

## बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	04-05-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	04-05-2026 11:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Education
विभाग का नाम/Department Name	Department Of Higher Education
संगठन का नाम/Organisation Name	Aligarh Muslim University (amu)
कार्यालय का नाम/Office Name	Up
वस्तु श्रेणी /Item Category	ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Drinking Water Cooler; NA; PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts inc.. , ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; upto 3; PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, ..
अनुबंध अवधि /Contract Period	3 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	6 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	1 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
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

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Additional Doc 1 (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
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	2
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	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	50% Lowest Priced Technically Qualified Bidders
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 बिड मूल्य / Estimated Bid Value	204000
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
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#### 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).

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(a) 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 :**

Finance Officer  
Central Purchase Office Near SBI AMU Branch Aligarh Muslim University, UP-202002  
(Noorus Salam)

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 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. 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.
2. 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.
3. 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.

4. 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.

5. 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.

6. Reverse Auction would be conducted amongst first 50% of the technically qualified bidders arranged in the order of prices from lowest to highest. Number of sellers eligible for participating in RA would be rounded off to next higher integer value if number of technically qualified bidders is odd (e.g. if 7 bids are technically qualified, then RA will be conducted amongst L-1 to L-4). In case number of technically qualified bidders are 2 or 3, RA will be between all without any elimination. If Buyer has chosen to split the bid amongst N sellers, then minimum N sellers would be taken to RA round. In case Primary products of only one OEM are left in contention for participation in RA based on lowest 50% bidders qualifying for RA, the number of sellers qualifying for RA would be increased to get at least products of one more OEM (directly participated or through its reseller) if available. Further, if bid(s) of any seller(s) eligible for MSE preference is / are coming within price band of 15% of Non MSE L-1 or if bid of any seller(s) eligible for Make in India preference is / are coming within price band of 20% of non MII L-1, then such MSE / Make in India seller shall also be allowed to participate in the RA process.

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

**Detailed description such as Model, Brand , capacities, associated accessories etc, of the assets to be covered under the AMC:**Any parts inComprehensive Annual Maintenance Contract (CAMC)

of  
Water Cooler and Water Purifier (including Reverse Osmosis systems)  
stalled during the CAMC must be original and branded.

**Other buyer specific requirements and details:**[1776832722.pdf](#)

**Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
28-04-2026 10:00:00	Central Purchase Office Near SBI AMU Branch Aligarh Muslim Univesity Aligarh -UP-202002

**ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Drinking Water Cooler; NA; PACKAGE-5 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, Filters, Membranes, All Electrical Parts Inc.. ( 11 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	

विवरण/ Specification	मूल्य/ Values
Annual maintenance contract (AMC) for kind of water purification/ conditioning System Category	Drinking Water Cooler
Vintage of water purification / conditioning System covered under the service ( Yearly)	NA
Type of AMC Package	PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump and compressor
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**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 / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Shaista Parveen	202002,Central Purchase Office Opp. SBI AMU Branch Aligarh Muslim University	11	N/A

**ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; Upto 3; PACKAGE-5 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, .. ( 16 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Annual maintenance contract (AMC) for kind of water purification/ conditioning System Category	Potable Water Purification System Reverse Osmosis Or UV Based
Vintage of water purification / conditioning System covered under the service ( Yearly)	upto 3

विवरण/ Specification	मूल्य/ Values
Type of AMC Package	PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump and compressor
एडऑन /Addon(s)	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**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 / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Shaista Parveen	202002,Central Purchase Office Opp. SBI AMU Branch Aligarh Muslim University	16	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. Generic**

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

**3. Generic**

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

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

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

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss

of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

#### 4. **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.

#### 5. **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.

#### 6. **Service & Support**

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

#### 7. **Service & Support**

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

#### 8. **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.

#### 9. **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.

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

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

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

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

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

Buyer Added text based ATC clauses

1. Documents that are incomplete/ incorrect/ unclear/unligable, not accompanied by a registration certificate/ not accompanied by other mandatory enclosures shall be rejected outrightly.

2. Arrangements of all the documents related to taxation and others shall be the sole

responsibility of the bidder.

3. Providing any false/wrong information (including the supply of any wrong contact information, leading to the loss of communication) will be treated as a breach of contract/tender.

4. If, as a result of the post-payment audit, any less payment is detected in respect of the order by the awardee bidder under the bid, it shall be recovered by the Aligarh Muslim University, Aligarh, from the awardee bidder.

5. The tender(s)/quotation(s) containing uncalled-for remarks are likely to result in rejection.

6. Any increase in the rate during the service period shall not be acceptable.

7. The bidding firm should not be involved in any litigation that may have an impact of affecting or compromising the delivery of services as required under this request for empanelment and in the execution of the agreement.

8. An order letter is non-transferable, and the vendor should invariably submit in the given format only duly signed by the competent signatory.

9. No Bid will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders are required to submit the bid through GeM portal.

10. Bidders should take into account any corrigendum published on the Bid document before submitting their bids.

11. The bidder should ensure that they are well prepared before uploading the enclosures with the bid document so as to avoid missing any supporting document with the bid. The bid documents can be in PDF formats. Original Bid documents may be scanned and uploaded in compliance with GeM guidelines. The bidder should ensure that the documents uploaded are CLEAR and LEGIBLE.

12. Participation in the bidding process shall be automatically deemed to be unconditional acceptance of all the terms and conditions of the bid document. Therefore, all bidders are hereby explicitly informed that conditional offers shall not be considered and liable to be summarily rejected.

13. In case the bidder fails to observe and comply with the stipulations made herein or back out after quoting the rates, the Bid Security / EMD, Security Deposit and Performance Guarantee shall stand forfeited in case of non-compliance as applicable.

14. The bidder(s) who is found involved in Bid manipulation or unfair practices or withdraws their Bids in support of others may be banned from future bidding in the University. This is without prejudice to any other recourse to law available to the University.

15. Wherever authorised representatives are to attend in person, they shall carry an authorisation letter with valid documents.

16. All Bids in which any of the prescribed conditions are not fulfilled or are incomplete in any respect are liable to be rejected. The University does not bind itself to accept the lowest or any Bid and reserves to itself the right to accept the whole or any part of the Bid, and the Bidder shall be bound to perform the same at the rate quoted.

17. Canvassing in connection with Bids is strictly prohibited, and the bid submitted by the bidder, who reports to canvassing, will be liable to rejection and blacklisting for future bidding(s) in the University.

18. In addition to the conditions laid down above, the bidders are required to go thro

ugh the General Conditions of the bid / contract, special conditions of the bid / contract and the preamble attached with the article of agreement as the same are bindings on the bidders & contract shall be dealt with these conditions.

19. No complaint / request on the rates / quality etc. will be entertained after finalising the contract.

20. No, any request of the bidder for modifications/changes in tender terms and conditions or addition of new terms and conditions will be conserved (if any additional / modified terms and conditions are mentioned by the bidder anywhere in bid documents, they will automatically be nullified).

**21. RISK PURCHASE CLAUSE:** In the event of failure of the supplier to deliver or dispatch the stores or provide the required services within the stipulated dates/period of the supply order/ AT, or in the event of a breach of any of the terms and conditions of the AT, the purchaser will have the right to purchase the subject store elsewhere at the risk and cost of defaulting supplier after giving notice to defaulting supplier. The cost as per the Risk Purchase exercise may be recovered from the bills pending with the supplier, even against any other suppliers outside this contract, or even from the pending bills with any other Govt. Department/Ministry. In the event of the contract being cancelled for any breach committed and the purchaser affecting the repurchase of the subject store at the risk and cost of the contractor, the purchaser is not bound to accept the lower offer of Benami or allied sister concern of the contractor.

**22. NON-BLACK LISTED CERTIFICATE:** Bidder/OEM will upload a self-certificate stating that his firm has not been blacklisted/ banned/ debarred by any Govt./ PSU agencies in the recent past and also not under liquidation /court receivership /similar proceedings. (Note: Format attached to buyer-uploaded ATC document.)

**23. RIGHT TO REJECTION:** Central Purchase Office will be accepted after inspection and only if they are found to be up to the standard specification. The decision of the Tender Purchase Committee (TPC) / Central Purchase Committee (CPC) shall be final as to the quality of the stores and shall be binding upon the tenderers, and in case any of the articles supplied not being found as per specification shall be liable to be rejected or replaced and any expenses or losses caused to the suppliers should be borne by the supplier and ensured by the supplier that articles supplied should be best in quality and free from all defects. The acceptance of articles will be made only when the articles are inspected and found up to the standard specifications and free from all defects. The rejected stores must be removed by the tenderers from the consignee's premises within 15 days from the date of the intimation about rejection at the risk and cost of the tender. The store in charge of the concerned will take a reasonable view of such materials but in no case shall be responsible for any loss, shortage, or damage that may occur to them while they are on the premises or the consignee.

**24. COMPLIANCE OF SPECIFICATION:** The bidder has to upload compliance with the specification by mentioning complied/not complied with each parameter.

**25. MAKE-IN-INDIA CLAUSE:** For make-in-India preference, preferences will be decided as per the latest guidelines.

**26. CAPACITY VERIFICATION:** The University reserves the right to carry out capacity verification of the firms participating in the bid to ascertain the production capacity of firms at the time of technical evaluation if required.

27. In case of any dispute between the parties in relation or arising out of this Agreement, before the invocation of the Arbitration Clause, the aggrieved party shall refer the matter to the Vice-Chancellor, AMU for pre-litigation settlement. The Vice-Chance

llor, AMU upon such request for mediation shall himself or through his nominee shall mediate between the parties to resolve the issue and shall express his opinion in writing after making an effort for settlement after giving both parties an opportunity of being heard. In the event the mediation fails the mediator shall refer the matter to Arbitration.

28. The items shall be brand new, unused & of prime quality. The manufacturer shall warrant that the product supplied will be free from all defects & faults in material, workmanship & manufacture and shall be in full conformity with ordered/bid specifications. The warranty shall cover a minimum period, as mentioned in the bid documents, from the date of receipt of materials/installation at the site. The equipment shall be guaranteed for trouble-free performance and against any defects in material, workmanship, design, and any abnormal behaviour. Defective goods/materials or parts notified by Buyer to the Seller shall be replaced immediately by the Seller on an F.O.R destination basis, including payment of all taxes and duties at Seller's expense. This guarantee shall survive and hold good, notwithstanding inspection, payment, and acceptance of the goods. The bidder must ensure that all items are comprehensive with inclusive of onsite service support on all the Materials supplied and installed under this contract.

**29. SELF-CERTIFICATE FOR ACCEPTANCE OF ATC IS REQUIRED :** The bidder will submit a self-certificate stating that “ ..... (write name of firms) is accepting all terms and conditions of the ATC of Bid No. .... Dt: ... / .... / 2026” under “Additional Doc 1”.

30. Regarding Past Performance & Experience Criteria: The bidder is advised to fill out the details in the format attached under the Buyer Added Bid Specific ATC document clause and upload the same under “Additional Doc 1”. In support of this, the bidder is also advised to upload year-wise a copy of all quoted CRAC (Consignee Receipt and Acceptance Certificate) / SDA (Service Delivery Acceptance) / Satisfactory Supply Certificates with proper numbering, and in the absence of the same, it can not be considered.

31. Bidder will be liable to abide by all terms and conditions given in tender documents.

32. The awardee vendor has to adhere strictly to the time limit.

33. All disputes relating to this tender shall be referred to the sole arbitrator to be appointed by the Vice-Chancellor, AMU, whose decision will be binding on both parties.

34. All disputes arising out of this bid shall be subject to the jurisdiction of Courts at Aligarh only.

35. Any conditional bid is not acceptable and seems to be rejected.

36. Errors and omissions excepted.

37. The Bidder's rating should be at least three stars on the GeM portal.

38. PRE-BID: All the bidders are advised to participate in the pre-bid as mentioned in the bid documents. (if mentioned in the bid documents)

39. Relevant documents in support of the eligibility criteria must be attached with the documentation, duly self-inked, signed, and attested.

40. Bidder must upload an undertaking regarding compliance with Additional Specification Parameters.

41. INSPECTION OF SITE: The Bidder is advised to visit buyer locations / offices and e

xamine the installation site and its surroundings between 11:00 AM to 12:30 PM during any working day and obtain for itself on its own responsibility all information that may be necessary for preparing the Bid.

42. If the Service Provider is unable to perform their duties within the stipulated time limit, then the buyer/ user will be free to avail the same from anyone/ open market, and the cost of the same will be deducted/recovered from the bill to be paid to the Service Provider.

43. The scope covers the inspection, repair, and preventive maintenance of water cooler and water purification to ensure optimal performance, energy efficiency, and longevity. This includes mechanical, electrical, and structural checks

44. To diagnose, repair, and restore full functionality of the Water Cooler and Water Purification System located at the Administrative Block and associated offices, Aligarh Muslim University, ensuring it operates efficiently and safely for regular use.

45. Overhauling / service / repairing of Water Cooler and Water Purification System as per list mentioned above installed in the Administrative Block and associated offices, including replacement of branded quality as per requirement.

## 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 कार्यवाई 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---