



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/5047517  
Dated/दिनांक : 25-06-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	05-07-2024 11:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	05-07-2024 11:30:00
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 Power
Department Name/विभाग का नाम	Power Grid Corporation Of India Limited
Organisation Name/संगठन का नाम	Powergrid Teleservices Limited
Office Name/कार्यालय का नाम	New Delhi
Item Category/मद केटेगरी	Annual Maintenance service-AIR CONDITIONER
Contract Period/अनुबंध अवधि	3 Year(s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Certificate (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
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	691008
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

### EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
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EMD Amount/ईएमडी राशि	14000
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#### ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	38

(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 केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई केटेगरी 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 :

Power Grid Teleservices Limited  
Power Grid Teleservices Limited, Eastern Regional Telecom Control Center, 1st Floor, CF-17, Action Area-1C, New Town, Rajarhat, Kolkata-700156  
(Company)

#### Splitting/विभाजन

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

#### MII Compliance/एमआईआई अनुपालन

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide

eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (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.

2. 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.

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

**Site Address/ Pre Bid Meeting venue and date:**The scope of work, SLA parameters and site wise AC details will be as per the "Specific Scope" attached.

**Specific Scope:**[1718275166.pdf](#)

**Annual Maintenance Service-AIR CONDITIONER ( 10 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	High Wall Split AC
Amc Brand	General
Nominal Cooling Capacity in TON	2.0 Ton/6000 kcal/hr
Vintage	5 to 7 years
Technology of Air Conditioner	Non-Inverter (Fixed Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	One Preventive Maintenance (Overhaul) + One Wet (Routine Service) + One Dry (Routine Service)
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Functional
Type of AMC	Comprehensive
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Satyajeet	743710,POWERGRID CORPORATION OF INDIA LIMITED, location at WBSETCL Jeerat 400KV S/s, NH-34, Kanchiara, West Bengal-743711	10	N/A

### Annual Maintenance Service-AIR CONDITIONER ( 8 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	High Wall Split AC
Amc Brand	godrej
Nominal Cooling Capacity in TON	2.0 Ton/6000 kcal/hr
Vintage	3 to 5 years
Technology of Air Conditioner	Non-Inverter (Fixed Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	One Preventive Maintenance (Overhaul) + One Wet (Routine Service) + One Dry (Routine Service)
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Functional
Type of AMC	Comprehensive
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Satyajeet	743710,POWERGRID CORPORATION OF INDIA LIMITED, location at WBSETCL Jeerat 400KV S/s, NH-34, Kanchiara, West Bengal- 743711	8	N/A

### Annual Maintenance Service-AIR CONDITIONER ( 4 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	High Wall Split AC
Amc Brand	Voltas
Nominal Cooling Capacity in TON	2.0 Ton/6000 kcal/hr
Vintage	7 to 9 years
Technology of Air Conditioner	Non-Inverter (Fixed Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	One Preventive Maintenance (Overhaul) + One Wet (Routine Service) + One Dry (Routine Service)
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Functional
Type of AMC	Comprehensive
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Satyajeet	743710,POWERGRID CORPORATION OF INDIA LIMITED, location at WBSETCL Jeerat 400KV S/s, NH-34, Kanchiara, West Bengal- 743711	4	N/A

### Annual Maintenance Service-AIR CONDITIONER ( 2 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	High Wall Split AC
Amc Brand	Voltas
Nominal Cooling Capacity in TON	1.0 Ton/3000 kcal/hr
Vintage	3 to 5 years
Technology of Air Conditioner	Non-Inverter (Fixed Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	One Preventive Maintenance (Overhaul) + One Wet (Routine Service) + One Dry (Routine Service)
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Functional
Type of AMC	Comprehensive
<b>Addon(s)/एडऑन</b>	

#### Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

#### Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity	Additional Requirement/अतिरिक्त आवश्यकता
1	Satyajeet	743710,POWERGRID CORPORATION OF INDIA LIMITED, location at WBSETCL Jeerat 400KV S/s, NH-34, Kanchiara, West Bengal-743711	2	N/A

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

### 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

#### 1.0 SCOPE OF WORK :

**1.i. Objectives :** Comprehensive AMC of 24 nos Split AC's of different brands for various locations of North Bengal for the period of 03 years.

**1.ii. Equipment Condition & Details :** All the Split AC's are used for Telecom equipment/Site cooling purpose (Industrial Use). These AC's runs on 06-08 hours rotational basis via timer and in breakdown condition needs immediate attention. For breakdown cases site reporting time is within 24 hours of intimation/reporting of fault. Details of Split AC's mention below:

Sl. No	Site Name	Site Address	AC Make & Type	Quantity (in nos) "A"	Each Air-Conditioner Tonnage (Ton) "B"	AC Model "C"	Year of Commissioning (MM/YY) "D"
1	Siliguri POP	Siliguri 220/132KV S/S, POWERGRID, Vidyut Nagar, PO: Satellite Township, Dist: Jalpaiguri, Pin:734015	Godrej Split AC Non-Inverter	2	2.0T	GIC24ETC 5-WTA SPL IT 5S	Feb-21
2			O-General Split AC Non-Inverter	5	2.0T	ASGA24FU TA	Mar-18

3	Birpara POP	Birpara 220 /132 KV S/s POWERGRID, Near : Birpara Choupathy, Birpara, West Bengal 735204	Godrej Split AC Non-Inverter	2	2.0T	GIC24ETC 5-WTA SPLIT 5S	Feb-21
4			Voltas Split AC Non-Inverter	2	1.0T	Voltas High Wall SACC 125V/3000KCAL/Hr /5Star	Sep-20
5	Malda POP	400/220/132 KV S/S POWERGRID, LAKHIMPUR MALDA, WEST BENGAL - 732102	Godrej Split AC Non-Inverter	4	2.0T	GIC24ETC 5-WTA SPLIT 5S	Mar-21
6	Binaguri POP	Binaguri 400/220 KV S/S, POWERGRID, PO: Balaram, PS: Ambari Falakatta, Dist: Jalpaiguri, WB:735135	O-General Split AC Non-Inverter	4	2.0T	ASGA24FU TA	Mar-18
7	Repeater-141	Village-Dwarakamar, PO-Khushyabari, PS-Ghosk adanga, Distt-Coochbihar, pin code : 735211	O-General Split AC Non-Inverter	1	2.0T	ASGA24FU TA	Mar-18
8	Repeater-254	Village-Kholti, PO-Kholti, Distt-Coochbihar, Pin -736121	Voltas Split AC Non-Inverter	1	2.0T	Voltas High Wall 2T Split AC / 245 ZYB	Apr-17
9	Repeater-396	Village-Madhyaboraguri, PO- Dhupguri, PS-Dhupguri, Distt-Jalpaiguri, pin: 735210	Voltas Split AC Non-Inverter	1	2.0T	Voltas High Wall 2T Split AC / 245 ZYB	Apr-17
10	Repeater-750	Village-Kadiagaon, PO-Amalzari, PS-Islampur, Distt-Uttar Dinajpur, Pin-733202	Voltas Split AC Non-Inverter	1	2.0T	Voltas High Wall 2T Split AC / 245 ZYB	Apr-17



11	Repeater-947	Raiganj, Village-Sonadangi, PO- Raiganj, Distt-Uttar Dinajpur, Pin-733134	Voltas Split AC Non-Inverter	1	2.0T	Voltas High Wall 2T Split AC / 245 ZYB	Apr-17
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Contact Person: Niraj Kumar Pandey - 9685144096

## 2.0 Maintenance & Service Details :

2.i. The scope of work includes comprehensive AMC of 24 nos. of different brand and different type of air conditioner located at various locations in North Bengal as per the details given above.

2.ii. During AMC the service provider (SP) shall carry out 4 nos. visit (service provider shall carry out 02 no. wet and 02 no. dry services for total 04 visit) in a year, each visit in a quarter. During AMC the SP shall also carry out one number of preventive maintenance (overhauling) services per year.

2.iii. The service provider shall attend unlimited nos. of breakdown maintenance even in weekday off or Holiday.

2.iv. Any component (Compressor, Condenser coil, PCB board, Display Unit) supply and replacement of any brand and type of AC shall be under the scope of service provider, no separate payment shall be made towards their repair and replacement. This also includes Gas charging/filling and transportation of all materials, tools & tackles as per requirement of Site.

2.v. Supply of Copper pipe, nitrile insulation, Drain pipe, outdoor stand, power cable, AC installation & uninstallation (related to shifting work) shall not be in scope of the service provider.

2.vi. No work except break down maintenance will be undertaken on closed holidays and beyond office hours on any day except by prior approval / direction of the Buyer.

Price Variation: The Contract price shall remain FIRM and FIXED and shall not be subject to Price adjustment for the entire duration of the Contract.

Save above, all other terms and conditions shall be as per GeM special terms and conditions (STC) for annual maintenance contract- AMC service of air conditioner.

## 3.0 Payment Terms :

The payment will be made to AMC Service provider on quarterly basis on submission of bill by the vendor on completion of each quarter after deducting penalty amount if applicable.

**4.0 Service & Support:** Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers and Email for Service Support 24X7.

5.0 Bidder shall submit compliance to the "Specific Scope" attached.

6.0 Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

7.0 Supplier shall ensure that the Invoice is raised in the name of Consignee with GSTIN of Consignee only.

8.0 Bidder shall submit the following documents along with their bid for Vendor Code Creation:

- Copy of PAN Card.
- Copy of GSTIN.
- Copy of Cancelled Cheque.
- Copy of EFT Mandate duly certified by Bank.

9.0 While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

### 3. Forms of EMD and PBG

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

PowerGrid Teleservices Limited

Account No.

777705000686

IFSC Code

ICIC0000572

Bank Name

ICICI Bank

Branch address

Power Grid Corporation Of India Ltd, Corporate Office, Plot No. 2, Sector 29, Near Iffco Chowk, Gurgaon, Haryana-122001

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of online transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

## 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.
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.

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 governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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 General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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---