

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	24-03-2025 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	24-03-2025 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Science And Technology
Department Name/विभाग का नाम	Department Of Science And Technology (dst)
Organisation Name/संगठन का नाम	Sree Chitra Tirunal Institute For Medical Sciences And Technology (sctimst)
Office Name/कार्यालय का नाम	Thiruvananthapuram
क्रेता ईमेल/Buyer Email	buyer22.sctimsts.kl@gembuyer.in
Item Category/मद केटेगरी	Custom Bid for Services - Per call servicing of PC and Printers
Similar Category/समान श्रेणी	<ul style="list-style-type: none"> Annual Maintenance Contract for Networking Devices (Version 2)
Contract Period/अनुबंध अवधि	1 Year(s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	2 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (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
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	500000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज़ ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
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ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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MII Compliance/एमआईआई अनुपालन

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be

exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

3. 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.

4. 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 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 service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to 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 the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

5. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

6. 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.

7. 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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of Work:[1740941542.pdf](#)

Payment Terms:[1740941547.pdf](#)

GEM Availability Report (GAR):[1740941598.pdf](#)

Buyer's Competent Authority Approval:[1740941608.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1740941620.pdf](#)

Custom Bid For Services - Per Call Servicing Of PC And Printers (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Per call servicing of PC and Printers
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Shiju V S	695011,Sree Chitra Tirunal Institute For Medical Science and Technology,Medical College PO, Trivandrum	1	N/A

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

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. 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.

3. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Per call servicing (PC & Printers) in Hospital Wing

Terms & Conditions for Registration

1. The company has a service center in Thiruvananthapuram and has experience executing similar per-call service /AMC for IT hardware-related items during the last two years, having a mobile contact number as well as an office land telephone/email facility. (**Proof to be submitted**).
2. Call for per-call service will be made at any time between 8 AM and 4 PM, mainly by email.
3. Service Engineers will be issued a pass and they have to attend the service call within 1 hour.
4. **Service has to be carried out at Institute premises itself**. In case service needs outside help; Institute will issue a gate pass for taking the damaged units outside the campus for service. Unit has to be taken out/in after making the gate pass entry at the Security counter. A copy of the gate pass is to be retained for future reference.
5. Service report to be provided before and after service. Service report given before service should contain the details of the complaint, unit stock number, signature and name of the person taking the unit out for service. Service report after service should mention the details of service carried out with details of spare used, unit stock number and their warranty. Service Engineer shall ensure to take the signature of the concerned staff of the department in these service reports. (The damaged spare component to be handed over back to the institute).
6. The invoice against service should mention stock number of unit, warranty of spare used, service charge, spare charge, tax separately for each service. Service charge is not allowed if there is only spare supply.
7. The bill amount will be paid online within one month of satisfactory service. Company has to register for online payment.
8. Successful company has to sign an agreement with the institute in a Rs 200 stamp paper along with a security deposit (returnable after one year) of **Rs 20000/-** by DD or by Bank Guarantee. The cost will be waived based on relevant certificates for the tendered items on production of documents such as NSIC Registration Certificate, etc. for the specific category of item and should remain valid for the above tender period.
9. Hand written quotation will not be accepted.

The companies who can satisfy the above conditions may submit duly filled covers super scribed **“Quotation for PC/Printer Maintenance (Hospital Wing)”** showing the willingness to service along with the rate of all hardware spares for support in the format mentioned; addressed to **Director, Sree Chitra Tirunal Institute For Medical Sciences & Technology, Medical College P O, Thiruvananthapuram Pin 695011** on or **before 24/03/2025 4 PM**.

Hardware items which require per call maintenance

Printers & Scanners	<p>LaserJet Printer - HP 1005,1020,1008,1007, 1606DN, , HP M201-M 202, HP 208 DW, HP NEVERSTOP LASER 1000A PR INTER, HP MFP 329dw</p> <p>Canon Image Class multifunction MF461dw</p> <p>Inkjet Printer - HP 1560,2460,2360,1660,1668,2568,3325,3725,3420</p> <p>Ink tank Printer - Canon Pixma G 2020, EPSON EcoTank L6 580 Dot-matrix Printer - TVSE MSP 450 Champion, TVSE MS P 450 star Barcode Printer - Zebra TLP 2844, S4M</p> <p>Thermal Printer - TVS RP3160, TVS RP 3220 STAR AUE Scanner - HP 8200,8300,G2410,G4010, Fijitsu FI-6130,</p> <p>HP Scanjet N9120, N9120f n, HP ScanJet Pro N4600 fn w1</p> <p>Barcode scanner - TVS BSL 301, Magellan 1000 I</p> <p>ID card printer - Zebra P430I, Datacard SP30 Plus, EVOLIS 100 Primacy 2 Biometric units - Suprema BSM OC</p>
Monitors	<p>LCD - 15", 17" (LG, Samsung),</p> <p>LED 19" (LG).</p> <p>LG/INP 21.5 "</p>
PC	<p>Intel Pentium IV, Core 2 Duo, Core I3, Core I5</p> <p>Intel boards - DG33BU,DG41TY,DQ35MP, DH61CR ,DB75EN, DQ87PG</p> <p>G41, H61, H81 Supported Boards</p>
Thin clients	<p>Diskless/M2PCI Network units of VXL/INP</p> <p>(TC4333, TC C32, TI 5433, D21S, D35S, LQ64, INP - Model : i1000BT)</p>

Quotation format for submission of rates

(Submit in Company Letter Head with the signature of the authority)

Sl.No	Description	Details
1	Name of the firm	
2	Address of the firm	

3	Name of the authorised signatory					
4	Contact numbers (Mobile and local Landline)					
5	PAN Number					
6	Sales Tax Registration Number					
	Details of Service	Rate without GST in Rs (A)	Expected No. of services / units (B)	Total amount Without GST. A X B (C)	GST in Rs for column C (D)	Total amount with GST in Rs (C) + (D)
A	Per unit service charge without any spare change.		50			
B	Per unit service charge with spare change.		100			
C	Rate for spare repair					
1	Chip level service charge for intel motherboard.		5			
2	Service charge for SMPS ATX and Micro ATX .		30			
3	Service charge - Power supply for laser printers.		2			
4	Service charge - Logic board for laser printers.		4			
5	Service charge - General / Any other service for laser printers.		6			
6	Service charge - Power supply board / Adaptor for inkjet printers.		5			

7	Service charge - Logic board for inkjet printers.		5			
8	Service charge - General / Any other service for inkjet printers.		3			
9	Service charge - Power supply board / Adaptor for barcode / thermal printers.		2			
10	Service charge - Logic board for barcode / thermal printers.		1			
11	Service charge - General / Any other service for barcode / thermal printers.		1			
12	Service charge for power supply board for TVSE printers.		2			
13	Service charge for logic board for TVSE printers.		2			
14	Service charge - General / Any other service for TVSE printers.		2			
15	Service charge - Power supply related for LG/Samsung LCD / LED Monitors		2			
16	Service charge - Logic board related for LG/Samsung LCD / LED Monitors		5			
17	Service charge - General service for LG/Samsung LCD / LED Monitors		5			
18	Service charge - General / Any other for flat bed scanner		1			
19	Service charge - General / Any other		1			

	for ADF scanner					
20	Service charge - General / Any other for ID card printer		2			
21	Service charge for motherboard of thin clients		8			

22	Service charge for power supply of thin clients		8			
23	Service charge for the repair of motherboard of biometric unit BSM OC		1			
24	Service charge - General / Any other for IBM server		2			
D	Rate for spare replacement					
1	Memory DDR II 2 GB (Strontium/Trascend)		2			
2	Memory DDR II 4 GB (Strontium/Trascend)					
3	Memory DDR III 2 GB (Strontium/Trascend)		2			
4	Memory DDR III 4 GB (Strontium/Trascend)		2			
5	Memory DDR IV 8 GB (Strontium/Trascend)		2			
6	BIOS chip for intel motherboards		5			
7	SMPS ATX with 3 years warranty		10			
8	SMPS ATX with 3 year warranty for Mini cabinet		5			
9	SMPS for Business PC HP 280 G2 Small Form Factor (Long Type)		5			
10	Cabinet Fan 8 cm x 8 cm		4			
11	Motherboard fan for intel boards		2			
12	Power supply board for HP 1020 /1008 laser printers		2			
13	Power supply board for HP M202DW /1606 /M208 laser printers		1			

14	Logic board for HP1008/1020 p rinters		2			
15	Logic board for HP M202DW/16 06//M208 laser printers		1			
16	Engine control board for HP M2 02DW//M208/1606		2			
17	VGA main video board for LG /Samsung LCD/LED Monitors		2			
18	Power supply board for LG/Sam sung LCD/LED Monitors		2			
19	LED panel 19" for LG/Samsun g monitor		1			
20	LCD panel 19" for LG/Samsung monitor		1			
21	Imaging unit for Samsung colo ur laser 321N		5			
22	Pickup bush for laser printer HP / Samsung/Canon		5			
23	Heating element for laser print er HP / Samsung/Canon		3			
24	Pickup gear assembly for laser printer HP / Samsung/Canon		3			
25	Fuser pressure roller for lase r printer HP / Samsung/Cano n		3			

26	Paper separation pad for lase r printer HP / Samsung/Cano n		3			
27	Paper releasing roller assem bly for laser printer HP/Sams ung/Canon		2			
28	Fuser middle roller for laser pri nter HP/Samsung/Canon		2			
29	Fuser upper roller for laser prin ter HP/Samsung/Canon		2			

30	Duplex gear set for laser printer HP / Samsung/Canon		3			
31	Fuser assembly unit gear set for HP / Samsung/Canon		2			
32	Fuser Assembly for HP 1020		2			
33	Fuser sleeve for laser printers					
34	Fuser Assembly for HP 1008, HP 1007		2			
35	Scanning Assembly for HP 1008, 1007		1			
36	Fuser Assembly for HP 1005		2			
37	Fuser Assembly for HP 1606N		2			
38	Fuser unit sleeve for HP laser printers		3			
39	Cartridge locking base for laser printer HP / Samsung/Canon		2			
40	Front cover, lid for HP 1020 printer		3			
41	Front cover , lid for HP 1008 printer					
42	Mechanical/carriage assembly of inkjet printers		3			
43	O-ring for card printer Zebra P430I		1			
44	Pickup roller for scanner FI 6130Z		1			
45	Feed roller for scanner		1			
46	Scanner assembly unit for paper scanner		3			

47	Paper pickup sensor for scanner		2			
48	Logic board for TVSE MSP 450 star		2			
49	Logic board for TVSE MSP 450 champion		2			
50	Power supply board for TVSE MSP 450 star		2			
51	Power supply board for TVSE MSP 450 champion		2			
52	Side frame for TVSE MSP 450 champion		2			
53	Side frame with pf gear for TVSE MSP 450 champion		1			
54	Head for TVSE MSP 450 champion		1			
55	Head for TVSE MSP 450 star		1			
56	PF motor for TVSE MSP 450 champion/star		2			
57	PF gear for TVSE MSP 450 champion/star		2			
58	Head cable for TVSE MSP 450 champion/star		2			
59	Reduction gear for TVSE MSP 450 champion/star		2			
60	Platen gear unit set for TVSE MSP 450 champion/star		1			
61	Paper sensor for TVSE MSP 450 champion/star		4			
62	Head for Zebra TLP 2844/GC420T		2			
63	Logic board of Zebra TLP		2			

	2844/GC420T					
64	Roller assembly for Zebra TLP 2844/GC420T		3			

65	Logic board for TVS RP3160/3220		1			
66	Motherboard of thin client TC4333		1			
67	Motherboard of thin client TC C32		2			
68	Motherboard of thin client TI5433		2			
69	Motherboard of thin client D21S		2			
70	Adapter Output 48V DC 500 milli amp for Cisco Wireless Access point (mention brand)		2			
71	Adapter Output 20V, 2.5 amp (mention brand)		2			
72	Adapter Output 19V DC, 2.0 Amp for monitor (mention brand)		1			
73	Processor Fan for intel boards		3			
74	HDMI Cable standard length		2			
75	8 port Switch 1000 Mbps		5			
76	4 port Switch 1000 Mbps		5			
77	Camera similar to Logitech C270		2			
78	Headset similar to Logitech H110		2			
79	VGA splitter for dual projection		2			
80	HDMI cable 10 meter		2			
81	HDMI to VGA converter		2			
82	HDMI splitter for dual projection		2			
83	LED screen backlight 19"		2			

84	LCD screen backlight 19"		2			
85	Full HD Monitor 21.5" (LG / Samsung)		2			
86	Keyboard wired similar to Logitech K120 USB		10			
87	Mouse pad with grip and hand rest		5			
88	Mouse scroll, USB similar to Logitech M105		10			
89	IBM Hard disk 600 GB 10K RPM, 6GB SAS IBM FRU 49Y2004, IBM P/N 49Y2007, PART NO 9TG066-039		3			
90	Toner HP 12A original		2			
91	Toner HP CC388A original		2			
92	Toner HP 78A original		2			
93	Cartridge HP 21B		2			
94	Cartridge HP CC640ZZ818 B black		1			
95	Cartridge HP 22 colour		1			
96	Cartridge HP CC643ZZ818 C tri colour		1			
97	Cartridge 80 column for TVS E MSP 450		5			
98	CMOS battery 10 numbers		5			
99	Cartridge HP 704		2			
100	Ribbon refill 17m high density fabric single packet brand WEP 10 numbers		5			
101	Hard disk SSD 120 GB 3 year warranty					

102	Hard disk SSD 250 GB 3 year warranty(SanDisk or equivalent)		5			
103	Hard disk SSD 512 GB 3 year warranty (SanDisk or equivalent)		5			
104	Hard disk SSD 1TB 3 year warranty (SanDisk SSD Plus or or equivalent)		4			
105	Hard disk SSD 2TB 3 year warranty		4			

	(SanDisk SSD Plus or or equivalent)					
106	Hard disk SATA 1 TB internal HDD		1			
107	Mother Board - Supporting Core2Duo Processor, Intel G41, LGA775 Socket and supports DDR2/DDR3		5			
108	Processor - Intel Core 2 Duo LGA775 Processor		2			
109	Motherboard supporting processor Core i5		6			
110	Processor Core i5 10 th generation or above		6			
111	Intel Processor Core i7 11 th generation		2			
112	Intel Processor Core i9 11 th Generation		2			
113	LGA 1200 socket supported Motherboard compatible for both 10th Generation and 11th Generation Intel® Desktop Processors (Gigabyte)		2			
114	H81chipset Motherboard with DDR3 / DDR 4 Support (Gigabyte) - 3 year Warranty		2			

115	H61 Motherboard with DDR3 / DDR 4 Support (Gigabyte) - 3 year Warranty		2			
116	Cartridge Canon 070 Black (For canon Image Class MF461dw Printer)		5			
117	Cartridge Canon 070h Black (High density for canon Image Class MF461dw Printer)		5			
118	Laserjet Toner Cartridge Hp 137X High Yield Black Original		5			
119	Laserjet Toner Cartridge CF277x Hp 77X Original		3			
120	Ink Bottle Epson 008 Black		2			
121	Ink Bottle Epson 008 Magenta		2			
122	Ink Bottle Epson 008 Cyan		2			
123	Ink Bottle Epson 008 Yellow		2			
124	Maintenance Box for Epson Eco Tank L6580		2			
125	ADF Roller Kit for Hp Scanjet N 9120 Document Flatbed Scanner (L2685a)		2			
126	Power Supply For HP Scanjet N 9120 Document Flatbed Scanner		2			
127	Print head For Zebra S4M Label Printer		1			

The company agrees to execute the works subject to the conditions specified in the notice.

Offer validity -

Name and Signature of company executive with date.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. 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.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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 General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in 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./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 कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---