

**बिड दस्तावेज़ / Bid Document**

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	05-05-2026 16:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	05-05-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	95 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Railways
विभाग का नाम / Department Name	Indian Railways
संगठन का नाम / Organisation Name	East Coast Railway
कार्यालय का नाम / Office Name	Office Of Pcmm
वस्तु श्रेणी / Item Category	Healthcare Kitchen and Dietary Service - Indoor Patient; Diet; Diabetic Diet Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - Indoor Patient; Diet; Diabetic Diet Non-Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - Indoor Patient; Diet; Non-Diabetic Diet Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner , Healthcare Kitchen and Dietary Service - Indoor Patient; Diet; Non-Diabetic Diet Non-Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner
अनुबंध अवधि / Contract Period	3 Year(s) 1 Day(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years of Experience and Turnover	No
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

बिड विवरण/Bid Details	
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?	No
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	1767725
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
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	35360

#### 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).	42

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से

बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

**लाभार्थी /Beneficiary :**

FA AND CAO  
OFFICE OF PCMM, Indian Railways, East Coast Railway, Ministry of Railways  
(Fa And Cao Ecor Bbs)

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

**एमआईआई अनुपालन/MII Compliance**

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

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

1. 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.

2. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM\\_No.1\\_4\\_2021\\_PPD\\_dated\\_18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

3. 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.

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**

Menu and Specifications for Different Diets and Feeds:[1777016227.pdf](#)

**Healthcare Kitchen And Dietary Service - Indoor Patient; Diet; Diabetic Diet Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Ward	Indoor Patient
Type of Food	Diet
Diets & Feeds	Diabetic Diet Veg
Meal Inclusions per diet per day	Morning Tea + Snacks , Breakfast , Lunch , Evening Tea + Snacks , Dinner
Electricity charges	To be paid by buyer
Cooking gas charges	To be paid by Service Provider
Water charges	To be paid by buyer
Cooking equipment	To be provided by Service Provider
<b>एडऑन /Addon(s)</b>	

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated number of patients per day	अतिरिक्त आवश्यकता /Additional Requirement
1	Himanshu Shekhar Barik	768003,Office of the Chief Medical Superintendent, Divisional Railway Hospital, Khetrajpur -768003.	1	N/A

**Healthcare Kitchen And Dietary Service - Indoor Patient; Diet; Diabetic Diet Non-Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Ward	Indoor Patient
Type of Food	Diet

विवरण/ Specification	मूल्य/ Values
Diets & Feeds	Diabetic Diet Non-Veg
Meal Inclusions per diet per day	Morning Tea + Snacks , Breakfast , Lunch , Evening Tea + Snacks , Dinner
Electricity charges	To be paid by buyer
Cooking gas charges	To be paid by Service Provider
Water charges	To be paid by buyer
Cooking equipment	To be provided by Service Provider
<b>एडऑन /Addon(s)</b>	

#### 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 patients per day	अतिरिक्त आवश्यकता /Additional Requirement
1	Himanshu Shekhar Barik	768003,Office of the Chief Medical Superitendent, Divisional Railway Hospital, Khetrajpur -768003.	1	N/A

#### Healthcare Kitchen And Dietary Service - Indoor Patient; Diet; Non-Diabetic Diet Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 4 )

#### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Ward	Indoor Patient
Type of Food	Diet
Diets & Feeds	Non-Diabetic Diet Veg
Meal Inclusions per diet per day	Morning Tea + Snacks , Breakfast , Lunch , Evening Tea + Snacks , Dinner
Electricity charges	To be paid by buyer
Cooking gas charges	To be paid by Service Provider
Water charges	To be paid by buyer
Cooking equipment	To be provided by Service Provider
<b>एडऑन /Addon(s)</b>	

**अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents****परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated number of patients per day	अतिरिक्त आवश्यकता /Additional Requirement
1	Himanshu Shekhar Barik	768003,Office of the Chief Medical Superitendent, Divisional Railway Hospital, Khetrajpur -768003.	4	N/A

**Healthcare Kitchen And Dietary Service - Indoor Patient; Diet; Non-Diabetic Diet Non-Veg; Morning Tea + Snacks, Breakfast, Lunch, Evening Tea + Snacks, Dinner ( 2 )****तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Ward	Indoor Patient
Type of Food	Diet
Diets & Feeds	Non-Diabetic Diet Non-Veg
Meal Inclusions per diet per day	Morning Tea + Snacks , Breakfast , Lunch , Evening Tea + Snacks , Dinner
Electricity charges	To be paid by buyer
Cooking gas charges	To be paid by Service Provider
Water charges	To be paid by buyer
Cooking equipment	To be provided by Service Provider
<b>एडऑन /Addon(s)</b>	

**अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents****परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated number of patients per day	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated number of patients per day	अतिरिक्त आवश्यकता /Additional Requirement
1	Himanshu Shekhar Barik	768003,Office of the Chief Medical Superintendent, Divisional Railway Hospital, Khetrajpur -768003.	2	N/A

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

### 1. Generic

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

### 2. Forms of EMD and PBG

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

FA AND CAO ECOR BBS  
payable at  
SAMBALPUR

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.

### 3. 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

FA AND CAO ECOR BBS  
payable at  
SAMBALPUR

. 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.

### 4. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

FA AND CAO ECOR BBS  
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

### 5. 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.

## 6. Service & Support

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

## 7. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

### 7.A.1. EMD CRITERIA:

The bidder should submit the EMD (Ref: EMD details of Bid Document @Page No.2/11) or valid MSE certificate for relevant Category as per Page No. 2/11 of GeM tender document or any other valid document to claim EMD exemption.

### 7.A.2. WORK EXPERIENCE CRITERIA:-

The bidder should have satisfactorily completed in three previous financial years and the current financial year up to the date of opening of the tender, one single similar service contract\*\* for a minimum of 35% of the advertised value of the bid.

\*Completed service contract includes on-going service contract subject to payment of bills amounting to at least 35 % of the advertised value of the bid.

\*\*Similar service contract means **“Execution of work in diet preparation, diet service and overall management of diet in central/State Government/P.S.U establishments”**

Work experience certificate from private individual shall not be accepted. Certificate from public sector company/Private company/Trusts having annual turnover of Rs. 500 crore and above subject to the same being issued from their Head office by a person of the company duly enclosing his authorization by the management for issuing such credentials.

**Note-1:-** The bidder shall submit details of work executed by them in the in the prescribed format ( ANNE XURE-A) along with bid for the service contracts to be considered for qualification of work experience criteria clearly indicating the nature/scope of contract, actual completion cost and actual date of completion for such contract.

### 7.A.3. FINANCIAL STANDING CRITERIA:-

The Bidders will be qualified in this criteria only if they have minimum financial capabilities as below:

#### Financial Annual Turn-over :-

The bidder should have an aggregate financial turnover not less than 1.5 times the advertised Bid value during the last three previous financial years and in the current financial year up to the date of opening of the tender. The audited balance sheet reflecting financial turnover certified by chartered account and with her stamp, signature and membership number shall be considered.

The bidder shall submit details of satisfying financial standing by them in the prescribed format Annexure-B along with bid for the service contracts to be considered for qualification of financial standing criteria. The Certificate shall also contain the UDIN of the issuing C.A.

**7.A.4. ANNEXURE-D:** Bidder must upload annexure - D attached in Buyer added bid specific documents on (To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs.100/-. The stamp has to be in the name of the tenderer), failing which offer shall be summarily rejected.

**7.A.5. ANNEXURE-E:** Bidder must submit information/undertaking w.r.t. employment/partnership of retired Railway employee as detailed in Annexure- E.

**7.A.6. PBG (PERFORMANCE BANK GUARANTEE):-** The successful contractor to whom contract is awarded shall be required to submit PBG at 5% of contract value within 15 days of award of contract. Delay in submission beyond 30 days will attract penal charges on late submission at the rate of 15% of the PBG amount. In case contractor fails to submit PBG within contract start date or 30 days from the date of award of contract whichever is earlier, otherwise the contract shall be terminated duly forfeiting EMD and other dues, if any payable against the contract.

If the contractor has commence work, but the payment to contractor shall commence only upon submission

n of PBG and its verification from issuing bank.

\*\* Annexure- A, B, D & E is uploaded in Buyer Added Bid Specific ATC document.

\*\* The hard copy of EMD and ePBG should be submitted at- Office of the Sr.DMM, DRM Complex, PO- Modipara, Dist- Sambalpur, Odisha-768002

## **7(B). OTHER INSTRUCTIONS TO BIDDERS:-**

7.B.1. Only those documents which were uploaded by bidders/sellers along with their original bid shall be considered for technical evaluation. Any documents submitted after the date of closing shall not be considered for evaluation. Further any document uploaded during representation stages shall also not be considered for evaluation.

7.B.2 Document to be submitted along with bid: Bidder has to submit documents related to following eligibility Criteria is mandatorily along with bid.

(a) Scanned proof of the EMD submitted in the GeM tender, or the document for EMD exemption.

(b) Experience Certificate as per tender condition as per ANNEXURE-A.

(c) Financial Annual Turnover Criteria document as per tender condition as per ANNEXURE-B.

(d) Compliance of Annexure- D & E.

(e) Undertaking regarding FSSAI certificate to be obtained and submitted to the Consignee before commencement of the work, if the contract is awarded.

**Note:- 1. Any mandatory Certificate/document without incomplete information is likely to be rejected.**

**Note:-2. The completion Certificate and any other documents are likely to be cross-verified with the issuing Authority/Organization. If any facts or information is found to false/incorrect, the offer will be rejected and/or the Contract will be terminated at the risk and cost of the bidder/contractor.**

**Note:-3. Non-submission of any documents required in bid document will lead to rejection of offer during technical evaluation, and no correspondence shall be entertained in this regard.**

7.B.3. In case any discrepancy between the GeM System generated Terms and Conditions and the Buyer added ATC & Buyer Uploaded Documents, then the Terms and Conditions in " Buyer added ATC & Buyer Uploaded Documents" shall be final and binding.

7.B.4. The Successful bidder shall be required to obtain a FSSAI Certificate at the time of commencement of the work without which the contract can not commence. After award of contract the FSSAI Certificate valid for the currency of contract is to be produced by the firm directly to the Consignee. The bidder should submit an undertaking in this regard along with their bid.

7.B.4. Clarification regarding electricity and water charges wherever mentioned in the bid document:

\* In the technical specification it is mentioned--

"Electricity & water charges to be paid by buyer"

\* This is to be read as--

"Electricity & water charges to be paid by Consignee."

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## **8. Buyer Added Bid Specific ATC**

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

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

File Attachment [Click here to view the file.](#)

## 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---**