

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	19-05-2026 15:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	19-05-2026 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Heavy Industries And Public Enterprises
विभाग का नाम / Department Name	Department Of Heavy Industry
संगठन का नाम / Organisation Name	Bharat Heavy Electricals Limited (bhel)
कार्यालय का नाम / Office Name	Hep Bhopal
कुल मात्रा / Total Quantity	15
वस्तु श्रेणी / Item Category	ITEM# 1) HAND HELD DIGITAL MULTIMETER
GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS	ITEM#1) HAND HELD DIGITAL MULTIMETER
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	Digital Multimeter, Nitrile Coated/Nitrile Hand Gloves (V2), hand held gps, Hand Held Calibrator, Towel Hand Cotton Turkish (IAF), Hand Held Search Light, Hand Held Particle Counter, true rms clamp meter, Hand Held Slit Lamp, Hand Held Brush Cutter (V2)
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	<ul style="list-style-type: none"> Digital Multimeter (V2)
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	Certificate (Requested in ATC), OEM Authorization Certificate, Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (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 मेन् 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	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	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
क्रेता के लिए उपलब्ध आईटीसी/ITC available to buyer	Yes
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
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Payment Timelines	Payments shall be made to the Seller within 45 days of issue of consignee receipt-cum-acceptance certificate (CRAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
-------------------	----

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
-------------------	----

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

एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference	No
--	----

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	25

ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.

1. Purchase preference will be given to MSEs having valid Udyam Registration 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. 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. In respect of bid 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 product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. 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 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 [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.

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

ITEM# 1) HAND HELD DIGITAL MULTIMETER (15 pieces)

तकनीकी विशिष्टियाँ /Technical Specifications

क्रेता विशिष्टि दस्तावेज़ /Buyer Specification Document

[Download](#)

इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	NA

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

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	डिलीवरी अनुसूची /Delivery Schedule अनुबंध प्रारम्भ होने की तारीख से दिनों की संख्या में /((In number of days from contract start days)		
			मात्रा /Quantity	प्रारम्भ होने की तारीख से डिलीवरी /Delivery to start after	डिलीवरी _____तक पूरी कर ली जाए /Delivery to be completed by
1	Niket Agrawal	462022,BHARAT HEAVY ELECTRICAL LTD, PIPLANI	15	1	84

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

1. 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 %.

2. 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.

3. 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):

Inspection after receipt of material at BHEL.

Post Receipt Inspection at consignee site before acceptance of stores:

Final Inspection & acceptance shall be done AT BHEL, BHOPAL after review of TC & GC.

4. **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.

5. **Certificates**

Material Test Certificate Should Be Sent Along with The Supply. The Material Will Be Checked by Buyer's Lab & the Results of the Lab will be the Sole Criteria for Acceptance of the Item.

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

TECHNO-COMMERCIAL ANNEXURE TO BE FILLED & SUBMITTED BY BIDDER ALONG WITH RELEVANT DOCUMENTS:-

ITEM#1) **HAND HELD DIGITAL MULTIMETER- 15 Nos.**

Sl. No.	Terms & Conditions	Vendor's Confirmation (Yes/No)
1.	TECHNICAL :	
1.1	Material/ Item should be as per attached Specification/Drawing and PQR given with bid. Any deviation should be clearly mentioned during submission of offer, otherwise offer may be rejected.	
1.2a	Material TC, GC & Inspection report to be provided along with supply for SRV clearance & material acceptance.	
1.3	INSPECTION TERMS- 1. Inspection after receipt of material at BHEL. 2. Final Inspection & acceptance shall be done AT BHEL, BHOPAL after review of TC & GC.	
2	COMMERCIAL :	

2.1	PRICE: Price to remain FIRM till execution of contract.	
2.2	Rates should be quoted on FOR destination basis up to BHEL,BHOPAL inclusive of packing, freight & insurance as per GeM GTC.	
2.3	MSE preference if any & MII certificate of local content to be uploaded at the time of bid submission for verification & availing MSE & MII purchase preference. (Vendor should apply for MSE/MIIPurchase preference at the time of Bid Submission, if not applied: shall not be given any MSE/MIIPurchase preference as per GeM logic).	
2.4	Bidder's offer is liable to be rejected if they don't upload any of the certificates/documents sought in the bid document, AT C & corrigendum.	
2.5	EVALUATION SHALL BE ON INDIVIDUAL L1 BASIS.	
2.6	divisibility of order is applicable for this tender enquiry & shall be procured in line with NIT PURCHASE PREFERENCE	
2.7	Order Splitting between vendors is not applicable	
3.	Please confirm that the following have been considered and clearly mentioned in the techno commercial bid (Part I):	
i	GSTIN	
ii	GST Rate	%
lii	Input Tax Credit Applicable	
iv	GST Type (IGST/CGST+SGST/UGST)	
v	HSN Code, 8 Digit no for each enquiry item separately.	
Vi	Any other taxes/duties with percentage.	
Vii	Seller mail ID/ contact No	

4	VALIDITY:	
4.a	The offer should remain valid as per GEM Tender enquiry.	
5	DELIVERY:	
5.a	<p>Delivery Schedule: Delivery schedule mention in GEM tender enquiry is final delivery schedule. Offer once submitted shall be treated as acceptance to delivery schedule given.</p> <p>Non acceptance/ Deviation to delivery schedule may lead to rejection of offer.</p> <p>Delivery Schedule as follows:</p> <p>84 days (early delivery acceptable)</p>	
6	<p>Whether OEM/ TRADER/ DISTRIBUTOR</p> <p>If not OEM, kindly submit authorization letter from OEM for submitting offer.</p> <p>If not submitted, your offer is liable for rejection.</p>	
7	Warranty is for one year period from date of CRAC by consignee unless otherwise specified in category specifications.	
8	Acceptance to GeM GTC/ NIT & buyer uploaded ATC.	
9	<p>MSE suppliers can avail the intended benefits only if they submit UDYAM Certificate along with the offer.</p> <p>Non submission of such documents will lead to consideration of their bid at par with other bidders. No benefit shall be applicable for this enquiry if any deficiency in the above required documents is not submitted before price bid opening.</p> <p>Action may be taken against vendor if any of documents found incorrect at any stage of the procurement process.</p>	

10	<p>MAKE IN INDIA Declaration certificate to be filled & submitted after sign & seal. Where Vendor has to specify local content in % (percentage) as per Public Procurement (preference to make in India), order 2017 and its revision/orders/amendments/circulars issued by DPIIT (Department for promotion of industry and Internal trade) /Government of India time to time.</p>	Not Applicable
11	<p>Supplier Class: Class I local supplier /Class II local Supplier/Non local supplier as per MII declaration certificate.</p> <p>Percentage of local content (..be specific) & Place of value addition.</p>	Not Applicable
12	<p>As per Government of India guidelines this contract will be covered under Public Procurement (preference to make in India), order 2017 and its revision/orders/amendments/circulars issued by DPIIT (Department for promotion of industry and Internal trade)/Government of India time to time.</p> <p>Note- For this procurement, the local content to categorize a supplier as a Class I local supplier/Class II local Supplier/Non local supplier and purchase preference to Class I local supplier, is as defined in public procurement (Preference to Make in India), Order 2017 dated 04.06.2020 issued by DPIIT. In case of subsequent orders issued by the nodal ministry, changing the definition of local content for the items of the NIT (Notice inviting tender), the same shall be applicable even if issued after issue of this NIT, but before opening of Part-II bids against this NIT.</p>	Not Applicable
13	<p>The offers of the bidders who are under suspension as also the offers of the bidders, who engage the services of the firms debarred across BHEL, shall be rejected. The list of firms debarred across BHEL is available on BHEL website: www.bhel.com</p> <p>13.0 Integrity commitment, performance of contract and punitive action thereof:</p>	

13.1 Commitment by BHEL:

BHEL commits to take all measures necessary to prevent corruption in connection with the tender process and execution of the contract. BHEL will during the tender process treat all bidder(s) in a transparent and fair manner, and with equity.

13.2 Commitment by Bidder/Supplier/Contractor:

a. The Bidder/Supplier/Contractor commit to take all measures to prevent corruption and will not directly or indirectly influence any decision or benefit which he is not legally entitled to nor will act or omit in any manner which tantamount to an offence punishable under any provision of the Indian penal code, 1860 or any other law in force in India.

b. The Bidder/Supplier/Contractor will, when presenting his bid, disclose any and all payments he has made, and is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract and shall adhere to relevant guidelines issued from time to time by Govt. of India/BHEL.

c. The Bidder/Supplier/Contractor will perform/execute the contract as per the contract terms & conditions and will not default without any reasonable cause, which causes loss of business/money/reputation, to BHEL. If any Bidder/Supplier/Contractor or during pre-tendering/tendering/post tendering/award/execution/post-execution stage indulges in mal-practices, cheating, bribery, fraud or and other misconduct or formation of cartel so as to influence the bidding process or influence the price or acts or omits in any manner which tantamount to an offence punishable under any provision of the Indian Penal Code, 1860 or any other law in force in India then, action may be taken against such bidder/supplier/contractor as per extant guidelines of the company available on www.bhel

	.com and/or under applicable legal provisions.	
14	<p>Breach of contract, Remedies and Termination: In case of breach of contract, recovery of 10% of total contract value shall be applicable. Recovery shall be done by encashing security instruments like Contract Execution Bank Guarantee, performance bank guarantee, EMD. In case value of security instruments available is less than 10% of the contract value, the balance amount be recovered from other financial remedies (i.e. available bills of the contractor, retention amount, etc. with BHEL) or legal remedies shall be pursued. Further, levy of liquidated damages, debarment, termination, de-scoping, short-closure, etc., shall be applied as per provisions of the contract.</p> <p>Suppliers/Contractors may track payment status of their invoices using BHEL Unified Supplier Payment (USP) Portal - https://uspp.bhel.in.</p>	
15	<p>Conflict of Interest: A bidder shall not have conflict of interest with other bidders. Such conflict of interest can lead to anti-competitive practices to the detriment of Procuring Entity's interests. The bidder found to have a conflict of interest shall be disqualified. A bidder may be considered to have a conflict of interest with one or more parties in this bidding process, if:</p> <ul style="list-style-type: none"> a) They have controlling partner (s) in common; or b) They received or have received any Direct or indirect subsidy/financial stake from any of them; or c) They have the same legal representative/agent for purposes of this bid; or d) They have relationship with each other, directly or through common third parties, that puts them in a position to have access to information about or influence on the bid of another bidder: or e) Bidder participates in more than one bi 	

d in this bidding process. Participation by a Bidder in more than one Bid will result in the disqualification of all bids in which the parties are involved. However, this does not limit the inclusion of the components/sub-assembly/Assemblies from one bidding manufacturer in more than one bid; or

f) In cases of agents quoting in offshore procurements, on behalf of their principal manufacturers, one agent cannot represent two manufacturers or quote on their behalf in a particular tender enquiry. One manufacturer can also authorize only one agent/dealer.

There can be only one bid form the following:

1. The principal manufacturer directly or through one Indian agent on his behalf; and

2. Indian/foreign agent on behalf of only one principal; or

g) A Bidder or any of its affiliates participated as a consultant in the preparation of the design or technical specifications of the contract that is the subject of the Bid; or

h) In case of a holding company having more than one independently manufacturing units, or more than one unit having common business ownership/management, only one unit should quote. Similar restrictions would apply to closely related sister companies. Bidders must proactively declare such sister/common business/management units in same/similar line of business.

Treatment of case regarding conflict of interest: -

The bidder note that a conflict of interest would said to have occurred in the tender process and execution of resultant contract, In case of any of the following situation:

i) If its personnel having a close personal, financial, or business relationship with any personnel of BHEL who are directly or indirectly related to the procurement or execution process of the contract, which can affect the decision of BHEL directly or indirectly:

ii) The bidder (or his allied firm) provided services for the need assessment/procurement planning of the t

ender process in which it is participating;

iii) Procurement of goods directly from the manufacturers/suppliers shall be preferred. However, if the OEM/Principal insists on engaging the services of an agent, such agent shall not be allowed to represent more than one manufacturer/supplier in the same tender. Moreover, either the agent could bid on behalf of the manufacturer/supplier or the manufacturer/supplier could bid directly but not both. In case bids are received from both the manufacturer/supplier and the agent, bid received from the agent shall be ignored. However, this shall not debar more than one authorized distributor (with / or without OEM) from quoting equipment manufactured by Original Equipment Manufacturer (OEM) in procurements under a Proprietary Article certificate.

iv) A bidder participates in more than one bid in this tender process. Participation in any capacity by a bidder (including the participation of a bidder as a partner/JV member or Sub-contractor in another bid or vice-versa) in more than one bid shall result in disqualification of all bids in which he is a party. However, this does not limit the participation of an entity as a sub-contractor in more than one bid if he is not bidding independently in his own name or as a member of a JV.

The bidder declares that they have read and understood the above aspects, and the bidder confirms that such conflict of interest does not exist and undertakes that they will not enter into any illegal or undisclosed agreement or understanding, whether formal or informal with other bidder (s), in this regard. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduc

	<p>e cartelization in the bidding process. In case, The bidder is found having indulged in above activities, the same will be considered as a violation of the tender conditions, and suitable action shall be taken by BHEL as per extant policies/guidelines.</p>	
16	<p>Documents to be submitted with bid:</p> <ol style="list-style-type: none"> a. Udyam, If applicable b. MII declaration- Not Applicable c. Test Certificates, GC, Inspection report with material d. Seal signed copy of Techno Commercial Annexure, Specification, Drawing, pre-dispatch inspection criteria and PQR etc given with bid. e. OEM self-certification or Valid certificate of authorization of OEM to be submitted along with offer (If quoting on behalf of OEM, if not submitted your offer will be rejected). f. Vendor PQR documents as per S.No 19 below. <p>If (a-f) is not submitted your offer is liable to be rejected.</p>	

17

PAYMENT TERMS:-

Acceptance to BUYER's PAYMENT TERMS:
(NUMBER OF DAYS)

1. MSE's = 45 DAYS
2. MEDIUM ENTERPRISES = 60 DAYS
3. NON-MSME's = 90 DAYS

from receipt/testing of material, subject to acceptance of material and receipt of all documents.

Above payment terms shall supersede GEM payment terms.

18

General Instructions:

1) Pre-dispatch Inspection by BHEL approved TPIA to be booked through cqir.bhel.in

2) The PO numbers are to be mentioned on the invoices and in further communications.

3) Transporter copy of invoice along with relevant documents like LR copy, e-way bill and TC's (CQIR inspection report If applicable along with internal TC's) are to be sent along with material.

4) For Bill processing following digitally signed documents need to be submitted at BHEL Finance bill section.

- (i) GEM CONTRACT WITH GEM INVOICE,
- (ii) TAX INVOICE,
- (iii) GEM CRAC,
- (iv) BHEL REGULARIZING PO COPY,
- (v) GSTR2A DATA SUBMITTED & REFLECTED IN GST PORTAL

to be sent at following address for payments "DGM-Finance, finance bill section, 4th floor, ADM building, BHEL bhopal-462022" or

Documents can also be uploaded at Incoming Material Document Management System (IMDMS) available at BHEL Bhopal B-2-B site of BHEL Bhopal internet page at <https://bpl.bhel.com/mm/>. Online submission of Invoices /e-invoices for payment can also be done in IMDMS system.

Non-submission of same will lead to delay in payment processing & shall be in vendors Account.

19

VENDOR PQR CRITERIA:

- 1. As per clause 9.0 of attached technical specification

20

Any Bidder falling under MSE category shall furnish the following details & submit documentary evidence/ Govt. Certificate etc. in support of the same along with their techno-commercial offer.

Type under MSE-

	a) SC/ST Owned	
	b) Women Owned	
	c) Others (excluding SC/ST & Women Owned)	
	d) Micro	
	e) Small	
	Note: If the bidder does not furnish the above in the tender, offer shall be processed construing that the bidder is not falling under MSE category.	
21	<p>Terms & Conditions as per BP200102B is an integral part of this bid and is available at BHEL webpage https://bpl.bhel.com/mm/asc_docs/BP_200102B.pdf.</p> <p>Any deviation (regarding drawing/technical specification/terms & conditions) must be clearly cited in offer else will be deemed acceptable. BHEL reserves right to reject offer in case of deviations.</p>	
22	Test reports & Guarantee certificate must be provided with supply	
23	Any amount on account of recovery from consigner/supplier under any condition shall be liable to be adjusted against any amount payable to the consigner/supplier against any running bills.	
24	BHEL has launched a facility for online invoice registration and document upload enabled in the SUVIDHA Portal (https://suvidha.bhel.in/suvidha/) for all BHEL Suppliers and Contractors. Also, with effect from 01-October-2025, it will be mandatory for all Suppliers/Contractors to register their invoices exclusively through the SUVIDHA Portal along with the required documents.	
25	BHEL Bhopal is registered with various TR eDS platform. MSME bidders are requested to get registered with TReDS platform to avail the facility as per the GOI guidelines.	

26

“ Grievance Redressal Mechanism

To promote transparency and ensure fair treatment of all bidders, a structured Grievance Redressal Mechanism is in place to address any concerns or issues arising during the tendering process or in subsequent business dealings with the company.

Suppliers/Contractors are requested to follow the below escalation process for grievance resolution:

1. **First Level:** Any grievance should initially be addressed to the designated Dealing Officer, whose contact details are provided in the Notice Inviting Tender (NIT)/Contract.
2. **Second Level:** If the issue remains unresolved, it may be escalated by lodging a formal grievance through the SUVIDHA Portal: <https://suvidha.bhel.in/suvidha/>.
- 3.
4. Responses will be provided in accordance with the defined escalation matrix.”

8. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [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.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by 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---