

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	28-04-2025 19:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	28-04-2025 19:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Maharashtra
Department Name/विभाग का नाम	Industries Department Maharashtra
Organisation Name/संगठन का नाम	Maharashtra State Electricity Transmission Corporation Limited
Office Name/कार्यालय का नाम	Central Purchase Agency Corporate Office Mumbai
क्रेता ईमेल/Buyer Email	buyer1.msetcl.mum@gembuyer.in
Total Quantity/कुल मात्रा	19
Item Category/मद केटेगरी	Interactive Panel Solution for Institutions (Q2)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	24 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	24 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	1 Year (s)
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 and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC),Compliance of BoQ specification and supporting document *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?/	Yes
Past Performance/विगत प्रदर्शन	10 %
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	3 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Estimated Bid Value/अनुमानित बिड मूल्य	8093620
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	80936

ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
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(a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। 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।

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लाभार्थी :

Executive Engineer

Central Purchase Agency, C.O. MSETCL, 1st Floor, Prakashgad Building, Bandra (E), Mumbai
(Mangesh Padmaker Hote)

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	No
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MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	No
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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. 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.
3. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
4. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
5. 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.
6. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 10% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Interactive Panel Solution For Institutions (19 pieces)

Technical Specifications/तकनीकी विशिष्टियाँ

* जेम केटेगरी विशिष्टि के अनुसार / As per GeM Category Specification

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
GENERIC	Description of Stores	Interactive Panel, Software along with other items for institutions
	Scope of supply	Supply and installation of Interactive Panel, Software, and supply and installation of other optional items as specified in this specification. Scope of supply includes Electric Cabling work, Network cabling work
	Items included in scope of supply	Interactive Panel, UPS, Camera
	On Site Warranty Support (in Years)	3 Or higher
DISPLAY	Display Type	Anti-Glare LCD with Direct-lit LED
	Display Technology	In-Plane Switching (IPS)
	Minimum Contrast Ratio	1000 : 1, 1100 : 1, 1200 : 1, 1300 : 1, 1400 : 1, 1500 : 1, 1600 : 1, 1700 : 1, 1800 : 1, 1900 : 1, 2000 : 1 Or higher
	Minimum Display Panel Size, Diagonal (in Inches)	86, 98, 100, 105, 110 Or higher
	Minimum Display Resolution (Horizontal x Vertical) (in Pixels)	4K UHD - 3840 x 2160 Or higher
	Display Brightness (in Nits)	400, 450, 500, 550, 600, 800, 1000 Or higher
	Minimum Panel Life (in Hours)	50000 Or higher
INTERACTIVE PANEL-TOUCH SCREEN	Touch Interface	Touch Sensitive as well as Pen Driven
	Touch Technology	Infrared (IR)
	Number of Touch Points (in Number)	20, 40 Or higher
	Additional Softwares	Device Management Software
INTERACTIVE PANEL - CPU	Type of CPU	Inbuilt CPU with Slot Provision for Open pluggable Specification (OPS)
	Number of Cores	8 Or higher
	Memory - RAM (in GB)	8, 16 Or higher
	Storage Capacity (in GB)	64 Or higher
	Pre-Install Software (OS)	Android
	Provision of Slot for Open pluggable Specification (OPS)	Yes
INTERACTIVE PANEL - OPTIONAL ITEM	Open pluggable Specification (OPS) included in scope of supply	Yes

Specification	Specification Name/विशिष्ट का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Pre-Install Software (OS) for Open pluggable Specification (OPS)	Windows
	Memory - RAM (in GB) for Open pluggable Specification (OPS)	8
	SSD Storage Capacity (in GB) for Open pluggable Specification (OPS)	256
PORTS	Number of Input HDMI Ports	3, 4 Or higher
	Number of Output HDMI Ports	1 Or higher
	Number of USB 2 Point 0 Ports	1
	Number of USB 3 Point 0 Ports	2
	Number of RS-232 C Ports	1 Or higher
	Number of Audio Input Ports	1
	Number of Audio Output Ports	1
	Number of RJ 45 ports	2 Or higher
	Number of VGA-In Ports	0
	USB Type C Port	1
	In-built Speakers	Yes
	Type of Mounting	Wall Mount
INTERACTIVE PANEL - CONNECTIVITY	Availability of Bluetooth Connectivity	Yes. Inbuilt
	Bluetooth Version	5.0, 5.1, 5.2, 5.3 Or higher
	Availability of Wi-Fi Connectivity	Yes. Inbuilt
	Wi-Fi Connectivity	802.11n (2.4 or 5 GHz) Or higher
ACCESSORIES FOR INTERACTIVE PANEL	Number of Electronic Pen or Stylus Each Panel	2 Or higher
	Additional HDMI Cable	1
	Additional Accessories Requirment	NA
INTERACTIVE PANEL CERTIFICATION	Availability of Test Reports from Central Govt/NABL Accredited/ILAC Accredited Lab to Prove Conformity to the Specification	Yes
INTERACTIVE PANEL - UPS	UPS Rating (in KVA)	1

Specification	Specification Name/विशिष्ट का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
INTERACTIVE PANEL - CAMERA	Type of Camera	Video Conferencing Camera
	Interface Type	USB, NA as No Camera
	Accessories for Camera	Stand, 3 Meter Connecting Cable, NA as no Camera
	Minimum Camera Resolution	4K UHD - 3840x2160 Or higher
	In-built Mic in Camera	Yes
	Remote control for Camera	Yes, No, NA as No Camera

Additional Specification Parameters - Interactive Panel Solution For Institutions (19 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
Centralized Management & Security: Usability Features: Built-in Features	Centralized Management to enable setting remotely or locally with mobile device management and Data security with AES-256 encryption Compatibility with productive tools including Microsoft Office, PDF, etc Mirroring for iOS Airplay, Android, Windows PC, MacOS, Chromebook etc - OS independent
OS, Android Version	Windows 11 Pro 64bit or better, 11 or latest
Field of View for Camera	120 deg. FOV Lens
Microphone: Mic Position & Distance Speakers: Max Power Output	8 mic array, 20 ft or more 20W (x2) Stereo

* Bidders offering must also comply with the additional specification parameters mentioned above.

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Babasaheb Santram Kamble	400051,'Prakashganga', Ground Floor Plot No. C-19, E-Block, Bandra-Kurla Complex, Bandra (East),	10	30
2	Ramesh Krishnarao Wankhade	444701,OFFICE OF EXECUTIVE ENGINEER MAJOR STORE "A" BADNERA OPPOSITE OF 220 KV BADNERA S/S KONDESHWAR ROAD, BADNERA	1	30

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
3	Swati Mahesh Kulkarni	413133,PLOT No. F-14, MIDC Near Railway Gate Katphal Road Baramati	1	30
4	Prajakta Sandeep Kadadi	424001, Major stores Dhule , M.S.E.T.C.L. 132 kv s/s Premises, MSEB Colony, Malegaon Road, Dhule	1	30
5	Dnyaneshwar Mahadeo Khaire	442001, Major Store Wardha Near 220kv S/s Wardha Hinghanghat Road, Wardha Maharashtra	1	30
6	Jagdish Shankar Sudke	415105, Major Stores, Karad (Ogalewadi) PO-Ogalewadi, Dist- Satara.	2	30
7	Kantilal Dnyanoba Munde	431002, Old power house campus, Dr.Ambedkar Road, Mill Corner, Aurangabad Pincode:- 431002	1	30
8	Varsha Deepak Mankar	410206, Office of the Executive Engineer MSETCL, Major Stores Panvel, Near TATA Colony, old Mumbai- Pune road, Bhingari, Panvel - 410206	2	30

Special terms and conditions-Version:1 effective from 03-05-2024 for category Interactive Panel Solution for Institutions

1. Category cover supply and installation of the interactive panel with UPS required for institutions. Video conferencing camera included is an optional device and sellers may upload catalogue choosing relevant option accordingly.
2. For the purpose of OEM status in the category only interactive panel shall be considered.
3. **Scope of supply cover networking, cabling and electrical work involved in installation of system**
4. Sellers who are uploading catalogues are requested to ensure that make and model of the additional item like UPS and Video conferencing camera (If offered) are indicated in the catalogues as per the relevant parameter and shall ensure that supply shall be made with same make and model only.
5. Equipment supplied shall be new, current models manufactured with new components and no refurbished or recycled component shall be used. All products supplied as per the category should be currently in production and not obsolete model. Seller shall ensure that the supplied goods are brand new, genuine / authentic, not refurbished, confirm to the description and quality as specified and are free from defects in material, workmanship and service.
6. Seller shall provide user documentation, system administration manuals, training material, operation manuals and maintenance procedures. Seller to assure that the equipment is performing as per the Standards laid down in the Operational Manual.
7. The cabling and ducting for the cabling will be done by the bidder in such a way that it should give an aesthetic look.
8. All the equipment's should be labelled with the details as below:
 - Name of the seller with phone numbers.
 - Warranty validity period
 - Toll free number for the customer care as per OEM
 - Call log website address.
 - Label sticker should be on the back side of the equipment and on the cover, they should be

visible clearly.

9. The new releases (minor / major), versions, bug fixes etc. for the hardware and system software will be supplied at no extra charge, with necessary documentation.
10. Seller shall be responsible to ensure adequate and timely availability of spare parts needed for repairing the supplied goods at the service support centres/resident engineers during the warranty period.
11. Packing and Documents Seller shall provide such packing of the Goods as is required to prevent their damage or deterioration during transit to their final destination in transit, the packing shall be sufficient to withstand, without limitation, rough handling and exposure to extreme temperatures, salt and precipitation, and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the destination of the Goods and the absence of heavy handling facilities at all points in transit. Seller shall be responsible for any defect in packing and any material found damaged / defective at the delivery points and those are to be replaced by seller at their own risk and cost.
12. Sellers shall ensure that undertaking/Authorization from the OEM of the product offered indicating that same are not end of life and that OEM shall undertake to support the equipment/devices/software for the duration of the warranty offered.
13. Seller shall submit drawing and write up LAN - Network and arrangement of the components in the solution as per size of room provided by the buyer and get it approved before installation. **Seller shall submit drawing and write up for internal electrification work and arrangement of Power distribution point with switch and socket for each component as per size of room provided by the buyer before installation.** Parameters which may be considered for inclusion.
 1. Agreed to submit drawing and write up LAN - Network and arrangement of the components in the institution classroom as per size of room provided by the buyer
 2. Switch
 3. LAN Cabling
 4. Input/output Connector
 5. Patch Cord
 6. All the electrical switches will be installed as per the layout provided by buyer of the school
 7. Arrangement of Power distribution point with switch and socket for each component

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

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

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

Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

4. **Generic**

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

5. **Generic**

Experience Criteria: The Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for 1 year before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the year. In case of bunch bids, the primary product having highest value should meet this criterion.

6. **Generic**

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

7. **Generic**

IT equipment shall be IPv6 ready from day one.

8. **Generic**

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

9. **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

10. **Generic**

Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

11. **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.

12. **Generic**

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:

- i) The Seller fails to comply with any material term of the Contract.
- ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
- iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
- iv) The Seller becomes bankrupt or goes into liquidation.
- v) The Seller makes a general assignment for the benefit of creditors.
- vi) A receiver is appointed for any substantial property owned by the Seller.
- vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

13. **Generic**

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

14. **OEM**

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

15. **Inspection**

Nominated Inspection Agency: On behalf of the Buyer organization, any one of the following Inspection Agency would be conducting inspection of stores before acceptance:
Pre-dispatch Inspection at Seller Premises (applicable only if pre-dispatch inspection clause has been selected in ATC):

By Purchaser's Representative or Nominated Agency

Post Receipt Inspection at consignee site before acceptance of stores:
By Consignee

16. **Certificates**

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

17. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

18. **Turnover**

Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

19. **Turnover**

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the

date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

20. Service & Support

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

21. Service & Support

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

22. Service & Support

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

23. Warranty

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

24. Warranty

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

25. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

26. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1) In accordance with stipulations of Sr. No. 7 (ii) of General Terms and Conditions (GTC) of Bid document, the successful bidder, in the event of placement of order/ GeM contract shall furnish a Performance Security Deposit @10 percent of order value/contract value valid for 38 months for ensuring due performance of the contract. The same shall be furnished immediately after supply is effected and payment becomes due.

Failure in making payment of Performance Security Deposit as required herein above will be viewed seriously and the contract awarded shall be liable to be terminated.

The Performance Security Deposit can be paid by D.D./ Cheque or in the form of Bank Guarantee in format

as prescribed by MSETCL (to be provided at the time of award of order).

If the above performance deposit is furnished in the form of D.D. or Cheque, then the same be submitted to The General Manager (F&A), Cash Section, Prakashganga, Bandra (E), Bandra Kurla Complex, Mumbai 400 051 under intimation to this office.

If the same is furnished in the form of Bank Guarantee, then the bank guarantee in format as prescribed by MSETCL shall be submitted to the Manager (F&A-SP), Prakashgad, Bandra (E), Mumbai-51 under intimation to General Manager (F&A), Prakashganga, Bandra (E), Bandra Kurla Complex, Mumbai 400051.

After submission of Bank Guarantee, the confirmation from the concerned bank is required to be submitted to Bank Guarantees section of CPA, MSETCL by registered Post. Only after receipt of confirmation from the bank, the contract performance deposit furnished as bank guarantee will be accepted. For release of the same on expiry of guarantee period, bidder shall submit request to Manager (F&A-SP), CPA indicating details of supplies executed with necessary supporting documents.

2) The Bidders shall note that simultaneous offers from the manufacturers and their authorized agents/agent are not permissible and if submitted, both the offers shall be rejected.

3) DEMONSTRATION:

a) The buyer shall inform the date and place of demonstration to the bidder within 1 month from the date of opening of technical bid. Accordingly, the bidder shall arrange to carry out demonstration at his own cost on the date and place as intimated by the buyer.

b) If the bidder fails to carry out the demonstration on the above intimated date and time by the buyer, bidder's offer shall be rejected.

c) The bidder shall report for demonstration alongwith Bill of Material and all accessories to be supplied with the offered equipment. The same shall be verified by the buyer during the demonstration.

d) Subject to successful demonstration of equipment by the bidder and meeting all other technical / commercial aspects of the bid documents, the offer shall be considered for further evaluation (i.e. Financial Evaluation).

e) In the event of the order, the acceptance of the kit shall be subject to successful demonstration by the bidder to the satisfaction of MSETCL at prescribed site. The functionality, quality, user friendliness of the offered equipment will be verified at site during demonstration. The equipment not meeting the requirement will be summarily rejected.

4) The actual delivery of equipment alongwith Installation & Commissioning is to be done at various sites of the purchaser, the detail of which is attached in Buyer Uploaded Bid Specific ATC Document herewith.

5) Whenever a material is described by name of the particular brand or being offered after purchasing from other sources, the bidder shall disclose the name of the original supplier or the manufacturer and shall invariably submit bid specific Manufacturer's Authorization form (MAF) from the OEM.

The OEM can authorize more than one dealer/distributor/channel partner for the particular bid and same product/same model can be quoted by more than one dealer/ distributor/ channel partner.

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27. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

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.

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 also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

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---