बिड संख्या/Bid Number: GEM/2026/B/7508005

दिनांक /Dated: 12-05-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	02-06-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	02-06-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Education
विभाग का नाम/Department Name	Department Of Higher Education
संगठन का नाम/Organisation Name	Indian Institute Of Management (iim)
कार्यालय का नाम/Office Name	Bihar
वस्तु श्रेणी /Item Category	Comprehensive Annual Maintenance Services for Precision Air Conditioners
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	44 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes | Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes | Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	1120720
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	22500

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	3.00

ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/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).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

IIM Bodh Gaya
BIHAR, Department of Higher Education, Indian Institute of Management (IIM), Ministry of Education
(Abhishek Kumar)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

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

subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs 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.
8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
9. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

10. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

i. If number of technically qualified bidders are only 2 or 3.
ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Technical Specifications of complete Precision Air Conditioning System:1778050365.pdf

Scope of Works:1778050413.pdf

Details of On-site Manpower Required:1778050417.pdf

Comprehensive Annual Maintenance Services For Precision Air Conditioners (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Pression Air Conditioning System	DX Type
Capacity	11 Ton to 30 Ton
Vintage	Up-to 3 Years
Dedicated Manpower Required at the site	Yes
Condition of Equipment at the time of AMC	Under Warranty and Functional
Type of AMC	Comprehensive
Type of CAMC Service Provider Required	OEM Authorized Service Provider
एडऑन /Addon(s)	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Units	अतिरिक्त आवश्यकता /Additional Requirement
1	Abhishek Kumar	824234,Indian Institute of Management Boddh Gaya	3	• Number of Months of the contract : 12

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

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. **Generic**

   Manufacturer Authorization: Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

3. **Forms of EMD and PBG**

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

   IIM Bodh Gaya
   payable at
   Gaya
   .
   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.

4. **Forms of EMD and PBG**

   Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

   IIM-Bodh Gaya
   Account No.
   00000035289661031
   IFSC Code
   SBIN0002739
   Bank Name
   SBI
   Branch address
   Bodh Gaya
   .
   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.

5. **Forms of EMD and PBG**

   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

   IIM Bodh Gaya
   payable at
   Gaya
   . 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.

6. **Forms of EMD and PBG**

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

   IIM-Bodh Gaya
   Account No.
   00000035289661031
   IFSC Code
   SBIN0002739
   Bank Name
   SBI
   Branch address
   Bodh Gaya
   . 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.

7. **Buyer Added Bid Specific ATC**

   Buyer Added text based ATC clauses

Scope of Work and Terms & Conditions for the Comprehensive Maintenance of PAC systems

General and Additional Conditions

1. **Scope of work and schedule of maintenance**

i. General Scope

The contractor shall provide a **Comprehensive Annual Maintenance Contract (CAMC)** for **DX-type Precision Air Conditioning (PAC) units** installed in the Data Centre.

The scope includes:

- Ensuring **24×7 uninterrupted operation** of all PAC units.
- Maintaining **specified temperature and humidity conditions** suitable for data centre operations.
- Carrying out maintenance strictly in accordance with **OEM guidelines and safety standards**.
- Deployment of **qualified and trained HVAC technicians/engineers**.
- Maintaining **complete service documentation, logbooks, and reports**.
- Ensuring system reliability, efficiency, and longevity.

ii. Equipment Covered Under CAMC

The CAMC shall cover complete maintenance (including repair/replacement under comprehensive scope) of the following components:

- Compressor
- Air-cooled condenser unit
- Evaporator coil
- Blower assembly
- Fan motor
- Expansion valve (TXV / EEV)
- Complete refrigerant circuit
- Filter drier
- Sight glass
- HP/LP switches
- Electrical control panel
- Microprocessor controller
- Sensors (Temperature, Humidity, Pressure)
- Humidifier assembly
- Crankcase heater
- Condensate drain system

iii. Preventive Planned Maintenance (PPM) Scope

Preventive maintenance shall be carried out as per the schedule below:

a) Daily Checks

- Recording of **room temperature and relative humidity (RH)**
- Monitoring of **suction and discharge pressures**.
- Checking refrigerant level through sight glass

- Recording compressor running current
- Verification of alarms and fault indications
- Inspection for refrigerant/oil leakage
- Checking condenser fan operation
- Monitoring abnormal noise or vibration

b) Monthly Preventive Maintenance

Mechanical Works
- Cleaning of air filters
- Cleaning of evaporator and condenser coils
- Checking belt tension (if applicable)
- Lubrication of bearings (if applicable)
- Inspection of compressor mounting

Refrigeration System
- Checking suction/discharge pressures
- Measuring superheat and subcooling
- Leak inspection
- Checking expansion valve operation
- Inspection of filter drier condition

Electrical System
- Tightening of electrical connections
- Checking contactors, relays, and overload protection
- Measurement of voltage and current imbalance
- Inspection of crankcase heater

Control System
- Calibration of temperature and humidity sensors
- Checking HP/LP cut-outs
- Verification of controller settings
- Alarm testing and validation

c) Quarterly Maintenance
- Deep cleaning of coils
- Chemical cleaning (if required)
- Checking refrigerant charge level
- Thermographic scanning of electrical panels
- Inspection of vibration isolators
- Checking condenser fan motor insulation
- Inspection of refrigerant piping insulation

d) Half-Yearly Maintenance
- testing of compressor motor
- Replacement of non-washable air filters
- Checking compressor oil level and oil return system
- Inspection/replacement of humidifier cylinder (if required)
- Inspection of control wiring
- Cleaning of drain pan and condensate system

e) Annual Major Maintenance

- Complete refrigerant leak testing
- Replacement of filter drier
- Replacement of humidifier cylinder
- Calibration of all sensors and instruments
- Testing of all safety interlocks and protections
- Full-load performance testing
- Verification of system cooling capacity
- Energy performance evaluation and optimization recommendations

iv. Breakdown Maintenance

The contractor shall provide:

- **24×7 emergency breakdown support**
- Response time: **within 2–4 hours** of complaint logging
- Fault diagnosis and rectification
- Replacement of defective components under CAMC scope
- Restoration of system within agreed **Service Level Agreement (SLA)**
- Submission of **Root Cause Analysis (RCA)** report for major failures.

v. Spares & Consumables (Under Comprehensive CAMC)

The following items shall be included in the comprehensive contract:

- Air filters
- Humidifier cylinders
- Contactors and relays
- Temperature and humidity sensors
- HP/LP switches
- Expansion valves
- Crankcase heaters
- Fan motors
- Compressor

vi. Performance Parameters to be Maintained

The contractor shall ensure:

- Temperature: **20°C to 24°C** (or as specified)
- Relative Humidity: **45% to 55%**
- Zero refrigerant leakage
- Minimum system downtime
- Proper airflow as per OEM design specifications

vii. Documentation & Reporting

The contractor shall maintain and submit:

- Daily log sheets
- Monthly preventive maintenance reports
- Breakdown maintenance reports
- Quarterly system health reports
- Annual performance and audit report
- Recommendations for system improvement and energy efficiency.

viii. Exclusions

- Replacement / repairs of electrical main incoming switch (Switch fuse u nit), Main incoming cable, any electrical components outside the machin e electrical panel, replacement of any piping, any sheet metal work and painting of equipment’s.

2. **Spare Parts:** Only genuine OEM (Swegon Bluebox Private Limited) spare parts shall be used. The contractor shall maintain an adequate stock of essential spares at site or the nearest service station to minimize downtime.

3. **Service Personnel:** The firm shall deploy trained and authorized Swegon Bluebox Pvt Ltd engineers/technicians only. Each service staff member shall carry a valid identity card and authorization letter, to be verified by IIM Bodh Gaya as required.

4. **Safety Measures:** The contractor shall ensure strict compliance with all safety regulations during maintenance activities. Proper barricading, caution signage, and lockout/tagout procedures shall be followed at all times.

5. **Liability for Accidents/Damages:** The contractor shall be fully responsible for any accident, injury, or property damage occurring during maintenance operations due to negligence or unsafe practices.

6. **Payment Terms:**

a. The CAMC payment shall be made on a quarterly basis after submission of maintenance reports and certification of satisfactory performance by IIM Bodh Gaya.

b. Applicable taxes and deductions (e.g., TDS) shall be made as per Government norms.

c. Running Bill Payment: After completion of the work for each quarter, payment shall be made on a quarterly basis against the original tax invoice, subject to compliance with all applicable labour laws, rules, and policies. The quarterly bill must be submitted along with supporting documents related to records, and proof of the last maintenance report for that quarter.

d. If the contractor has not submitted the Performance Guarantee (PG) as required, a security deposit of 2.5% of the gross bill amount shall be deducted from each running bill. This security deposit shall be released only after the successful completion of the contract, without any interest.

Duration of Contract: The CAMC shall remain valid for a period of **one year** from the date of commencement of the contract. Further, the contract may be extended for an additional period of **up to two years**, on a **year-to-year basis**, subject to mutual agreement and satisfactory performance of the agency.

Special Conditions

1. The work shall be executed as per CPWD General Specifications for Electrical W orks (Part I – Internal) 2023, (Part II–External) 2023, with correction slip/amend ments up to last date of submission of tender, IE Rule 1956 wherever applicable , relevant IS & BIS Specification, NBC 2016 Vol 1 & Vol 2 as applicable. For the it ems which are not covered under CPWD specifications, the special conditions, B .I.S. specifications or recommendation of the Manufacturer shall apply. In this re gard, the decision of the Engineer-in-charge shall be final and binding on the co ntractor.

2. Due to security requirements of the institute, restrictions may be imposed on w orking hours, movement of vehicles, and location of labour/material storage. Th e contractor shall strictly adhere to such restrictions and plan execution accordi ngly without any claim for compensation.

3. The work shall be carried out in a manner complying in all respects with the req uirements of relevant byelaws of the local bodies, labour laws, Minimum Wages Act, Workmen Compensation Act and other statutory laws enacted by the Centr al Govt. as well as the State Govt.

4. No residential accommodation shall be provided to any of the staff engaged by the contractor. The contractor shall also not be allowed to erect any temporary set-up for his staff.

5. No Claim of the labour shall be entertained by the Institute, including that of pro viding employment, regularisation of services etc.

6. All T&P including ladders, drill machine, megger, earth tester, Sound Level Mete r, clip on meter, Multi meter, Ring, fix, adjustable, Box Spanner set, Allen key se t, wire drawing equipment’s, blower, spirit level gauge, crimping toolkit, tester, Earth tester, whichever is required for the work shall have to be arranged by th e contractor. No T&P shall be issued by the department.

7. Conditions for the collection/ disposal of malba / building rubbish/ Any malba / b uilding rubbish generated during working by the contractor of this work is to be removed from the site within 24 hours and stacked at a pre-designated place. I n case of failure to meet these deadlines, a lump sum amount of Rs. 200/- (Rup ees two hundred only) per complaint per day will be recovered from his bills/sec urity deposit for every default in attending to the complaints assigned to him. Di smantled material shall be taken away and disposed of by the contractor at his cost or shall be deposited with the department as per direction of direction of E ngineer-in-charge or his authorised representative. Nothing extra shall be paid or recovered on account of this.

8. An identity card shall be issued to each personnel by the contractor to have pro per identification. The department reserves its right to get the police verificatio n done for the staff and labour employed by the contractor.

9. All materials, T&P, consumables and contingent articles required for the work sh all be arranged by the contractor. Materials used shall be in preference.

- Under the Nomenclature of the item by OEM.
- ISI marked.
- CPWD specifications.
- CPWD approved.
- Direction of the Engineer-in-Charge.

10. The contractor shall make all safety arrangements required for the labour enga ged by him at his cost. In case of any accident during maintenance work, operat ion equipment leading to injuries, damages to human beings, equipment, or los s of life, the contractor shall be fully responsible for settling all claims and inde mnifying the department against any claim arising out of such accident.

11. Contractor shall be fully responsible for any damages caused to govt. property or allottee's property by him or his labour in carrying out the work and shall be r ectified by the contractor at his own cost.

12. TDS, GST TDS, Labour Cess and other taxes etc. as applicable, shall be recover ed from the contractor's bill.

13. After completion of work, the contractor shall hand over all the installations bac k to in institute in working order and defect-free condition. In case handing over is not made in the above manner, the defect shall be rectified by the institute at the cost of the contractor, and necessary recovery shall be affected from his fin al bill.

14. Only technically competent staff shall be deployed at the site. Details such as name, photograph, address verification, qualification, electrical license/workme n permit & mobile numbers of all above workmen shall be made available to the department whenever required.

15. The preventive maintenance and breakdown repair of PAC system are to be car ried out in the main server room of IIM Bodhgaya campus as per BOQ.

16. Details of installation to be maintained comprehensively are given in the Invent ory. The inventory attached may vary to the extent of 5- 10%.

17. The contractor shall keep records of work executed by updating to IIMBG and p reparation of records such as the complaint register, part replacement details, a nd preventive maintenance register.

18. The contractor shall also take immediate action to attend any complaint assign ed to him by verbal instructions from the Engineer-in-charge, his authorised rep resentative or IIMBG authorities, occupants on telephones and emails. In all cas es he shall attend the complaints in the specified duration as mentioned below: -

a. **Minor complaints** – Complaints relating to the sudden PAC system breakd own are to be addressed within 4 hours.

b. **Major complaints** – Complaints other than no delay & requiring material r eplacement or repair from an external workshop shall be attended to within 7 days.

The Penalty @ Rs. 1000/- per day shall be levied from the contractor for attending to complaints

beyond the stipulated time. A dedicated skilled technical manpower shall be deploye d at the IIM Bodh Gaya campus to attend all troubleshooting works for 8 hours per da y, from Monday to Saturday.

19. The contractor is advised to inspect the site and make of list of PAC system inv entory to be taken for maintenance and do the pre-check before the start of AM C.

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8. **Service & Support**

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

9. **Service & Support**

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

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector

Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.

8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the सामान्य नियम और शर्तें/General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में

भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो।बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---