बिड संख्या/Bid Number: GEM/2026/B/7737933
दिनांक /Dated: 15-07-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	25-07-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	25-07-2026 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
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.iim.bodhgaya@gembuyer.in Buyer Email id: spo@iimbg.ac.in
वस्तु श्रेणी /Item Category	ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; upto 3; PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, .. , ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable water purification system with inbuilt water cooler.; 5 to 7; PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, f..
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)	22 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

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	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
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)	545000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
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	10000

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.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

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

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/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider 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 having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal 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 themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer 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 seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
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

Detailed description such as Model, Brand , capacities, associated accessories etc, of the assets to be covered under the AMC: As per the attached Scope of Work (SOW)

Other buyer specific requirements and details:1783059886.pdf

ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; Upto 3; PACKAGE-5 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, .. (9)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Annual maintenance contract (AMC) for kind of water purification/ conditioning System Category	Potable Water Purification System Reverse Osmosis Or UV Based
Vintage of water purification / conditioning System covered under the service (Yearly)	upto 3
Type of AMC Package	PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump and compressor
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 / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Abhishek Kumar	824234,Indian Institute of Management Boddh Gaya	9	N/A

ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System With Inbuilt Water Cooler.; 5 To 7; PACKAGE-5 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, F.. (24)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Annual maintenance contract (AMC) for kind of water purification/ conditioning System Category	Potable water purification system with inbuilt water cooler.
Vintage of water purification / conditioning System covered under the service (Yearly)	5 to 7
Type of AMC Package	PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump and compressor
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 / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Abhishek Kumar	824234,Indian Institute of Management Boddh Gaya	24	N/A

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

1. **Generic**

   OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. **Generic**

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

3. **Generic**

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.

4. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

5. **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.

6. **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.

7. **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
Bodh 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.

8. **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.

9. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

SCOPE OF WORK & ADDITIONAL TERMS AND CONDITIONS FOR COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT (CAMC) OF RO WATER PURIFIERS AND WATER PURIFIER-CUM-COOLERS

1. DEFINITIONS

1.1 Comprehensive Annual Maintenance Contract (CAMC)

Comprehensive CAMC shall include preventive maintenance, breakdown maintenance, supply and replacement of all spare parts, consumables, filters, RO membranes, electrical components, refrigeration components, compressors, gas charging, labour, transportation, testing instruments, tools, accessories, and any other item required to keep the equipment fully operational throughout the contract period without any additional cost to the Institute.

All spare parts and consumables shall be genuine OEM parts components conforming to relevant BIS/ISI standards wherever applicable.

2. GENERAL CONDITIONS OF CAMC

1. The contractor shall deploy qualified service engineers and ensure their availability at IIM Bodh Gaya site at least once every week for inspection, condition monitoring, preventive maintenance and attending breakdown complaints.
2. The contractor shall make their own arrangements for transportation, boarding and lodging of service personnel. Necessary entry permissions shall be obtained from the Institute.
3. The contractor shall attend all unscheduled maintenance calls received either in writing, through e-mail or telephonically and shall carry out corrective maintenance including replacement of defective parts.
4. The contractor/service personnel shall work in close coordination with Institute officials and other agencies working within the campus.
5. The contractor shall comply with all safety regulations and statutory requirements. IIM Bodh Gaya shall not be responsible for any accident, injury, disability or death of the contractor's personnel during execution of the work.
6. The contractor shall observe all security regulations regarding entry, exit, working hours, movement of manpower, tools, materials and equipment within the campus.
7. The contractor shall provide all tools, testing instruments, spare parts, consumables and accessories required for execution of the CAMC.
8. After every service visit, the contractor shall submit a duly filled maintenance checklist and service report to the Engineer-in-Charge.
9. At the expiry or termination of the contract, all RO Water Purifiers and Water Purifier-cum-Coolers shall be handed over in good working condition. Any deficiencies observed shall be rectified by the contractor before closure of the contract.
10. The contractor shall comply with all applicable labour laws, EPF, ESI, Minimum Wages Act and other statutory requirements. Any liability arising out of non-compliance shall be borne solely by the contractor.

3. MAINTENANCE REQUIREMENTS

3.1 Preventive Maintenance

1. Preventive Maintenance (PM) shall be carried out at least once every month for all equipment covered under the contract.
2. The first preventive maintenance shall be carried out within fifteen (15) days from the date of comm

encement of the contract.

3. During preventive maintenance, the following activities shall be carried out:

   a) Cleaning of valves, connectors, injectors, tubing, push cocks and associated components.

   b) Cleaning of outer body and dispensing area.

   c) Checking of electrical connections, relays, capacitors, thermostat and safety devices.

   d) Checking of refrigeration system including compressor, condenser, fan motor and gas pressure.

   e) Inspection of storage tanks, faucets, float valves and drain arrangements.

   f) Performance testing of the RO system and cooling system.

4. A service sticker indicating the date of servicing and next due date shall be affixed on each equipment after completion of maintenance.

3.2 Replacement of Filters and Consumables

1. Sediment Filter, Activated Carbon Filter and other pre-filtration cartridges shall be replaced once every three months or earlier if required based on water quality and equipment condition.
2. RO Membranes shall be replaced whenever required based on performance parameters, TDS rejection rate, recovery efficiency and manufacturer's recommendations.
3. All consumables required for smooth and uninterrupted operation of the equipment shall be maintained in adequate quantity at the site by the contractor and shall be replaced as and when required without any additional cost to the Institute and without causing undue delay in restoration of the equipment

3.3 Breakdown Maintenance

1. All complaints registered through telephone call, WhatsApp message, e-mail, or any other mode of communication specified by the Institute shall be attended within twenty-four (24) hours from the time of registration of the complaint.
2. Any defective spare part/component shall be replaced immediately using OEM or equivalent quality parts.

3.4 Scope of Spare Parts Replacement

The scope of CAMC shall include replacement of all components required for maintaining the equipment in fully operational condition, including but not limited to:

- Sediment Filters
- Carbon Filters
- RO Membranes
- Solenoid Valves
- Float Valves
- Water Taps
- Pumps
- UV Lamps
- SMPS/Power Supply Units
- Capacitors
- Relays
- Thermostats
- Wiring and Electrical Components
- Ball Cocks/Float Senser.
- Condenser Coils
- Fan Motors
- Refrigerant Gas Charging
- Compressors
- Storage Tank Components
- Connectors, Tubes and Fittings etc.

No additional payment shall be admissible for replacement of any spare part covered under the CAMC.

4. WATER QUALITY MONITORING

a. The contractor shall conduct TDS testing of all RO Water Purifiers and Water Purifier-cum-Coolers at leas t once every month.

b. Monthly TDS test reports, along with preventive maintenance records, shall be submitted to the Enginee r-in-Charge.

c. The quality of treated drinking water shall conform to the latest version of BIS Standard IS 10500 (Drinki ng Water Specification).

d. Comprehensive water quality testing of treated water shall be carried out once every quarter through a Government-approved/NABL-accredited laboratory, and the test reports shall be submitted to the Institute.

e. In the event of any parameter being found non-compliant with the prescribed standards, the contractor shall take immediate corrective action and restore water quality to the required standards without any add itional cost to the Institute.

5. CLEANING AND SANITIZATION

1. Cleaning and sanitization of storage tanks, dispensing systems and other associated system shall be carried out once every quarter or more frequently if required.
2. Proper records of cleaning and sanitization shall be maintained and submitted along with quarterly service reports.

6. PAYMENT TERMS

1. Payment shall be released on a quarterly basis after satisfactory completion of services.
2. The following documents shall be submitted along with the bill:

    a) Preventive Maintenance Reports

    b) Breakdown Maintenance Records

    c) Monthly TDS Reports

    d) Tank Cleaning/Sanitization Reports

3. No advance payment shall be made.

7. SITE INSPECTION

The bidder shall mandatorily inspect all equipment covered under the CAMC before submission of the bid. Submission of bid shall be deemed as confirmation that the bidder has inspected the site and understood t he scope of work.

8. SERVICE LEVEL AGREEMENT (SLA)

Service Parameter	Requirement
Complaint Response Time	Within 24 Hours
Technician Visit	Within 24 Hours
Restoration of Equipment	Within 24 Hours
Major Repair	Within 72 Hours
Preventive Maintenance	Monthly
TDS Testing	Monthly
Tank Cleaning & Sanitization	Quarterly

9. PENALTY CLAUSE

Non-Compliance	Penalty
Delay in complaint attendance beyond 24 hours	₹500 per day
Delay in restoration beyond stipulated time	₹500 per equipment per day
Failure to conduct preventive maintenance	₹1,000 per occurrence
Non-submission of TDS report	₹500 per report
Water quality not meeting IS 10500 standards	₹2,000 per occurrence
Equipment remaining non-functional beyond 72 hours	₹500 per equipment per day

The Institute reserves the right to recover penalties from running bills and/or Performance Security Deposit.

10. CONTRACT PERIOD

The contract shall remain valid for a period of one (01) year from the date of commencement and may be extended for a further period up to 1 Year on satisfactory performance and mutual consent of both parties.

11. ANNEXURE

The detailed inventory of equipment including Make, Model, Capacity, Location and Quantity

Sr. No	Location	Make and Model	Capacity	Qty	Type	Machince no.
1	SHASTRI	KENT RO ELITE PLUS	50L/hr	1	Water Purifier	KR2409023580
2	SHASTRI			1		KR2504026162
3	SHASTRI			1		KR2504026144
4	BOSE			1		KR2504026147
5	BOSE			1		KR2504026148
6	BOSE			1		KR2504026149
7	MAINGATE	AQUAGUARD PRO EUREKA FORBES PRIMA 50 B		1		
8	PR			1		
9	OTHER	AQUAGUARD		1		
10	MDP			1		1096668885
11	ESS 1			1		1096668875

12	MEDICAL	AQUAGUARD PURE CHILL-80 PSS UV	120 L/ hr	1	Inbuilt Water Cooler cum Water Purifier	1096668876
13	URAN			1		1096668877
14	ASHOKA			1		1096668878
15	ASHOKA			1		1096668880
16	ASHOKA			1		1096668881
17	ARYABHATA			1		1096904098
18	ARYABHATA			1		1096904100
19	ARYABHATA			1		1096904101
20	ARYABHATA			1		1096904102
21	BHASKER			1		1096950900
22	BHASKER			1		1096668867
23	BHASKER			1		1096904079
24	GARGI			1		1096904080
25	GARGI			1		1096904105
26	GARGI			1		1096950909
27	GARGI			1		1096950915
28	GARGI			1		1096950916
29	GARGI			1		1100728760
30	GARGI			1		1100728762

31	SIANG			1		1100728763
32	SIANG			1		1100728765
33	SIANG			1		1100728764

10. **Buyer Added Bid Specific ATC**

    Buyer Added text based ATC clauses

    1. All bidders, except those eligible for EMD exemption under the applicable Government of India rules and procurement guidelines, shall submit the Earnest Money Deposit (EMD) as prescribed in the bid document. 2.MSE bidders seeking exemption from EMD shall submit a valid MSE/Udyam Registration Certificate in which services similar to those covered under this tender are specifically included. Failure to furnish such proof shall render the bidder ineligible for EMD exemption.
    .

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---