimum to Maximum (+/-Degree)	90,-20	*
<b>Camera Positioning System</b>	Preset	Automatic Voice-activated, Face Detection, Preset, Manual Or higher
Type of Sensor	CMOS	*
Camera Control (focusing, brightness, and white balance)	Automatic	*
Multiple Camera System in case of Automatic Voice activated CameraTracking	NA	*
<b>Input/Output Port</b>	HDMI,RJ45,RCA	RJ45, HDMI, DVI, S-Video, RCA, USB 3.0, HDCI, USB 2.0
BIS Registration under CRS of Meity	NA	*
If yes , BIS Registration Number and its validity	-	*
UL/CE certification	Yes	*
If Yes, UL/CE certificate Number (Corresponding UL/CE Certificate to be furnished when demanded by the buyer)	-	*
Availability of test reports to prove conformity to the specifications (Furnished when demanded by buyer )	Yes	*
Minimum Operating temperature (Degree C)	0	*
Maximum Operating temperature (Degree C)	40	*
Minimum Operating Humidity (%RH)	20	*
Maximum Operating humidity (%RH)	80	*
Free Installation and commissioning	Yes	*

<b>On Site OEM Warranty (Year)</b>	1	1, 3, 5 Or higher
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\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	32	30

#### Microphone ( 16 pieces )

##### Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Specification	<b>Type</b>	Wireless	Wireless
	<b>Form Factor</b>	Handheld	Handheld
	<b>If Wireless, Operating Range</b>	91	More than 91.0 Or higher
	If Table Top, Length of Goose-neck (mm)	91	*
	<b>Polar Pattern / Directionality</b>	Cardioid	Cardioid
	Microphone Transducer Type	Dynamic	*
	Inbuilt Speaker	No	*
	Frequency Response (Hz)	20-20,000 Hz	*
	Equivalent Noise Level (dBa)	25	*
	Signal to Noise Ratio (dB)	25	*
	Electrical impedance (ohm)	25	*
	Sensitivity	45 dBV/Pa (5.6 mV)	*
	LED Indicator	Available	*
	On/Off switch	Available	*
	Volume Control	Yes	*
	Audio Connector Type	XLR	*
	Casing Material	Plastic	*
Power Source	-	*	
Operating Temperature Range (Degree C)	-	*	
Operating Humidity	45	*	

(RH%)		
Dimension (W x H x L) (mm)	-	*

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	16	30

**Microphone ( 16 pieces )**

**Technical Specifications**

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Specification	<b>Type</b>	Wired	Wired
	<b>Form Factor</b>	Boundary Layer	Boundary Layer
	<b>If Wireless, Operating Range</b>	0	More than 0.0 Or higher
	If Table Top, Length of Goose-neck (mm)	0	*
	<b>Polar Pattern / Directionality</b>	Cardioid	Cardioid
	Microphone Transducer Type	Condenser	*
	Inbuilt Speaker	No	*
	Frequency Response (Hz)	20-20,000 Hz	*
	Equivalent Noise Level (dBa)	29	*
	Signal to Noise Ratio (dB)	0	*
	Electrical impedance (ohm)	200	*
	Sensitivity	-43 dBV/Pa (7.0 mV)	*
	LED Indicator	Available	*
	On/Off switch	Available	*
	Volume Control	No	*
	Audio Connector Type	XLR	*
	Casing Material	Metal	*
	Power Source	-	*
Operating Temperature Range (Degree C)	-	*	

Operating Humidity (RH%)	0	*
Dimension (W x H x L) (mm)	-	*
<b>Warranty (Years)</b>	2	2

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	16	30

#### Microphone ( 32 pieces )

##### Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Specification	<b>Type</b>	Wired	Wired
	<b>Form Factor</b>	Table Top	Table Top
	<b>If Wireless, Operating Range</b>	0	More than 0.0 Or higher
	If Table Top, Length of Goose-neck (mm)	246	*
	<b>Polar Pattern / Directionality</b>	Cardioid	Cardioid
	Microphone Transducer Type	Condenser	*
	Inbuilt Speaker	No	*
	Frequency Response (Hz)	20-20,000 Hz	*
	Equivalent Noise Level (dBa)	23	*
	Signal to Noise Ratio (dB)	0	*
	Electrical impedance (ohm)	50	*
	Sensitivity	-43 dBV/Pa (7.0 mV)	*
	LED Indicator	Not Available	*
	On/Off switch	Not Available	*
	Volume Control	No	*
	Audio Connector Type	XLR	*
	Casing Material	Metal	*
Power Source	-	*	

Operating Temperature Range (Degree C)	-	*
Operating Humidity (RH%)	0	*
Dimension (W x H x L) (mm)	-	*
<b>Warranty (Years)</b>	2	2

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	32	30

#### Visual Presenters ( 16 pieces )

##### Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Ungrouped	<b>Type</b>	Ceiling	Ceiling
	<b>Technology</b>	CMOS	CMOS
	<b>Resolution (Pixels)</b>	Full HD (1920 x 1080)	Full HD (1920 x 1080)
	Image Pickup Device	0.33	*
	<b>Video Frame Rates (fps)</b>	30	30.0 - 100.0 Or higher
	<b>Optical Zoom</b>	30	30.0 - 50.0 Or higher
	Shooting Area (mm)	A4,A3	*
	<b>Focussing Arrangement</b>	Auto & Manual Both	Auto & Manual Both
	Layout	Landscape & Portrait Both	*
	Lens Focal Length (mm)	10	*
	Digital magnification	5	*
	<b>Image Memory (Number of Images)</b>	120	More than 120.0 Or higher
	Image Rotation Facility (Degree C)	180	*
	Light Source	Other Lamp	*
	Life Of Lamp used (Years)	3	*
	USB Port (Number)	2	*
	VGA Port (Number)	1	*
DVI-I Port (Number)	1	*	

HDMI Port (Number)	0	*
RS 232 Port (Number)	1	*
<b>Network Connectivity</b>	Yes	Yes
Full Function Remote Control	Yes	*
Light Box	No	*
Certifications Available	-	*
Power Requirement	230V, 50 Hz AC	*
Standard Accessories to be provided	Yes	*
Operating Temperature Range (Degree C)	-	*
Operating Humidity (% RH)	90	*
Dimensions (mm x mm x mm)	-	*
Weight	1	*
TTC covering all the parameters from a Central Govt Lab/an ILAC accredited Lab/ NABL approved Lab	No	*
If Yes, TTC Number	-	*
If Yes, TTC Date	-	*
If Yes, Name of the Lab	-	*
If Yes, Address of the Lab	-	*
<b>On Site OEM Warranty (Years)</b>	3	3

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	16	30

#### Television TV ( 16 pieces )

##### Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Specifications	<b>Type</b>	LED Backlit LCD	LED Backlit LCD
	<b>Screen Size (Inches)</b>	75	75, 77, 80, 82, 85, 86, 90, 95, 98, 100 Or higher



	<b>Resolution (Pixels)</b>	(3840x2160) UHD	(3840x2160) UHD Or higher
	<b>Category</b>	Smart	Smart Or higher
	Operating System in case of Smart TV	Web OS	*
	Static contrast Ratio	1400 : 1	*
	<b>Typical Brightness</b>	300 - 399	300 - 399, 400 - 500 Or higher
	Screen Mirroring	Yes	*
	Mount Type	Both table and wall mount	*
	Inbuilt Speakers	Yes	*
	<b>If Yes, Wattage of Speakers</b>	10W x 2	10W x 2, 12W x 2, 20W x 2 Or higher
	Sub Woofers	No	*
	Power Consumption (Watts)	221	*
Ports & Connectivity	Number of HDMI Ports	3	*
	Number of USB Ports	1	*
	Number of VGA Ports	0	*
	Number of Ethernet Ports	1	*
	Built-in Wi-fi	Yes	*
	Wi-fi Direct	Yes	*
Input	Composite Input	No	*
	Component Input	No	*
	RF Input	Yes	*
Accessories	Built-in set-top Box	No	*
	Details of accessories (included in the scope of supply)	Remote Control,Connecting Cable,Batteries	*
Certification	BIS Registration as per CRS of Meity	Yes	*
	BIS Registration Number	-	*
	<b>Energy Star Rating in line with the Government of India Notification number S O 1896(E) and S O 1897(E)</b>	NA	1, 2, 3, 4, 5, NA Or higher
Generic	Minimum Operating Temperature (Degree C)	-	*
	Maximum Operating Temperature (Degree C)	-	*
	Minimum Operating Humidity (%RH)	-	*
	Maximum Operating Humidity (%RH)	-	*
	Dimensions (Length x Breadth x Depth) (mm x mm x mm )	-	*

	Weight (Kg)	-	*
Warranty	<b>Warranty(Years)</b>	3	3

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

#### Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	16	30

#### Audio Digital Signal Processor ( 16 pieces )

##### Technical Specifications

[\\* As per GeM Category Specification](#)

Specification	Specification Name	Values	Bid Requirement (Allowed Values)
Performance Specifications	<b>Maximum Number of Channels</b>	160	More than 160.0 Or higher
	<b>Inputs</b>	Mic / Line	Mic / Line Or higher
	<b>Outputs</b>	Main	Main, Other Or higher
	<b>No of Mic Inputs</b>	14	14.0 - 20.0 Or higher
	<b>Nou mberof Line Inputs</b>	20	More than 20.0 Or higher
	<b>Number of Mic/Line Inputs</b>	14	14.0 - 20.0 Or higher
	<b>Number of Phantom Power Inputs</b>	14	14.0 - 20.0 Or higher
	USB input for Soft VC	Yes	*
	Number of USB channel	2	*
	USB Bit Depth (Bit)	40	*
	Frequency Response (Minimum) (Hz)	20	*
	Frequency Response (Maximum) (Hz)	20000	*
	Input Impedance (Ohm)	2000	*
	Output Impedance (Ohm)	50	*
	Phantom Power (Volt)	36	*
	THD(%)	0.002	*
	Sample Rate (dBm)	96	*
	Ethernet Port	Yes	*
	RS 232 port	No	*
	PSTN port for telephone	No	*

	VOIP port for telephone	No	*
	Configuration Port	Ethernet	*
	Dialer Supported	Hardware	*
	AEC	Yes	*
	Number of AEC Ports	14	*
	Number of Line Output	6	*
	Number of Mic/Line Output	6	*
FEATURES	DSP Expandability option	Yes	*
	Expansion Protocol	Dante	*
	Limiter	Yes	*
	Filters	Yes	*
	Feedback supressor	Yes	*
	Mixer	Yes	*
	Matrix	Yes	*
	Rack Mount Kit	Yes	*
	wirelessly Controllable through smart devices	Yes	*
	If Yes, type of devices	Android	*
	Other Features, if any	-	*
Others	Dimensions (mm x mm x mm)	-	*
	Weight (Kg)	5	*
	Maximum Power Consumption(Watt)	Yes	*
	Minimum Operating Temperature	15	*
	Maximum Operating Temperature	45	*
	Operating Humidity (RH) (\$)	90	*
	Other certifications available	UL,CE	*
	Availability of Test Reports from Central Govt/ NABL/ILAB accredited lab covering all the declared parameters as per Governing specification	No	*
	If Yes, Test Report Number and Date	-	*
	If Yes, Name of the Lab	-	*
	If Yes, Address of the Lab	-	*
	<b>Warranty</b>	3	3 Or higher

\* Specifications highlighted in bold are the Golden Parameters.

\* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement ( allowed Values) by the Buyer.

**Consignees/Reporting Officer and Quantity**

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Swapnil Sonp	453552,IIT Indore, Khandwa Road, Simrol, Indore	16	30

**Bid Specific Additional Terms and Conditions**

- 1. End User Certificate:** Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.
- 2. Upload Manufacturer authorization:** Wherever Authorised Distributors are submitting the bid, Manufacturers Authorisation Form (MAF)/Certificate with OEM details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid.
3. Bidders shall quote only those products in the bid which are not obsolete in the market and has at least 1 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.
4. After award of contract - Successful Bidder shall have to get Detailed Design Drawings approved from buyer before starting fabrication. Successful Bidder shall submit Detailed Design Drawings for Buyer's approval, within 15 days of award of contract. Buyer shall, either approve the drawings or will provide complete list of modification required in the drawings within 7 days. Seller shall be required to ensure supply as per approved Drawings with modifications as communicated by Buyer. If there is delay from buyer side in approval of drawing- the delivery period shall be refixed without LD for the period of delay in approval of Drawing.
- 5. 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.
6. 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.
7. Scope of supply includes Training: Number of employees to be trained 5 , Place for Training IIT INDORE and Duration of training 7 days.
8. The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price: Inclusive of all required accessories .
- 9.1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.  
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.  
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.
10. 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.
11. Bidders can also submit the EMD with Account Payee Demand Draft in favour of Registrar IIT Indore payable at INDORE.  
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.
12. Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name Registrar IIT Indore Account No. 36948979864 IFSC Code SBIN0030524 Bank Name SBI Branch address SIMROL BRANCH.  
Bidder to indicate bid number and name of bidding 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 along with bid.
13. Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of Registrar IIT Indore payable at INDORE. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.
14. 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 Registrar IIT Indore Account No. 36948979864 IFSC Code SBIN0030524 Bank Name SBI Branch address SIMROL BRANCH. 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.
15. **NET WORTH:** Net Worth of the OEM should be positive as per the last audited financial statement.
16. 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)

17. 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.
18. ISO 9001: The bidder must have ISO 9001 certification.
19. The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.
20. To be eligible for award of contract, Bidder / OEM must possess following Certificates / Test Reports on the date of bid opening (to be uploaded with bid): MAF, ISO, BIS.
21. 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.
22. 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.
23. 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.
24. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
25. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
26. Bidder / OEM has to give an undertaking that after expiry of warranty period, it will provide AMC Service for next 3 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 Quarterly 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).
27. 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.
28. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 5 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.
29. Warranty period of the supplied products shall be 3 years 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

[This Bid is also governed by the General Terms and Conditions](#)

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.

---Thank You---