



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4982438
Dated/दिनांक : 18-06-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	09-07-2024 09:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	09-07-2024 09:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Home Affairs
Department Name/विभाग का नाम	Central Armed Police Forces
Organisation Name/संगठन का नाम	National Disaster Response Force (ndrf)
Office Name/कार्यालय का नाम	Hq Ndrf New Delhi
Total Quantity/कुल मात्रा	6
Item Category/मद केटेगरी	PABX System - EPABX (V2) (Q2)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	4 Lakh (s)
OEM Average Turnover (Last 3 Years)/मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)	37 Lakh (s)
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate, OEM Annual Turnover *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
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	Yes
RA Qualification Rule	H1-Highest Priced Bid Elimination
Type of Bid/बिड का प्रकार	Two Packet Bid

Bid Details/बिड विवरण

Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	5 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	Yes
Inspection to be carried out by Buyers own empanelled agency	Yes
Type Of Inspection	Pre Dispatch
Name of the Empanelled Inspection Agency/ Authority	Board of Officers
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	111000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	41

(a). 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./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।

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

Beneficiary/लाभार्थी :

PAO, NDMA
NDMA Bhawan, Safdurjung Enclave, New Delhi through HQ DG NDRF New Delhi
(Pao)

Splitting/विभाजन

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

MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
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. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated 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 OEM 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.
5. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .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.
6. 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.

7. 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.

8. Inspection of Stores by Nominated Inspection Authority / Agency of buyer or their authorized representatives

An independent third party Professional Inspection Body can help buyer in mitigating buyer's risk with pre-dispatch/post-dispatch inspection in order to ensure that equipment, components, solutions and documentation conform to contractual requirements. The buyer has a right to inspect goods in reasonable manner and within reasonable time at any reasonable place as indicated in contract. Inspection Fee/ Charges (as pre-greed between buyer and Inspection Agency) would be borne by the buyer as per their internal arrangement but may be recovered from the seller if the consignment failed to conform to contractual specification and got rejected by the Inspection Officer .If so requested and accepted by the seller , initially seller may pay for inspection charges as applicable and get the same reimbursed from buyer if consignment accepted by the Inspecting Officer . For reimbursement seller has to submit proof of payment to Inspection Agency.

Seller/OEM shall send a notice in writing / e-mail to the Inspecting officer / inspection agency specifying the place of inspection as per contract and the Inspecting officer shall on receipt of such notice notify to the seller the date and time when the stores would be inspected. The seller shall, at his own expenses, afford to the Inspecting officer, all reasonable facilities as may be necessary for satisfying himself that the stores are being and or have been manufactured in accordance with the technical particulars governing the supply. The decision of the purchaser representative /inspection authority regarding acceptance / rejection of consignment shall be final and binding on the seller.

The Seller shall provide, without any extra charge, all materials, tools, labour and assistance of every kind which the Inspecting officer may demand of him for any test, and examination, other than special or independent test, which he shall require to be made on the seller's premises and the seller shall bear and pay all costs attendant thereon.

The seller shall also provide and deliver store / sample from consignment under inspection free of charge at any such place other than his premises as the Inspecting officer may specify for acceptance tests for which seller/OEM does not have the facilities or for special/ independent tests.

In the event of rejection of stores or any part thereof by the Inspecting officer basis testing outside owing to lack of test facility at sellers premises, the seller shall, on demand, pay to the buyer the costs incurred in the inspection and/or test. Cost of test shall be assessed at the rate charged by the Laboratory to private persons for similar work.

Inspector shall have the right to put all the stores or materials forming part of the same or any part thereof to such tests as he may like fit and proper as per QAP/governing specification. The seller shall not be entitled to object on any ground whatsoever to the method of testing adopted by the Inspecting officer.

Unless otherwise provided for in the contract, the quantity of the stores or materials expended in test will be borne by seller.

Inspecting officer is the Final Authority to Certify Performance / accept the consignment. The Inspecting officer's decision as regards the rejection shall be final and binding on the seller.

The seller shall if so required at his own expense shall mark or permit the Inspecting officer to mark all the approved stores with a recognised Government or purchaser's mark.

9. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- If number of technically qualified bidders are only 2 or 3.
- If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
02-07-2024 15:00:00	Conference Hall, HQ NDRF, 6th Floor, NDCC Building -II, Jai Singh Road, New Delhi-110 001

PABX System - EPABX (V2) (6 pieces)

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

Technical Specifications/तकनीकी विशिष्टियाँ

* As per GeM Category Specification/जेम केटेगरी विशिष्टि के अनुसार

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
MAIN DISTRIBUTION FRAME(MDF)	MDF (Number of Pair)	200
	Integrated Protection Module (IPM)	YES
	if yes,Number of Integrated Protection Module (IPM)	100
EXTENSION AND TRUNK/JUNCTION	EPABX system Implementation Technology/Architecture	Hybrid (Microprocessor based also supporting SIP extension)
	Number of Analogue Extensions /FXS ports	96
	Expandable upto(TDM ports/FSX ports)	128
	Number of Digital Extensions	4
	Number of Analogue Junction/FXO ports	4
	Number of SIP Extensions	32
	SIP Extensions Expandable upto	256
	Number of SIP Trunks (CHANNELS)	4
	Number of PRI TRUNKS	NA

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
CARDS SUPPORTED	Type of Cards Supported	PRI, E1, Radio Interface, GSM
GATEWAYS SUPPORTED	Gateway Types supported	FXS
BUYER SPECIFIC REQUIREMENT	Other Buyer specific Requirement	Type of TEC Certificate(IR), Loop resistance interface (1200 ohm or better), Conformity to dry heat for 16 hours at maximum specified temperature degree C in accordance with IS:9000/part-3/ section-5 /1977 latest, conformity to Cold Test for 4 hours at minimum specified temperature degree C in accordance with IS:9000/ part-2/ section-4 / 1977 latest, conformity to Damp Heat (Cyclic)Test for 2 Cycles of 24 hours each at a temperature of 40 Degree C & 95% RH in accordance with IS:9000/part-5/section-1 / 1991 latest
	Type of Epabx Artitecture implementation Gateways	NA
CONSOLE	Type of Operator Console	Digital key phone based
	Number of Operator Console	1
	Number of Direct Station Console (Selection Keys per Console)	16
SERVER SPECIFICATIONS / REQUIREMENTS (applicable only in case of Sever Based Category EPABX , Not for Hybrid & Conventional EPABX)	"Total Number of Servers Included in the Supply"	NA (for hybrid / Conventional EPABX)
	"Number of Hot Standby Servers out of Total Servers, included in the Scope of Supply"	NA (for hybrid / Conventional EPABX)
	Server Form Factor	NA (for hybrid / Conventional EPABX)
	Rack Size (RU) / Space Required for each Server	NA (for hybrid / Conventional EPABX)
	Processor Make	NA (for hybrid / Conventional EPABX)
	Total Number of processor	NA (for hybrid / Conventional EPABX)
	Number of Redundant Processors Included in the Total Number of Processor	NA (for hybrid / Conventional EPABX)
	Number of Cores per Processor	NA (for hybrid / Conventional EPABX)
	Type of RAM	NA (for hybrid / Conventional EPABX)
	RAM Size (in GB)	NA (for hybrid / Conventional EPABX)
	Type of Hard Disk Drive	NA (for hybrid / Conventional EPABX)
	Capacity of Hard Disk Drive (in TB) (Hint:SAS, NL SAS, SSD, SATA, etc)	NA (for hybrid / Conventional EPABX)
	Capacity of Flash Drive (in GB) (Hint: for Flash Drive)	NA (for hybrid / Conventional EPABX)

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Hot Swap Components	NA (for hybrid / Conventional EPABX)
	Network Interface	NA (for hybrid / Conventional EPABX)
SOTWARES	Application Software Type / Capabilities	Call Server Software, Unified Communication Server Software
	Type of Licence	Perpetual
SOFTWARE FEATURES	SALIENT SOFTWARE FEATURES	Analog Extention/FXS with Number of Software / Licences Commensurate / Equal to the Number of Analog Extension/FXS Offered under "EXTENSION AND TRUNK / JUNCTION", Digital Extension with Number of Software / Licences Commensurate / Equal to the Number of Digital Extension Offered under "EXTENSION AND TRUNK / JUNCTION", Analog Junction/FXO with Number of Software / Licences Commensurate / Equal to the Number of Analog Junction/FXO Offered under "EXTENSION AND TRUNK / JUNCTION", SIP extension with Number of Software / Licences Commensurate / Equal to the Number of SIP Extension Offered under "EXTENSION AND TRUNK / JUNCTION", SIP trunk with Number of Software / Licences Commensurate / Equal to the Number of Offered under "EXTENSION AND TRUNK / JUNCTION", PRI Trunk with Number of Software / Licences Commensurate / Equal to the Number of PRI Trunk Offered under "EXTENSION AND TRUNK / JUNCTION", Radio Interface with Number of Software / Licences Commensurate / Equal to the Number of Radio Interface Offered under "EXTENSION AND TRUNK / JUNCTION", GSM with Number of Software / Licences Commensurate / Equal to the Number of GSM Offered under "EXTENSION AND TRUNK / JUNCTION", E1 Trunk with Number of Software / Licences shall be Commensurate / Equal to the Number of E1 Trunk Offered under "EXTENSION AND TRUNK / JUNCTION", E &M with Number of Software / Licences Commensurate / Equal to the Number of E&M Offered under "EXTENSION AND TRUNK / JUNCTION"
GENERAL FEATURES of EPABX SYSTEM	Number of Audio Conference Participants Supported	16
	Number of Media Channel/Ports	NA
	Number of IP-TDM Concurrent Calls(2 users per call) Supported	16
	Call Buffer Memory System	Yes
	If Call Buffer Memory Available,Number of Records	10000
	Voice Mail Support	Yes
	If Voice Mail facility required, Number of Voice Mail Channels for concurrent calls	NA
	Number Voice Mail Users	NA

Specification	Specification Name/विशिष्टि का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
	Available for Voice Mail, Number of Hours of Recording	NA
	Auto Attendant Facility	Yes
	If Auto Attendant facility, Number of Auto Attendant Channels for concurrent calls	4
	ASMDR/CDR (hint : Automatic Station Message Detailed Record / Call Detailed Record)	Yes
	Voice Logger	NA
	If YES, Number of Simultaneous Calls that can be Recorded in Voice Logger	NA
	Security Feature(for server based)	NA
	Supported Functionalities (for server based)	NA
	Supported Codecs	G711, G729, G723
SYSTEM/EXTENSION/ ATTENDANT CONSOLE FEATURES	System Features	Automatic Route Selection facility, DID facility(Direct inward dialing), DOD facility(Direct outward dialing), DISA facility(Direct inward station access), Multi Level Voice DISA facility, Privacy of Call, ASMDR/CDR, Programmable class of service for (STD/ISD/LOCAL) dialing as per need, Caller ID information for both internal and external callers (over Analogue, ISDN PRI), unique authorization codes for every users, Automatic call back, Call waiting, Music-on-hold facility, Call budgeting, Least cost routing, Mix-mode dialing, Provision for remote logins, Extension to Extension dialing
	Extension Features	Call forwarding, Consultation Hold, Brokers Call, Automatic call transfer, Conference call, Call pick up, Call re routing, Auto call disconnection, Dynamic STD Lock, Paging on key phone, Password control, Virtual Telephony, Howler Tone, Call parking, Auto answer/Auto off, Emergency call facility, Missed/Dialed/Received Call Lists, Last Caller Call back, Password display suppression, Personal Identification Number, Hotline, Preset Conference Calls, Direct Call billing in rupees, Call billing printout, Calling line identification(CLI), Remote Maintenance, Other Extension features
	Attendant Console Features	Answering an incoming call, Call queuing, Serial Call, Call waiting display, Automatic Call Distribution, Call Hold, Trunk offering, Night service, Head phone connectivity, Other Attendants console Features
	Voice Prompts and Announcement	Yes
	If yes, Number of Levels of IVRS	1

Specification	Specification Name/विशिष्ट का नाम	Bid Requirement/बिड के लिए आवश्यक (Allowed Values)/अनुमत मूल्य
POWER SOURCE	Supply Voltage	48 VDC
	Supply Voltage for Media Gateway (For Server based)	230V AC & 48V DC
	Provision for Inbuilt Battery Charging Arrangement for providing Battery Backup	NA
	FCBC	YES
	If yes, minimum current Rating of FCBC at charging voltage of 48V (Ampere)	25A
	Protection against over current and accidental reversal of polarity on the input side and against over current and over voltage on the output side	YES
OPERATING CONDITIONS	Minimum Operating Temperature (?C)	0
	Maximum Operating Temperature(?C)	45
	Operating Humidity (RH) @ 40 ?C (%)	95
TEST REPORT/ CERTIFICATION	TEC approval as per the latest TEC specifications	Yes
	Type of lab which carried out Test of Complete Product to prove the conformity of product as per specification	Govt Lab
INSTALLATION AND COMMISSIONING	Installation and Commissioning	Yes (Covered under Scope of supply)
	Chemical Earthing to achieve resistance < 2ohm	No
OPERATION & MAINTENANCE SUPPORT	The scope of supply include one set of operation and maintenance manual for each equipment	YES
	Operation & Maintenance Terminal	NA
	Training provided to buyers	YES
	If YES,Details of training	On site training for 3 days
SERVICES	Comprehensive Warranty (YEARS)	3.0 (year)

Additional Specification Parameters - PABX System - EPABX (V2) (6 pieces)

Specification Parameter Name	Bid Requirement (Allowed Values)
INSTALLATION AND COMMISSIONING:- Chemical Earthing to achieve resistance < 2ohm	Yes
MAIN DISTRIBUTION FRAME(MDF) if yes, Number of Integrated Protection Module (IPM)	Number of Integrated Protection Module (IPM)-200

* Bidders offering must also comply with the additional specification parameters mentioned above.

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Verified and Signed Tp document	View
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Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Kuldeep Sharma	781017,The Commandant, 01 Bn NDRF, Patgaon, PO-Azara, Distt-Kamrup, Near Azara Railway Station, Guwahati (Assam)-781017	1	60
2	Gaurav Balaso Jangate	754006,The Commandant, 03 BN NDRF, MUNDALI Distt-CUTTACK (ODHISHA)-754006	1	60
3	Devender Parkash	151001,The Commandant, 07 BN NDRF 81 Bibiwala Road, Distt-Bhatinda (Punjab)-151001	1	60
4	Kunal Tiwari	201002,The Commandant, 08 BN NDRF, SECTOR 19 KAMALA NEHARU NAGAR GHAZIABAD (UP)-201002	1	60
5	Santosh Kumar	801103,The Commandant, 09 Bn NDRF, Ara Road Bihta, NH-30, PO- Bihta, Distt-Patna (Bihar)-801103	1	60
6	Dilbag Singh	521212,The Commandant 10 BN NDRF, Village- Adavinekkalam, Nunna Town, Viajywada, Distt-Krishna (Andra Pradesh) Pin Code-521212	1	60

Special terms and conditions-Version:2 effective from 02-11-2022 for category PABX System - EPABX (V2)

1. This category pertains to the products covered under Mandatory Testing and Certification of Telecom Equipment (MTCTE) by TEC, DoT(www.tec.gov.in) notified vide Indian Telegraph (Amendment) Rules, 2017. Sellers to ensure compliance of the MTCTE certificate against Essential Requirement (ER) for the model offered on GeM Portal. Procuring Authorities to check compliance of model procured against the applicable ER issued by TEC under MTCTE.

In addition, procuring entities should also ensure that if the product is covered under Public Procurement (Preference to Make in India (PPP-MII)) Policy of DOT notified vide Gazette Notification dated 29th August 2018 as amended from time to time, it should also comply to the certification against applicable Generic Requirement (GR)/ Interface Requirement (IR) if issued by TEC.

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

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

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

Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

4. Generic

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

5. OEM

IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.

6. 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):

Not Applicable

Post Receipt Inspection at consignee site before acceptance of stores:
Board of Officers detailed by the Consignee

7. Financial Criteria

NET WORTH: Net Worth of the OEM should be positive as per the last audited financial statement.

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. **Certificates**

The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.

10. **Turnover**

Bidder Turn Over Criteria: 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 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.

11. **Turnover**

OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated 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 OEM 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. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.

12. **Service & Support**

Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.

13. **Warranty**

Warranty period of the supplied products shall be 3 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

14. **Warranty**

Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 15 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG). Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imburse the cost of such service / rectification to the Buyer.

15. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

1. RIGHT TO REJECTION

(i) The decision of the DG NDRF shall be final as to the quality of the store and shall be binding upon the Tenderers and in case of 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 supplier should be borne by the supplier and ensured by the supplier that articles supplied should be best in quality and free from all defects.

(ii) The acceptance of articles will be made only when the articles are inspected and found up to the standard/ as per specifications and free from all defects.

(iii) 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 Tenderer. The In-charge of stores concerned will take reasonable view of such materials but in no case shall be responsible for any loss, shortage, damage that may occur to it while it is in the premises of the consignee.

2. DELIVERY OF STORES

(i) Delivery period will include the inspection and replacement of rejected lot.

(ii) Firm should not deliver stores to consignee(s) beyond scheduled Delivery Period without obtaining prior sanction of purchaser.

(iii) Under the contract, the stores are of utmost importance and need to be delivered within DP as the stores are life-saving. Late delivery may cause loss of lives. Seller is liable to pay the LD charges for the loss likely to be caused to buyer due to late supplies as per T & C.

(iv) No grace period will be provided after the stipulated delivery period, however the decision will be taken as per the circumstances and the buyer may extend DP with or without LD.

3. LAW GOVERNING THE CONTRACT

(i) The contract shall be governed by the laws in force as of date in India and interpretation would be done accordingly.

(ii) Jurisdiction of Court: The courts of the New Delhi shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

4. ARBITRATION

(i) Arbitration proceedings shall be held at New Delhi, India and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English.

(ii) In the case of dispute or difference arising between the purchaser and the supplier relating to any matter arising out of or connected with the contract, such dispute or difference shall be settled in accordance with the Indian Arbitration and Conciliation Act, 1996.

5. Physical copy of EMD should be deposited to **Procurement branch, HQ NDRF within 5 days from bid opening date** (excluding Saturday, Sunday & Holiday).

6. Physical copy of Performance Bank Guarantee should be deposited to **Procurement branch, HQ NDRF within 15 days from the award of contract or else contract is liable to be cancelled.**

7. The bidder should submit undertaking regarding Make in India content as per proforma circulated by DPIIT (In case the bidder is not OEM, the certificate should be obtained from OEM). The bidder shall be solely responsible for the undertaking submitted for the compliance of MII (Make in India) Policy. In case of any deviation found at any stage, the bidder's claim will be cancelled and will be blacklisted for minimum 2 years from this organization and case will be projected to GeM for action at their end.

8. Bidder has to provide one free tender sample with all accessories along with original lab test report from any Govt approved NABL lab on returnable basis for field trial when asked by HQ NDRF. [**Bidder should upload lab test report alongwith the details of the NABL accredited lab (authorized for testing of items or not and undertaking to provide one free sample)**]. The sample will only be asked from the Bidder who fulfills all the terms & conditions in relations to submission of documents.

9. Buyer have right to test/verify the tender sample/sample from bulk production/supplied store or at any stage from the NABL accredited/Govt lab, the testing charge will be borne by the seller.

Disclaimer/अस्वीकरण

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.

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.

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

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./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।

---Thank You/धन्यवाद---