

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	12-03-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	12-03-2026 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	45 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Petroleum And Natural Gas
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	Oil And Natural Gas Corporation Limited
कार्यालय का नाम/Office Name	Mh Asset
कुल मात्रा/Total Quantity	1
वस्तु श्रेणी /Item Category	Comprehensive AMC for Audio/Visual equipments
GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS	COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF AUDIO VISUAL EQUIPMENTS
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	ANNUAL MAINTENANCE SERVICE FOR Centralised air conditioning system
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	<ul style="list-style-type: none"> • Audio Video Cable • Audio Amplifier (V3) • Wired Microphone (V2)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
वर्षों के अनुभव के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Years Of Experience	Yes Partial Experience - 2 year (s)
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

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?	No
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड 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
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	3 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
वित्तीय दस्तावेज की आवश्यकता है / Financial Document Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	13700

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00

ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).

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(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

लाभार्थी /Beneficiary :

Account details for EMD & Performance Security vide NEFT/RTGS/Internet Banking => State Bank of India BKC Branch (04380), Bandra East-400051, Account no. 30061117039, IFSC code: SBIN0004380 && Account details for EMD & Performance Security vide e-BG => State Bank of India, CAG Delhi (17313) Account no. 42559953079, IFSC Code: SBININBB824, PAN: AAAC01598A (PAN is Unique registration ID for e-BG)
(Ongc Ltd)

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

एमआईआई खरीद वरीयता/MII Purchase Preference

एमआईआई खरीद वरीयता/MII Purchase Preference	No
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एमआईआई के लिए सक्षम प्राधिकारी का विवरण:/Details of the Competent Authority for MII

सक्षम प्राधिकारी का नाम/Name of Competent Authority	MoPNG letter no. FP-20013/2/2017-FP-PNG
सक्षम प्राधिकारी का पदनाम/Designation of Competent Authority	MoPNG letter no. FP-20013/2/2017-FP-PNG
सक्षम प्राधिकारी का कार्यालय/विभाग/प्रभाग/Office / Department / Division of Competent Authority	MoPNG letter no. FP-20013/2/2017-FP-PNG
सीए अनुमोदन संख्या/CA Approval Number	MoPNG letter no. FP-20013/2/2017-FP-PNG
सक्षम प्राधिकारी अनुमोदन तिथि/Competent Authority Approval Date	17-11-2020
सक्षम प्राधिकारी द्वारा प्रदान की गई स्वीकृति का संक्षिप्त विवरण/Brief Description of the Approval Granted by Competent Authority	Procurements, where the estimated value to be procured is less than INR 1 crore, shall be exempted from PP (MII) order

Competent Authority Approval for not opting Make In India Preference : [View Document](#)

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15

सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100
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1. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.

2. 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.

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

Price format to be uploaded along with Financial bid - [1771396476.xlsx](#)

Comprehensive AMC For Audio/Visual Equipments (1 arbitrary unit)

तकनीकी विशिष्टियाँ /Technical Specifications

क्रेता विशिष्टि दस्तावेज़ /Buyer Specification Document	Download
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परेषिती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Prakash Kumar Singh	410206,IN-CHARGE, RECEIPT, ONGC, NHAVA SUPPLY BASE, NHAVA.	1	1095

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

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 up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. **Generic**

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

- a. Copy of PAN Card.
- b. Copy of GSTIN.
- c. Copy of Cancelled Cheque.
- d. Copy of EFT Mandate duly certified by Bank.

3. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

4. **Generic**

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

5. **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.

6. **Generic**

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. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

S. no.	Instruction to Bidders
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1	<p>Exception/deviations to the bid document:</p> <p>Bidders are advised not to take any exception/deviations to the bid document. Exceptions/ deviations, if any, should be brought out during the Pre-bid conference. In case Pre-bid conference is not held, the exceptions/ deviations along with suggested changes are to be communicated to ONGC through GeM portal within the date specified in the GeM Portal. ONGC after processing such suggestions may, through an addendum to the bid document, communicate to the bidders the changes in its bid document, if any.</p> <p>However, during evaluation of bids, ONGC may ask the Bidder for Clarifications/ confirmation s/deficient documents of its bid. The request for clarification and the response shall be in writing and no change in the price or substance of the bid shall be sought or permitted. If the bidder still maintains exceptions/deviations in the bid, such conditional/ non-conforming bids shall not be considered and may be rejected.</p>
2	Bidder to upload duly filled in Bidders Information Proforma on their company letterhead. For mat attached in Buyer uploaded ATC document of the tender document.
3	Bidder to submit undertakings duly filled and signed attached at "Buyer uploaded ATC document".

S.no.	Additional Terms and Conditions
1	<p>Payment terms:</p> <p>(i) No advance payment shall be made in any form to the Contractor.</p> <p>(ii) Payment @ ¼ of the annual AMC price will be made (after deductions if any) for each billing quarter of the financial year, i.e. April to June, July to September, and October to December & January to March. However, payment for the 1st & last quarters of the contract will be made on a pro-rata basis.</p> <p>(iii) The payment against clear (undisputed) bills/invoices submitted by the vendor will be made by ONGC through Electronic Payment Mechanism, within 10 (ten) working days from the date of submission of bills/invoices complete in all respects.</p> <p>List of supporting documents with invoice:-</p> <p>(i) GST Invoice (E-Invoice, if applicable)</p> <p>(ii) Preventive Maintenance (PM) Reports Jointly signed by Concern infocom Officer & Service Provider, as per contract.</p> <p>(iii) Valid insurance Policy of employees visiting site for AMC work.</p> <p>Note:-The quoted AMC charges for 3 years shall be either uniform or in increasing order for the entire AMC period. In case the quoted AMC charges are neither uniform nor in increasing order the total AMC charges will be spread uniformly before the contract is awarded.</p> <p>Billing address for raising invoice and Payment Authority:-</p> <p>Head- Shared Finance Service Centre, ONGC, A-26, Mezzanine Floor, IBM Tower, Rani Ramgarh Road, Block-A, Industrial Area, Sector-62, Noida, Uttar Pradesh-201309.</p> <p>Please sent Bills/Invoice in VIMS (https://vims.ongc.co.in/) to the payment authority. Any information relating to payments needs to be shared/asked through dedicated email: SSC_support@ongc.co.in</p>
2	<p>Shipping address:</p> <p>In-charge Infocom Services, IPEOT, Phase-2 Panvel, Dist.-Raigad, Navi Mumbai Pin-410221(Maharashtra State)</p> <p>Dispatch Instructions:</p> <p>Materials to be securely packed to avoid damage in transit at the risk and cost of the supplier. Supplier should submit all dispatch documents as specified in PO for acceptance of delivery.</p>

S. no.	Additional Terms and Conditions
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1	<p>Bidders should not indicate/disclose prices in techno-commercial (un-priced bid). In case bidders indicate/disclose prices in techno-commercial (un-priced bid) or at any stage before opening of price-bid, their bids shall be evaluated without giving any cognizance to such prices.</p> <p>Evaluation will be done as per Price Evaluation Criteria of BEC on the basis of prices quoted in the price bid only.</p> <p>If the bidder has indicated/disclosed some price in techno-commercial bid (at techno-commercial stage) or at any stage before opening of price-bid, but has not indicated any price in its Price Bid, its offer shall be considered as without any price and thus shall be rejected and in no case price revealed in techno-commercial bid shall be considered for award.</p>
2	<p>Offers will be rejected if not accompanied with undertakings with regard to ONGC's 'Policy for Banning/provisional Suspension of Business Dealings with erring Firms' (Format for Undertakings attached under Buyer uploaded ATC document).</p>
3	<p>Bidder shall bear, within the quoted rates, the Personnel Tax as applicable in respect of their personnel and their sub-contractor's personnel, arising out of this contract. Bidder shall also bear, within the quoted rates, the Corporate Tax, as applicable, on the income arising out of this contract.</p>
4	<p>(i) Bidders are required to ascertain themselves the prevailing rates of GST and all other taxes and duties as applicable on the scheduled date of submission of Price Bids and ONGC would not undertake any responsibility whatsoever in this regard.</p> <p>(ii) Accordingly, bidders should quote the prices, clearly indicating the applicable rate of GST / description of service as per GST rules (under which the respective service is covered), Service Accounting Code, along with all other taxes and duties applicable.</p> <p>(iii) Total Lump sum price inclusive of GST as applicable shall be taken for evaluation. In case the GST is not quoted explicitly in the offer, the offer will be considered as inclusive of GST.</p> <p>(iv) In the contracts involving multiple services or involving supply of certain goods or materials (which should be consumable in nature forming part of taxable service) along with the services, the Bidder should give separate break-up for cost of goods and cost of various services (as per Price Format), and quote GST as applicable for the taxable services.</p> <p>(v) GST and Customs Duty if any applicable, on input services /capital goods/inputs required to meet the scope of work will be borne by the Bidder within their quoted prices. The bidder must avail eligible input tax credit of GST and Customs Duty paid on input services / capital goods/ Inputs and benefit of input tax credit should be passed on to ONGC by way of quoting rate(s) net of input tax credit i.e. value of goods/service adjusted by input tax credit available to the bidder.</p>
5	<p>Provisions such as seeking support from another company, submission of JV bid, etc., wherever allowed and available to large companies in the tender document shall also be available to MSE(s). However in order to avail the benefits reserved for MSEs i.e. Exemption from payment of EMD and purchase preference, the MSE bidder shall have to rely on their own strength or on the strength of another MSE only to meet the various tender requirement including technical and financial evaluation criteria. In cases of support from MSE, the supporting MSE(s) shall have to fulfill all the obligations prescribed for a supporting company as per BEC conditions. Further, in case of bid from incorporated JV, in order to avail the benefits, all the members of the bidder i.e. Incorporated JV shall have to be MSEs.</p>
6	<p>(i) The Project Experience and Qualifying Criteria Requirement (nomenclature used for Technical BEC in GeM portal) over-rides all other similar clauses operating anywhere in the Bid Documents.</p> <p>(ii) The bidder/contractor is prohibited to offer any service / benefit of any manner to any employee of ONGC and that the contractor may suffer summary termination of contract / disqualification in case of violation.</p> <p>(iii) Onsite inspection will be carried out by ONGC's officers / representative /Third Parties at the discretion of the ONGC.</p>

S. no.	Technical Bid Evaluation Criteria
B	REJECTION CRITERIA
B.1	Technical rejection criteria

	The following vital technical conditions should be strictly complied with failing which the bid will be rejected:	
1	Bid should be complete and covering the entire scope of job/ supply and should conform to the technical specifications indicated in the bid documents, duly supported with technical catalogues/ literatures wherever required. Incomplete and non-conforming bids will be rejected outright.	
2	Eligibility and experience of the bidder	
2.1(a) -I	(i)	Bidder (i.e. Single bidder / Indian Joint Venture company Incorporated) should have minimum 2 years(two years) of experience in providing maintenance services of audiovisual systems consisting of audio/visual control equipments including amplifiers, mixers, mikes, speakers, projectors, screens/flat panel displays etc.
	(ii)	Bidder should have executed at least 2 contracts (two contracts) of providing maintenance services of audiovisual systems consisting of audio/visual control equipments including amplifiers, mixers, mikes, speakers, projectors, screens, screens/flat panel displays etc. in the last 3 years(three years), which are worth not less than Rs 2.5 Lakhs. (OR) Bidder should have executed at least one no of contract of similar nature- providing maintenance services of audiovisual systems consisting of audio/visual control equipments including amplifiers, mixers, mikes, speakers, projectors, screens, screens/flat panel displays etc.in last 3 years (three years) which is worth not less than Rs 5 Lakhs.
	<u>The bidder's experience in ongoing contract involving multiple services (with no interdependence) shall also be considered in meeting the experience under (i) and (ii) above subject to condition that the relevant service has been satisfactorily completed.</u>	
	<u>For meeting the requirement above at (i) & (ii), the period reckoned shall be the period prior to the originally scheduled date of opening of the techno-commercial bid.</u>	
	To this effect, Bidder should submit copies of respective contracts, along with documentary evidence in respect of satisfactory execution of each of those contracts/ <u>satisfactory completion of relevant services</u> , in the form of copies of any of the documents (indicating respective contract number and type of services), such as	
	(i)	Satisfactory completion / performance report (OR)
	(ii)	proof of release of Performance Security after completion of the contract (OR)
	(iii)	proof of settlement / release of final payment against the contract (OR)
	(iv)	any other documentary evidence that can substantiate the satisfactory execution of each of the contracts cited above.
S.no.	SCOPE OF WORK & SPECIAL CONTIONS	
1	General	
	The AV system installed in the Auditorium of IPEOT at Panvel are state-of-the-art equipment. In order to achieve / maintain the high availability and up keep of the system in totality skilled technical manpower and requisite spares are required. The broad scope of maintenance Contract is as under:	
2	Maintenance services	
	To provide Comprehensive AMC maintenance services of all hardware/software including supply of all spares and consumables required for smooth operation of the AV system. (Broad list of equipment enclosed at Annexure-I)	

3	The maintenance services shall consist of the following: a. Preventive Maintenance b. Breakdown Maintenance
3.1	The comprehensive" System maintenance shall cover both Preventive and Break down maintenance of the entire system. The AMC provider shall be liable for diagnosis of problem, rectification of faults, repair/ replacement of faulty modules/cards, accessories etc.
3.2	Preventive Maintenance The Contractor's representative should perform minimum 6 (six) Preventive Maintenance in a billing quarter to take up jobs such as cleaning, testing, checking the various functions of the equipment and re-configuration/adjustment required, to ensure optimum performance of the system However, ONGC's representative and the Contractor will jointly work out the detailed preventive maintenance schedule. In case PM is not done within a billing quarter, deduction as mentioned in clause 4.2(a) is applicable
3.3	Breakdown Maintenance:
3.3.1	The Contractor shall attend unlimited emergency breakdown calls at short notices. There shall be no restriction on number of breakdown maintenance calls per month/year.
3.3.2	Once fault/malfunction of the system is reported, the contractor shall rectify the fault /malfunctioning within 36 hours from the reporting time. After each repair/replacement, attending engineer/technician shall give details of parts repaired/replaced along with fault analysis in the service reports. If the fault is not rectified within 36 hours, then the LD is applicable as per the Clause at 4.1
3.3.3	During service/repair if it is found that any part of the equipment/module is required to be taken out of ONGC premises, the same shall be taken out with the permission of In-charge Maintenance at the risk and cost of contractor including packing, insurance & transportation etc.
3.3.4	During the maintenance, the contractor shall ensure the quality of repairs carried out and also that of replaced cards/modules. The same will be jointly inspected by ONGC and Contractor's representatives.
3.4	Provision of Spares
3.4.1	Contractor shall provide at his own cost all required spares, interconnecting cables, connectors, Operating Software/patches/upgrades to carry out repairs and ONGC would not provide any spares in this regard. Contractor shall stock the spares at his Regional office for minimizing downtime. In case ONGC provides any spare cards/modules for any emergency repairs, the same shall be replenished by the contractor as part of his scope.
3.4.2	All parts furnished /removed under Maintenance shall be property of ONGC.
3.5	Repair/Replacement of Faulty Equipment:
a)	AMC services being comprehensive in nature, ONGC shall not bear repair charges in any kind. Repair charges of any kind or replacement of the spares, components, PCB modules, inter-connecting cables, connectors, power cables etc., have to be borne by the CONTRACTOR and such components, modules, PCBs etc. taken for repair have to be installed back in the system, sub-system, after carrying out the repair successfully. After each repair/replacement attending engineer/technician shall give details of parts repaired/replaced along with fault analysis in the service reports.
b)	The contractor shall be responsible for replacement of consumables such as projector lamp, batteries of remote, Creston touch panel batteries, cables like VGA/HDMI cables, LAN cables, or any other cables and connectors etc.
c)	In case any of the items is required to be taken away for repair, the same shall be subject to the prior written permission of ONGC.

d)	In case any of the equipments cannot be repaired at site, it has to be taken to your service centre and standby equipment shall be provided by you. In the event of repairs/replacement of parts, the vendor shall undertake the same with the prior approval by ONGC. All repairs/maintenance/servicing/replacement etc. is to be done by the vendor without any additional cost such as transportation cost etc.
e)	If the CONTRACTOR is not able to repair the defective equipment he/she shall provide replacement unit whose features/performance shall not be less than that of the original.
f)	If the CONTRACTOR is unable to repair faulty equipment, the replacement equipment would be retained by ONGC and no charges will be paid by ONGC at any point of time. At the end of the contract duration the original faulty equipment is to be returned back to ONGC. The replacement item will be returned back only after the original faulty equipment is restored to its full operation. The replacement equipment would be equivalent (or higher model compatible with the operations requirement), whose performance and features are not less than that of the original.
g)	It is the responsibility of the CONTRACTOR to arrange for necessary spares, diagnostic software as well as testing and measuring equipments including cables, connectors, adapters, etc. as and when required.
3.6	Manpower: The Contractor shall earmark one engineer (with standby arrangement) with adequate experience in operation & maintenance of the AV System. The earmarked engineer will be the single point of contact for ONGC regarding the maintenance of the system/Hardware covered under the AMC. The Contractor shall ensure the availability of maintenance Engineers on call basis and their availability shall be ensured on phone. In case more than one engineer is required for carrying out the preventive or break down maintenance, they shall be arranged by the Contractor at no extra cost.
3.7	Transportation The transportation of contractor's engineers and material, up to IPEOT, Panvel including lodging & boarding for contractor's men are the responsibility of the Contractor.
3.8	Coordination with major OEMs Whenever necessary, the contractor will coordinate with the OEMs of the equipment such as AV system, audio conference and third party software vendors if any to resolve the issues including those pertaining to the interfacing with other equipment.
3.9	Reporting The Contractor's Engineer will report to I/c Infocom, IPEOT, Panvel for coordination and system maintenance.
3.10	Log Book: The maintenance engineer should indicate the activities carried out in the logbook maintained at the site
3.11	Reports: Service call report submitted should contain details on the repairs carried out on the system/equipment/ modules/ assembly/ parts repaired/replaced. It should also include software errors, if any, along with the corrective action taken. Patches/fixes applied along with enhancements carried out are also to be reported. System tuning/reconfiguration/ changes in system files are to be reported in Service report containing details about corrective action for software errors, details of any Patches/Fixes applied.
3.12	Others The Contractor shall cooperate with ONGC, for any up gradation/ enhancement of the system whenever it is proposed with or without Contractors involvement. The proposal for up gradation/enhancement if any will be discussed separately before its implementation.

4	Liquidated Damages (LD) & Deductions:
4.1	<p>LD is applicable in case, the unit / component is down for more than the maximum permissible down-time of 36 hrs. After each breakdown repairs, the equipment will be kept under observation for satisfactory operation for 24 hours. If breakdown occurs during the 24 hour observation period for the same cause / item / component then the breakdown call will be treated as unresolved.</p> <p>ONGC shall recover from the contractor a sum @ ½% of annual contract value per week or part thereof as LD for the delay in repairs beyond 36 hours. LD is levied from the reporting time to the resolution time of the problem as Liquidated Damages subject to a maximum of 10% of annual contract value per year. LD will be deducted from the quarterly bills of the contractor.</p>
4.2	Non Performance Deductions
a)	In addition to LD mentioned at 4.1, if any preventive maintenance visit is not carried out by the CONTRACTOR as specified in clause 3.2 then the charges will be deducted as follows.
b)	If Preventive Maintenance is not done at all (not done 6 times per quarter) for an entire quarter, 10% of Annual Maintenance charges will be deducted.
c)	However, if preventive Maintenance is incomplete, then charges will be deducted pro-rata, for the number of incomplete PMs per quarter, from total amount deductible in a quarter, as mentioned in para b) above.
	For example, if one PM is not done in a quarter, then amount equal to (1/6 x 10% of Annual maintenance Charges) will be deducted for the quarter.
S.no.	SPECIAL CONDITIONS OF CONTRACT
1	Contract Duration
	<p>The maximum duration of the contract will be for a period of 3 years with a condition that the contract can be terminated by ONGC by serving 30 days written notice (as per termination clause 18)</p> <p>Delay beyond 15 days in rectifying the reported problem, will entitle this office to exercise the option of getting the work done from another agency and deduct such expenses from the AMC charges, in addition to penalty from the AMC contractor. Delay beyond 15 days may lead to cancellation of contract by this office.</p>
2	Payment terms
	<p>Payment @ ¼ of the annual AMC price will be made for each billing quarter of the financial year, i.e. April to June, July to September, October to December & January to March. However payment of the 1st & last quarter of the contract will be made on pro-rata basis within 21 calendar days of receipt of bill/ invoice complete in all respect at IPEOT, ONGC, Panvel".</p> <p>Note-The quoted AMC charges for 3 years shall be either uniform or in increasing order for the entire AMC period. In case the quoted AMC charges are neither uniform nor in increasing order the total AMC charges will be spread uniformly before the contract is awarded.</p>
3	Materials and workmanship
3.1	Supplier shall fully warrant that the stores, equipment and component supplied under the order shall be new and of first quality according to of same or upgrade specifications and shall be free from defects (even concealed fault, deficiency in design, Materials and Workmanship) for the component supplied/replace in the end of contract duration .

3.2	Should any defects be noticed in design, material and/or workmanship within 12 months for the work completed before the end of contract after the goods or any portion thereof as the case may be have been delivered (and commissioned) to the final destination indicated in the contract or for 18 months after the date of dispatch whichever period conclude earlier unless specified otherwise in the condition of contract. ONGC shall inform supplier and supplier shall immediately on receipt of such intimation, depute their personnel within 14 days to investigate the causes of defects and arrange rectification/replacement/modification of the defective equipment at site, without any cost to ONGC within a reasonable period. If the supplier fails to take proper corrective action to repair/replace defects satisfactorily within a reasonable period, ONGC shall be free to take such corrective action as may be deemed necessary at supplier's risk and cost after giving notice to the supplier.
3.3	Damage to the machinery and/or replacement due to incomplete and erroneous instructions issued by supplier will be the responsibility of the supplier and will be treated according to the provisions of warranty clause. Normal wear and tear shall not come under purview of this clause.
3.4	In case defects are of such nature that equipment shall have to be taken to supplier's work for rectification etc. supplier shall take the equipment at his cost after giving necessary undertaking or security as may be required by ONGC. ONGC shall if so require by the supplier, dispatch the equipment by quickest mode on freight to pay basis to the supplier's work. After supplier shall deliver the equipment at site on freight pre-paid basis. All risks in transit to and fro shall be borne by the supplier.
3.5	Equipment or spare parts thereof replaced shall have further warranty for a period of 12 months from the date of acceptance as stated in serial No 1.1.
3.6	If the repairs, replacement or modifications referred are of such nature as may affect the efficiency of the equipment ONGC shall have the right to give to the supplier within one month of such replacement/renewal, notice in writing to carry out test as may be required for acceptance of the equipment.
Appendix-1 Details of the AV system for CAMC of auditorium at IPEOT, Panvel	

SI No.	Description of items	Quantity
1	Projector (EPSON -EB-1985WU)& remote	1
2	Drop down screen with operating system and remote (216" Diagonal motorized front projection screen with additional backdrop of 24" .size :(114" H x183"W) Dalite make)	1
3	Motors - for operating stage curtain with remote	2
4	Participant mic- AKG make, Model No. CS5BU + CS5PS12 + Software.	40
5	Hand held wireless mic- AKG make, Model No. WMS 45 HT.	4
6	Professional dynamic mic- AKG make, Model No. D5S.	5
7	UHF lapel wireless mic- AKG make, Model No. WMS 45 PT.	4
8	Gooseneck mic in dais- AKG make, Model No. GN 50ESP	1
9	Audio mixer- Crown make, Model No. 28M.	1
	Audio mixer- 16 Channel, Soundcraft make, Model No. FX 16II.	1
10	Microphone stand	2
11	VIP room wall mounted speakers- JBL make. Model No. Control 23T.	4
12	Auditorium wall mounted speakers- JBL make, Model No. Control 23T.	6
13	Portable Stage monitor speakers- JBL make, Model No. JRX 112M./212M	2
14	Digital volume control module (Crestron)- Ipad with Wifi router , CP3, and (4) IRP2.CRESTRON; Crestron C2NVEQ4	1
15	High Voltage relay controller	1
16	Blue Ray DVD Player with remote-Sony make	1
17	DVD Player with remote- Make: LG	1
18	I PAD-Make: Apple	1
19	HDMI Matrix Switcher- make: Extron Model No. DXP 84 HDMI	1
20	VGA & Stereo Audio Matrix switcher- Make: Extron	1
21	Dual channel amplifier 500w- Crown make, Model No. Crown XLS 1502	2
22	Dual channel amplifier 775w- Crown make, Model No. CDI 4000.	1

Note:

Site Inspection: Before submission of offer, the bidders are advised to inspect the site of

work and the environments and be well acquainted with the actual working and other prevalent conditions, facilities available, position of material and labour, means of transport and access to Site, accommodation, etc. No claim will be entertained later on the grounds of lack of knowledge of any of these conditions

• Buyer Added Bid Specific ATC

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

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. 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.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by 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---