

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	22-09-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	22-09-2026 15:30:00
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 Health And Family Welfare
विभाग का नाम/Department Name	Department Of Health Research
संगठन का नाम/Organisation Name	Indian Council Of Medical Research (icmr)
कार्यालय का नाम/Office Name	Icmr National Institute Of Epidemiology Chennai
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :mmurhekar@nieicmr.org.in Buyer Email id: chandrasekar@nie.gov.in
वस्तु श्रेणी /Item Category	Printing and Photocopying Service - Photocopying; Onsite; 5; 1; Without Operator; Paper to be provided by service provider; A4 (21.0 x 29.7); 75-85; JK Copier; Monochrome , Printing and Photocopying Service - Photocopying; Onsite; 5; 1; With Operator; Paper to be provided by service provider; A4 (21.0 x 29.7); 75-85; JK Copier; Monochrome
अनुबंध अवधि /Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	15 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
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
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),Additional Doc 1 (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 दस्तावेजों 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	2
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
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)	1512000
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

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	15120

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	26

(a). 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।/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 :

Director

ICMR National Institute Of Epidemiology Chennai, Department of Health Research, Indian Council of Medical Research (ICMR), Ministry of Health and Family Welfare
(Director Nie)

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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Printing And Photocopying Service - Photocopying; Onsite; 5; 1; Without Operator; Paper To Be Provided By Service Provider; A4 (21.0 X 29.7); 75-85; JK Copier; Monochrome (10000)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Service Required	Photocopying
Installation of Machine	Onsite
Number of Working Days in a week	5
Shift for Operating Machine	1
Operator	Without Operator
Paper	Paper to be provided by service provider
Size of Paper(In CM)	A4 (21.0 x 29.7)
Paper Thickness in GSM	75-85
Brand of Paper	JK Copier
Colour Type	Monochrome
Capacity of the machine for dispensing the pages per day	1000-5000
Resolution (DPI)	150
Age of Machine	1 year to 2 years
Buyer will pay for Electricity Bill	Yes
Cartridge	To be provided by Service Provider
एडऑन /Addon(s)	
Spiral Binding Required	NA

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

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

अतिरिक्त विशिष्ट दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per month	अतिरिक्त आवश्यकता /Additional Requirement
-------------------	--	-------------	--	---

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per month	अतिरिक्त आवश्यकता /Additional Requirement
1	V CHANDRASEKAR	600077,ICMR-NIE, R-127, 3rd Avenue, Second Main Road, Tamil Nadu Housing Board, Ayapakkam, Near Ambattur, Chennai, Tamil Nadu 600077 DIRECTIONS: From Dunlop, Ambattur Turn left near Ambedkar Statue , Travel straight about 2 kms, take right near Annachi Lalackadai, take left near pillaiyar temple and travel to Ration Shop. (opp to Ration Shop and next to Narcotics Bureau is ICMR - NIE) Contact : Security No: 044-26136470	10000	Number of months within contract period : 24

Printing And Photocopying Service - Photocopying; Onsite; 5; 1; Without Operator; Paper To Be Provided By Service Provider; A4 (21.0 X 29.7); 75-85; JK Copier; Monochrome (10000)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Service Required	Photocopying
Installation of Machine	Onsite
Number of Working Days in a week	5
Shift for Operating Machine	1
Operator	Without Operator
Paper	Paper to be provided by service provider
Size of Paper(In CM)	A4 (21.0 x 29.7)
Paper Thickness in GSM	75-85
Brand of Paper	JK Copier
Colour Type	Monochrome
Capacity of the machine for dispensing the pages per day	1000-5000
Resolution (DPI)	150
Age of Machine	1 year to 2 years
Buyer will pay for Electricity Bill	Yes
Cartridge	To be provided by Service Provider
एडऑन /Addon(s)	

विवरण/ Specification	मूल्य/ Values
Spiral Binding Required	NA

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

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per month	अतिरिक्त आवश्यकता /Additional Requirement
1	V CHANDRASEKAR	600077,ICMR-NIE, R-127, 3rd Avenue, Second Main Road, Tamil Nadu Housing Board, Ayapakkam, Near Ambattur, Chennai, Tamil Nadu 600077 DIRECTIONS: From Dunlop, Ambattur Turn left near Ambedkar Statue , Travel straight about 2 kms, take right near Annachi Lalackadai, take left near pillaiyar temple and travel to Ration Shop. (opp to Ration Shop and next to Narcotics Bureau is ICMR - NIE) Contact : Security No: 044-26136470	10000	Number of months within contract period : 24

Printing And Photocopying Service - Photocopying; Onsite; 5; 1; With Operator; Paper To Be Provided By Service Provider; A4 (21.0 X 29.7); 75-85; JK Copier; Monochrome (15000)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Service Required	Photocopying
Installation of Machine	Onsite
Number of Working Days in a week	5
Shift for Operating Machine	1

विवरण/ Specification	मूल्य/ Values
Operator	With Operator
Paper	Paper to be provided by service provider
Size of Paper(In CM)	A4 (21.0 x 29.7)
Paper Thickness in GSM	75-85
Brand of Paper	JK Copier
Colour Type	Monochrome
Capacity of the machine for dispensing the pages per day	1000-5000
Resolution (DPI)	150
Age of Machine	1 year to 2 years
Buyer will pay for Electricity Bill	Yes
Cartridge	To be provided by Service Provider
एडऑन /Addon(s)	
Spiral Binding Required	NA

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

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

अतिरिक्त विशिष्ट दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per month	अतिरिक्त आवश्यकता /Additional Requirement
-------------------	--	-------------	--	---

क्र.सं./S.No.	प्रेषित/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per month	अतिरिक्त आवश्यकता /Additional Requirement
1	V CHANDRASEKAR	600077,ICMR-NIE, R-127, 3rd Avenue, Second Main Road, Tamil Nadu Housing Board, Ayapakkam, Near Ambattur, Chennai, Tamil Nadu 600077 DIRECTIONS: From Dunlop, Ambattur Turn left near Ambedkar Statue , Travel straight about 2 kms, take right near Annachi Lalackadai, take left near pillaiyar temple and travel to Ration Shop. (opp to Ration Shop and next to Narcotics Bureau is ICMR - NIE) Contact : Security No: 044-26136470	15000	Number of months within contract period : 24

Printing And Photocopying Service - Photocopying; Onsite; 5; 1; With Operator; Paper To Be Provided By Service Provider; A4 (21.0 X 29.7); 75-85; JK Copier; Monochrome (15000)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Service Required	Photocopying
Installation of Machine	Onsite
Number of Working Days in a week	5
Shift for Operating Machine	1
Operator	With Operator
Paper	Paper to be provided by service provider
Size of Paper(In CM)	A4 (21.0 x 29.7)
Paper Thickness in GSM	75-85
Brand of Paper	JK Copier
Colour Type	Monochrome
Capacity of the machine for dispensing the pages per day	1000-5000
Resolution (DPI)	150
Age of Machine	1 year to 2 years
Buyer will pay for Electricity Bill	Yes
Cartridge	To be provided by Service Provider
एडऑन /Addon(s)	

विवरण/ Specification	मूल्य/ Values
Spiral Binding Required	NA

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

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per month	अतिरिक्त आवश्यकता /Additional Requirement
1	V CHANDRASEKAR	600077,ICMR-NIE, R-127, 3rd Avenue, Second Main Road, Tamil Nadu Housing Board, Ayapakkam, Near Ambattur, Chennai, Tamil Nadu 600077 DIRECTIONS: From Dunlop, Ambattur Turn left near Ambedkar Statue , Travel straight about 2 kms, take right near Annachi Lalackadai, take left near pillaiyar temple and travel to Ration Shop. (opp to Ration Shop and next to Narcotics Bureau is ICMR - NIE) Contact : Security No: 044-26136470	15000	Number of months within contract period : 24

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

- Experience Certificate for the supply of the same to any Govt/ PSU/ any renowned private organisation along with Supply/ Purchase Order.
- If the agency is registered under MSME or NSIC, then EMD exemption certificate needs to be enclosed.
- Generic**

OPTION CLAUSE 25% : 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, the contract quantity or contract duration can only be increased up to 25 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 25 percent with the consent of the service provider

- Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

5. **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.

6. **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.

7. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. The Photocopier Machines to be supplied by the firm should be digital only and should be of reputed make like Canon, Toshiba, Kyocera, Samsung, Epson, Sharp, Ricoh, etc.
2. The Photocopier Machine to be supplied should have facilities such as
 - RAM in MB – 512 MB minimum
 - Zoom Range – 25% to 400% (1% increment)
 - Resolution – minimum 150 DPI
 - Speed Copying (No. of copies per min) – minimum 35 ppm (B & W)
 - A4 / Legal / A3 Size Printing
 - Duplex Printing (Front and Back)
 - Network Printer and Scanner feature
 - With Touch Screen
 - Digital Locking Facility with Password
 - Provision for printing of documents, forms, certificates etc should be available
 - Automatic document feeder
3. The Service Provider has to submit the invoices of all those photocopier machines which are to be installed to ensure the manufacturing and purchase date of the photocopier machines.
4. The Photocopier Machines to be supplied by the Service Provider should be installed at ICMR – NIE, Chennai as per our requirements and the contractor shall have to supply lift off / shift from one place to another / replace photocopier machine as and when required by the Office during the contract period.
5. The contract will be for a period of two year initially. ICMR-NIE reserves the right to extend / curtail the contract without assigning any reason or giving prior notice.
6. The contract with the Service Provider be terminated if the services provided are not found satisfactory or if complaints are not attended in time bound manner. Reusal or inability or delay by the successful bidder to undertake the said work at the contracted rate may result in termination of the contract and disqualification of the bidder from participating in future tenders.

7. Service Provider should be registered with relevant authorities (Registration with Sales Tax, TIN Number, Service Tax Number, GST Number, etc) and should have filed Income Tax returns for the last three years (copies of both the documents should be attached).
8. Registered Branch / Head Office should be in Chennai/Tiruvallur/Kanchipuram/Chengalpattu. (Documentary Evidence should be submitted)
9. GST Certificate should be registered in TAMILNADU. (Documentary Evidence should be submitted)
10. Conditional bids shall not be considered and will be rejected out-rightly at the very first instance. It may be specifically noted that unrealistic rates shall not be entertained and reasonability of rates shall be ascertained according to the work.
11. The Service Provider has to abide by all the terms and conditions given in the bid documents and scope of work.
12. Maintenance: Complaints lodged during forenoon shall be attended in the afternoon of same day and complaint lodged in the afternoon shall be attended by the forenoon of next working day failing which a penalty **at pro-rata basis** per photocopier per machine will be recovered from hiring charges till the complaint is attended to and the photocopier machine made fully functional. In case, performance of a machine is found to be unsatisfactory i.e., it is giving frequent troubles, vendor will be required to provide suitable replacement of the machine immediately. During the currency of the contract period, it will be the responsibility of the contractor to keep the equipment in perfect working order.
13. While all endeavours will be made by the institute to ensure the Photocopiers of the contractor free from any physical damages, the responsibility of replacement of the same shall be of the contractor without any extra cost if it occurs in any unavoidable situations.
14. In case, any photocopier machine is to be taken out for repair by the firm, a stand-by machine of same/higher configuration shall be provided by the Service Provider free of cost.
15. The antecedents of person deployed for maintenance if any, should be properly verified and their details (name, address, photographs, phone numbers etc.) will have to be provided to this office.
16. Punctuality to duty and unauthorized absence will be viewed seriously.
17. Behavior of personnel employed by the contractor shall in no way be detrimental to the administration. The contractor shall provide personnel of good character, physically fit, efficient, well behaved and skilful in their duties.
18. Payment: The payment of hiring charges for photocopier machines will be made on monthly basis based on the performance certificates to be obtained from the users, which will be submitted along with the tax invoice. In case of non-satisfactory performance, the amount as deemed appropriate will be deducted from the total bill as decided by the competent authority.

19. No advance payment shall be made in any case. Payment will be made 100% upon submission of invoice on monthly basis, in the following month.
20. Service Provider shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. This office shall have no liability whatsoever in this regard and the Contractor shall indemnify this office against any/all claims, which may arise under the provisions of various Acts, Governments Orders etc
21. The monthly bills of the contractor shall be computed based on the total copies executed in a month. The contractor / agency shall bear all the maintenance charges of the toner, consumables, spare parts, photocopy paper, stationery etc.
22. The Cost per additional page exceeding the Estimated No. of pages per month shall be paid at the rate as per the below calculation.

$$\text{Cost per additional page exceeding the Estimated No. of pages per month} = \frac{\text{Cost quoted for Printing \& Photocopying Service per 100 pages}}{100}$$

The minimum rate quoted for Printing & Photocopying Service shall only be considered for calculation of cost per additional page exceeding the estimated No. of pages per month for all the Photocopier Machines.

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.

10. **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.

11. **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

Director NIE
payable at
Chennai

. 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.

12. **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.

13. Forms of EMD and PBG

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

Director NIE
Account No.
0936201002864
IFSC Code
CNRB000936
Bank Name
Canara Bank
Branch address
Ambattur Branch

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

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 (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) 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---
