



# महालेखाकार (लेखापरीक्षा), असम का कार्यालय

भारतीय लेखापरीक्षा एवं लेखा विभाग

मैदामगाँव, बेलतला, गुवाहाटी - 781029

दूरभाष - 0361-2301873, 2300665, ई-मेल - agauassam@cag.gov.in

**OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), ASSAM**

**INDIAN AUDIT & ACCOUNTS DEPARTMENT**

MAIDAMGAON, BELTOLA GUWAHATI - 781029

Telephone: 0361-2301873, 2300665, E-mail: agauassam@cag.gov.in



SUPREME AUDIT INSTITUTION OF INDIA  
लोकहितार्थं सत्यनिष्ठा  
Dedicated to Truth in Public Interest

## निविदा सूचना / TENDER NOTICE

### COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR WATER PURIFIER

Office of the Accountant General (Audit), Assam, Maidamgaon, Beltola Guwahati - 781029 invites bids through GeM (Government e-Marketplace) portal from Firms / Agencies for Comprehensive Annual Maintenance Contract (CAMC) for its 05 Water Purifiers. The period of contract is for 2 (Two) Years from the GeM contract coming into effect.

#### **A. General Terms & Conditions for comprehensive AMC of Water Purifiers**

Bids are invited from the reputed/registered Service Dealers for Comprehensive Maintenance Contract in respect of the following 05 Water Purifiers:-

Sl. No.	Make	Model	Qty.
(a)	Eureka Forbes	Aquaguard Reviva RO	1
(b)	Eureka Forbes	Aquaguard Maxima RO	1
(c)	Ion-Exchange (India)	Zero-B Magna Plus RO	1
(d)	Ion-Exchange (India)	Zero-B Icy Hot Pro-UV	1
(e)	Ion-Exchange (India)	Zero-B UV Chill	1
<b>Total =</b>			<b>5</b>

The GeM bids should be accompanied by an Earnest Money Deposit (EMD) of Rs.5,000.00 (Rupees Five thousand only) in the form of a crossed Demand Draft from any scheduled bank drawn in favour of Pay & Accounts Officer, O/o the AG (A&E), Assam. In the absence of EMC, the tender shall be rejected summarily. Micro & Small Enterprises registered with NSIC for Udyon Aadhaaar Memorandum are exempted from submission of EMD as per Rule 170 of General Financial Rules 2017 subject to submission of valid certificate.

This office reserves all rights to reject any bids including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of this office in this regard shall be final and binding.

The contract may be terminated if it is found that the bidder to whom the work has been awarded is blacklisted on previous occasions by any of the Government Departments / Institutions / Local Bodies/ Municipalities / Public Sector Undertaking etc.

The Contractor shall completely indemnify and hold harmless the Clint and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of providing the required services.

Contractors shall positively observe all safety measures required to be undertaken for safety of persons, labours, public and properties at work site.



This office shall be entitled to deduct in accordance with Applicable Laws, Income Tax GST or withholding tax or other deductions (as the case may be), from any payments made to the contractor. The successful bidder shall be required to deposit 5% of contract amount as performance Security within 7 days of award of the contract. The validity of performance security should be 60 days beyond the contract period of 31-12-2022.

**B. Scope of Work:**

1. **Duration of Contract:** The contract shall remain valid for a period of **two years** from the date of execution. It may be **extended annually** based on **performance appraisal, feedback and mutual consent, subject the same or revised terms.**

2. **Service Frequency & Schedule:**

(a) A **minimum of 24 service visits (once in every month)** is mandatory throughout the two years of contract period.

(b) **Additional visits** must be provided **on demand**, without any extra charge, in case of operational issues or specific requirements.

(a) A Logbook / Register shall be maintained by the service engineer, to be signed by the authorised representative of the office after every visit.

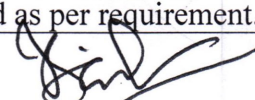
3. **Response Time for Complaints:**

In the event of a breakdown or malfunction, the contractor must ensure that the issue is attended to and resolved within two working days from the time to complaint registration. Failure to do so will entitle this office to engage an alternative authorised service provider, and any associated costs shall be recovered either from the contractor's quarterly payable amount or from their EMD/Security Deposit.

4. **Routine/Preventive Maintenance:** Monthly inspection and general cleaning of all water purifiers and water coolers is mandatory, Routine/Preventive maintenance may be carried out during any working days or on holidays after prior intimation to this office.

5. **Periodic Replacement frequency of components:** The contractor shall proactively monitor the performance of components and replace them as per the below schedule, even if no visible defect is present, to ensure uninterrupted delivery of potable, water. The details of replaced components shall be duly recorded in the register maintained for this purpose. If instant replacement cannot be made, the same to be carried out within 48 hours from the date of reporting the malfunction/ breakdown. All replaced parts must be OEM or equivalent.

Sl. No.	Component	Recommended Replacement Frequency
(a)	Pre-filter Candles	Every 6 months or before based on monthly Inspection Report.
(b)	Carbon Cartridges	Every 6 months or before based on Monthly Report.
(c)	RO Membranes	Every 12 months or earlier if TDS/Flow Rate degrades below the specific norms.
(d)	Ultraviolet (UV) Lamps	Every 9 months regardless of condition or as and when required.
(e)	SMPS, Ballast Units	As and when found defective on priority basis.
(f)	Compressors (in coolers)	Inspect every 6 months, instant replace if failure noticed.
(g)	Fan Motors	Inspect every 6 months, instant replace upon detection of malfunction.
(h)	Water Pumps	Annually or on performance degradation or on requirement as per Monthly Inspection Report.
(j)	All types of filters	Every 9 months regardless of condition and as per requirement.





6. **Scope of AMC – Coverage of Components:** The AMC shall include **preventive and breakdown maintenance** and cover **free repair or replacement** of the following components during the contract period whenever they encounter failure / malfunction.

- (a) Thermostats
- (b) Relays
- (c) Capacitors
- (d) Input / Output pipes
- (e) Hose Clips
- (f) Gas refilling / charging

7. **Replacement Clause:**

- (a) All parts must be **genuine OEM** (Original Equipment Manufacturer) or equivalent quality certified parts and their invoices may be asked for verification. The replaced parts should carry a minimum warranty of 6 months, as per standard.
- (b) Contractor shall ensure that during the progress of the work, no damage shall occur to installations / equipment due to any reason, if so happens, contractor shall have to repair/replace the same at his own risk and cost.

8. **Quality Control & Documentation:**

- (a) The firm shall conduct regular quality control inspections on all water purifiers and water coolers covered under the AMC once in every quarter.
- (b) These inspections shall include Total Dissolved Solids (TDS) measurement to assess mineral content and filtration efficiency, testing for bacterial and chemical contamination to ensure compliance with IS 10500 potable water standards, and flow rate measurement to verify operational efficiency and detect potential blockages.
- (c) All test results must be properly recorded, certified and submitted to the department in the prescribed format as follows :-

Sl. No.	Location of the Equipment	Equipment Type	TDS (PPM)	Bacterial Contamination	Chemical Contamination Yes/No)	Flow Rate (Liter/Minutes)	Remarks/ Action Taken	Date of Inspection	Technician Name & Signature
(i)	Officers' Guest House, (Inside IAAS Officer's Residential Quarters Complex), Lakhimi Nagar, Hatigaon, Ghy.	Aquaguard Reviva RO							
(ii)	IAAD Guest House, Maidamgaon, Beltola, Guwahati	Aquaguard Maxuma RO							
(iii)	IAAD Guest House, Maidamgaon, Beltola, Guwahati	Zero-B Magna Plus RO							
(iv)	O/o the AG (Audit), Assam, Maidamgaon, Beltola, Guwahati	Zero-B Icy Hot Pro UV							
(v)	Departmental Canteen O/o the AG (Audit), Assam, Maidamgaon, Beltola, Guwahati	Zero-B UV Chill							

Any deviation from the standard parameters must be reported immediately along with details of the remedial action taken.

9. **Payment Terms:**

- (a) Payments shall be released on a **Quarterly Basis**, as mutually agreed, upon receipt of the **Satisfactory Service Report** signed by the designated officers.
- (b) Any **applicable penalties** will be deducted from the subsequent payment cycle.
- (c) The contractor must submit **GST Compliant Invoices** along with service reports and spare replacement records.

10. **Penalty Clause**

- (a) A penalty of **₹500.00 per day** shall be imposed for delays in emergency service response beyond stipulated timelines without prior written justification.
- (b) Non-compliance with scheduled service visits will result in a **pro-rata deduction** from the contract payment, based on the percentage of missed services.
- (c) Repeated **non-performance** (more than two instances) may trigger termination proceedings.

11. **Dispute & Liability**

- (a) The contractor shall be **fully liable** for any damage to equipment or office property arising due to negligence or improper handling during service.
- (b) In case of any **dispute regarding liability**, the matter shall be resolved based on documented service reports and Administrative Enquiry.

12. **Termination Clause**

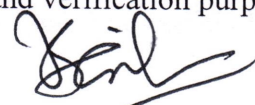
- (a) Either party may terminate the contract by giving a **30 days Written Notice** citing valid reasons.
- (b) Immediate termination may be invoked in the event of **persistent non-performance, fraudulent practices, or breach of contract terms**.
- (c) Upon termination, all dues up to the date of exit shall be settled after submission of final service clearance.

**C. Eligibility criteria-cum-Technical Bid (Documents to be uploaded in GeM by the Bidders:**

Only those bidders who fulfil all criteria and submit all requisite documents in the prescribed format as detailed in the following clauses, shall be considered for technical financial evaluation under the LCS methodology outlined later in this document.

1. **Company Registration Certificate:** The bidder must submit a valid certificate of incorporation or registration to establish the entity's legal status as a firm, company, or proprietorship. The bidder must be registered within the **Kamrup (Metro) District of Assam**.

2. **PAN & GST Registration:** Copies of Permanent Account Number (PAN) and Goods and Services Tax (GST) registration must be provided for tax compliance and verification purposes.





3. **Proof of Registration within the State of Assam:** A valid Trade License, registered under Shops & Establishment Act, or other relevant local registration document showing the firm's operations in Assam must be submitted.
4. **Proof of Registered Office in Kamrup (Metro) District:** Documentary evidence such as utility bills, lease agreement, or property ownership documents must be provided to confirm the existence of a functional office in Kamrup (Metro) District in Assam.
5. **Experience Certificate in Comprehensive AMC (Minimum 3 Years):** Work completion certificates or letters from clients confirming the bidder's experience in handling CAMC of similar equipment for at least the past 3 years.
6. **OEM Authorisation:** A valid authorisation letter from the Original Equipment Manufacturer (OEM) must be furnished if the bidder is not the OEM but is supplying spare parts or providing service on behalf of one.
7. **Past Performance Records:** A detailed list mentioning at least 3 major clients, preferably Central / State Government Departments or Central Public Sector Undertaking / State Public Sector Undertaking, with brief descriptions of similar work executed in the past. Such certificates must be certified on the letterhead of the issuing organisation with duration and amount duly mentioned.
8. **Declaration of No Blacklisting:** The bidder must submit a notarised affidavit on ₹100.00 Non-Judicial Stamp stating that the firm has not been backlisted or debarred by any Government Agency, PSU, or institutions.
9. **Financial Turnover / Income Tax Returns of Last 3 Financial Years:** Copies of Audited Balance Sheets, Profit & Loss Statements, or Income Tax Returns (ITRs) of the last 3 Financial Years viz. 2022-23, 2023-24 and 2024-25 must be submitted as a proof of Financial Capability.

**(D) Technical and Financial Evaluation Criteria through Least Cost Selection (LCS)**  
**Method:** Bidders will be technically evaluated based on the following parameters. Each criterion carries a specified weightage, and the cumulative technical score will determine eligibility for the financial evaluation round.

**1. Years of Experience in Providing CAMC for Water Purifiers - Weightage: 20 Marks**  
**[As per Clause C (5) above]**

Years of Experience	Marks Awarded
Less than 5 years	Disqualified
5 to < 10 years	10 Marks
10 to < 15 years	15 Marks
15 years or more	20 Marks

**Note:** The experience must be in comprehensive AMC / AMC involving repair, preventive maintenance, and part replacement for branded water purifiers/coolers across Government/Private Sector Institutions.

**2. Number of Similar CAMC Contracts Executed in Last 5 Years - Weightage: 30 Marks**  
**[As per Clause C (7) above]**

Number of CAMC Contracts Executed	Marks Awarded
Less than 5 contracts	10 Marks
5 to 9 contracts	20 Marks
10 or more contracts	30 Marks

**Note:** Contracts must involve maintenance of similar capacity water purifiers or coolers. Preference will be given to those with a proven record in government offices or PSUs. Copies of Work Orders or Completion Certificates must be submitted.

3. **OEM Partnerships – Weightage: 30 Marks [As per Clause C (6) above]**

Criteria	Marks Awarded
More than 6 valid authorization from OEM	30 Marks
3-6 valid authorization from OEM	20 Marks
Up to 3 valid authorization from OEM	10 Marks

4. **Criterion for Financial Turnover/ Income Tax Returns (Weightage: 20 Marks):**  
[As per Clause C (9) above]

Annual Average Turnover for FYs 2022–23, 2023–24, 2024–25	Marks (Out of 20)
₹15 lakhs and above	20
₹8 lakhs to < ₹15 lakhs	15
₹4 lakhs to < ₹8 lakhs	10
Less than ₹4 lakhs	0 (Disqualified)

(E) **Minimum Technical Score Required:**

Only bidders securing a **minimum technical score of 40 out of 100** will qualify for the opening of financial bids.



दिनांक : 10 जुलाई 2025  
Date: 10<sup>th</sup> July 2025

वरिष्ठ उप-महालेखाकार (प्रशासन)  
Sr. Deputy Accountant General (Admin)  
Senior Deputy Accountant General (Admin)  
Office of the Principal Accountant General (Audit), Assam  
मैदामगाँव, बेलतला, गुवाहाटी-781029  
Maidamgaon, Bellola, Guwahati-781029

**बिड दस्तावेज़ / Bid Document**

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	24-07-2025 19:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	24-07-2025 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Comptroller And Auditor General (cag) Of India
विभाग का नाम / Department Name	Na
संगठन का नाम / Organisation Name	Official Web Site Of Accountants General, Assam
कार्यालय का नाम / Office Name	Ag(au) Assam
वस्तु श्रेणी / Item Category	ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; 3 to 5; PACKAGE-5 : Water purifier and conditioning system maintenance involving basic servicing, ..
अनुबंध अवधि / Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	4 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 Exemption for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption 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), Additional Doc 3 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer



बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
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	100000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
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).	26

(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 :**

Pay Accounts Officer  
Pay & Accounts Officer, O/o the Accountant General (A&E), Assam  
(Pao)

**UIN Number NCTGC2415P****विभाजन/Splitting**

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

**एमआईआई अनुपालन/MII Compliance**

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

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
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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 exempted from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking exemption from Experience Criteria, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted 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 exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
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. 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.
6. 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.

7. 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.

8. 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:**1. Aquaguard Reviva RO - 1 (Eureka Forbes)

2. Aquaguard Maxima RO - 1 (Eureka Forbes)
  3. Zero-B Magna Plus RO - 1 (Ion-Exchange India)
  4. Zero-B Icy Hot Pro-UV - 1 (Ion-Exchange India)
  5. Zero-B UV Chill - 1 (Ion-Exchange India)
- (Total 5 Water Purifiers)

**Other buyer specific requirements and details:**[1752492683.pdf](#)

**This Bid is based on Least Cost Method Based Evaluation (LCS). The technical qualification parameters are:-**

Parameter Name	Max Marks	Min Marks	Evaluation Document	Seller Document Required
Years of Experience in providing CAMC for Water Purifier	20	10	<a href="#">View file</a>	Yes
Number of similar CAMC contracts executed in last 5 years	30	10	<a href="#">View file</a>	Yes
OEM Partnerships	30	10	<a href="#">View file</a>	Yes
Criterion for Financial Turnover/ Income Tax Returns	20	10	<a href="#">View file</a>	Yes

Total Minimum Passing Technical Marks: 40

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

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)	3 to 5
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>	

#### 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	Miltan Chatterjee	781029,OFFICE OF THE ACCOUNTANT GENERAL (AUDIT), ASSAM, MAIDAMGAON, BELTOLA. GUWAHATI-781029	5	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

#### 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 are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

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---