

## बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	04-02-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	04-02-2026 16:30:00
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 Finance
विभाग का नाम/Department Name	Department Of Financial Services
संगठन का नाम/Organisation Name	Lic - Life Insurance Corporation Of India
कार्यालय का नाम/Office Name	Zonal Training Centre
वस्तु श्रेणी /Item Category	Annual Maintenance service-AIR CONDITIONER
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)	15 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (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	3
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	2
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	3 Days
अनुमानित बिड मूल्य /Estimated Bid Value	700000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	IDBI Bank
ईएमडी राशि/EMD Amount	14000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	IDBI Bank
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	39

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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 :**

DIRECTOR

Zonal Training Centre, Department of Financial Services, LIC - Life Insurance Corporation of India, Ministry of Finance  
(Lic Of India,)

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

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. 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.
4. 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.
5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
6. Past 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.

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.

**एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :**

Format of Financial Bid - [1768988921.xlsx](#)

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

**Site Address/ Pre Bid Meeting venue and date:**LIC OF INDIA, ZONAL TRAINING CENTRE, SIKANDRA, AGRA-282007, UTTAR PRADESH

Date :- 29.01.2026 , Time 2.00 P.M.

**Specific Scope:**[1768894272.pdf](#)

**Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
29-01-2026 14:00:00	LIC OF INDIA, ZONAL TRAINING CENTRE, SIKANDRA, AGRA-282007, UTTAR PRADESH

**Annual Maintenance Service-AIR CONDITIONER ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	Window AC , High Wall Split AC
Amc Brand	4
Nominal Cooling Capacity in TON	as per list
Vintage	as per list
Technology of Air Conditioner	as per list
Number of Routine/ Preventive Maintenance Service Per Year	4
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Functional
Type of AMC	Comprehensive
<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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**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%	100%

## अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

### प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Anupam Pabbi	282007,LIFE INSURANCE CORPORATION OF INDIA NORTH CENTRAL ZONAL TRAINING CENTRE "JEEVAN VIDYA" ,SIKANDRA ,AGRA	1	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. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

टेंडर से जुड़ी अन्य सामान्य शर्तें

GENERAL TERMS & CONDITIONS

इस निविदा के लिए L1 का निर्धारण 71 AC का 01 वर्ष के लिए CAMC की दर पर किया जाएगा । अतः स मस्त निविदाकर्ता सावधानीपूर्वक कुल 71 AC की 01 वर्ष के लिए CAMC की रेट ही Financial Bid में भरें एवं Financial Bid की हस्ताक्षरित एवं मुहर लगी प्रति GeM पोर्टल पर अपलोड करें ।

- यह अनुबंध 03 वर्षों के लिए वैध होगा । तीन वर्षों के पश्चात , वेंडर की सेवाएँ संतोषजनक पाये जाने पर यह अनुबंध 01-01 वर्ष के लिए अधिकतम 02 बार बढ़ाया जा सकता है ।
- निविदाकर्ता द्वारा टेंडर की Financial Bid में CAMC के रेट प्रति इकाई प्रति वर्ष की दर से प्रस्तुत किए जायें ।
- यह टेंडर प्रारम्भ में कुल 71 AC (सूची के अनुसार) के लिए मान्य होगा । इन 71 AC के अतिरिक्त 33 नए Split AC (1.5 Ton) की खरीद लंबित है जो कि हमारे यहाँ install होते ही अपनी वारंटी अवधि के उपरांत CAMC में शामिल किए जा सकते हैं। जिनकी CAMC दर Financial Bid में वर्णित 1.5 Ton Split AC के बराबर ही होगी ।
- अतः समस्त निविदाकर्ताओं से अनुरोध है कि टेंडर में संलग्न सूची में वर्णित कुल 71 AC के CAMC के लिए ही अपनी निविदा प्रस्तुत करें ।
- अतः टेंडर के प्रारम्भ में ePBG कुल 71 AC के लिए प्रस्तुत निविदा के आधार पर L1 की वार्षिक राशि का 5% की दर से 3 वर्ष की ePBG जमा करनी होगी । जिसकी वापसी अनुबंध की तिथि से 39 महीने बाद ही की जाएगी ।
- जैसे ही हमारे नए 33 AC लग जाएँगे, उनकी वारंटी अवधि के पश्चात वे भी CAMC में सम्मिलित हो जाएँगे निविदा की वार्षिक दर के अनुसार निविदाकर्ता को बकाया ePBG जमा करना होगा ।

- 7- तकनीकी अर्हता (Technical Qualification) के लिए निम्नलिखित दस्तावेज़/प्रपत्र अपलोड करना आवश्यक हैं :
- Annual Turnover Certificates of the Bidder for last 03 financial years;
  - Experience Certificate of the Bidder in Govt./Public Sector;
  - MSME certificate;
  - GST Registration Certificate;
  - PAN Card

**अन्य शर्तें निम्नवत होंगी :**

- 8- The Contractors are requested to go through carefully the following terms & conditions before quoting their rates
- Satisfactory level of servicing means that noise level of the machine should be minimum as possible and also all the parts of machine should be well intact in working order and shall be kept in neat and clean conditions also. At least once in a quarter, extensive cleaning of machine shall be carried out by means of applying chemical/detergent etc for proper cleanliness & tightening contact if necessary.
  - Service of AC machine include all kind of cleaning. Overhauling by using Air blower and necessary washing for cleaning of filter pad, grill, pipes, blower & motors etc and also applying a coat of anti-corrosive paint over metallic portion.
  - The Contractor shall also ensure to seal the gap between AC Machine and wall opening by using rubber gasket/thermacol to prevent the leakage of cooled air.
  - The main service also includes repairing of all parts required for effective cooling and smooth running except machines grill & body and inclusive of replacement of electrical lead top, MCB and coolant gas refilling etc, for above repair and from safety point of view contractor will engage experienced mechanic with one helper.
  - Contractor will ensure that all the complaints are attended within 4 hrs. Beyond which either they shall provide stand by machine without any claim, or a penalty @ Rs. 150/- only per day per AC may be imposed. In case the fault is not attended even within 72 hrs. the job will be carried out by any other agency at the contractor's risk & cost.
  - Replacement of spare parts of AC Machines should be done by using original spare parts of AC.
  - In the event of first party i.e. LIC being rendered by Force Majeure to perform the obligations required to be performed under the contract by such Force Majeure shall, upon notification to the contract, be suspended for the period during which the Force Majeure event lasts. The cost and loss sustained shall be borne by the contractor.
- 9- The Contractor have to carry out 04 (four) preventive maintenance (02 wet services with pressure pump, 02 dry services) as mentioned on GeM portal on quarterly basis per year and also as & when required. For releasing of payment necessary documents/service challan to be submitted as proof of servicing of Air-Conditioners.
- Contractor has to give proper authorization of mechanic/supervisor who shall be available in the office to attend the complaint & responsible for maintenance of units and maintain proper record of services rendered.
  - The Contractor or any of their agents, employees, servants or anyone else on their behalf will not in any way make use of the name of the Corporation or its Officers or

employees in their dealings with outsiders.

- c. The Contractor will have no rights to transfer or assign the contract or any rights there under to anyone.
- d. In case of non-performance or bad performance, the agreement may be terminated by the Competent Authority at any time before completion of above period by giving one-month notice to the Agency.
- e. At the expiry of the contract the outgoing contractor shall hand over air conditioners in good working condition. Last quarter payments shall be released only after recovering dues if any, recoverable from the contractor.
- f. The contract drawn is for the Comprehensive AMC of different kinds of Air conditioners installed in our office. Since the AMC is comprehensive in nature, it shall be inclusive of all spare parts & accessories including refilling of coolant gas which are required for the smooth & effective functioning of the AC units.

Therefore, the bidder is expected to visit and gather information about the status of the installed ACs before quoting the rates.

List of installed air conditioners is already uploaded at GeM portal.

- g. **TERMINATION CLAUSE:** The Corporation reserves the right to terminate the contract without assigning any reason by giving a notice of one month. This decision will not be challengeable in any court of law. The Contractor will have to give a notice of Three months if the contractor wishes to terminate the contract before expiry of the contract period. In that case the vendor has to render his continuous services till the arrangement of new AMC services.
- h. All disputes of any kind whatsoever arising out of or in connection with this contract shall be referred to the Director, Life Insurance Corporation of India, Zonal Training Centre, Agra, for settlement and their verdict shall be final and binding on both the parties.
- i. The successful tenderer shall provide the names, addresses, ID and telephone numbers of their personnel authorized to attend our units during the CAMC period. No other person shall be allowed to attend the requirements in our offices.

## अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for

[attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)

9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. 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.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. 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 catalogs 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 within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers 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 [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---**