

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	07-07-2026 19:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	07-07-2026 19:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम/Department Name	Department For Promotion Of Industry & Internal Trade
संगठन का नाम/Organisation Name	National Institute Of Design (nid)
कार्यालय का नाम/Office Name	Nid Haryana Kurukshetra
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	buycon8.nidn.hr@gembuyer.in
वस्तु श्रेणी /Item Category	Operation And Maintenance Of Electro-Mechanical Installations - Complete System
अनुबंध अवधि /Contract Period	3 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	12 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,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

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 (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
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 निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	1200000
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

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	36000

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 केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज 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।/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.

(c). ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Director

NID Haryana Kurukshetra, Department for Promotion of Industry & Internal Trade, National Institute of Design (NID), Ministry of Commerce and Industry (National Institute Of Design Haryana)

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
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.

2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.

3. 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.

4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

5. 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.

6. 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.

7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate 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. In respect of bid for Services, the bidder must be the Service provider of the offered Service. 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. 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 in case of product bids, whereas in case of services the eligibility is automatically validated. 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.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.

8. 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.

9. 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.

10. 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

Please upload scope of work:[1781613644.pdf](#)

List, quantity, type, specifications and other details of Machines/Product:[1781613703.pdf](#)

Operation And Maintenance Of Electro-Mechanical Installations - Complete System (6)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Operation And Maintenance Service Is Required For	Complete System
Type of Annual Maintenance Service Provider required	Similar service provider -1500LPD Solar Hot Water Indirect Heating System
Status/condition of equipment/machine/system (At the time of bid)	partly functional
Cost of consumable/Material	Consumables to be provided by service provider (inclusive in contract cost)
Cost of spare parts	Spare parts to be provided by service provider (inclusive in contract cost and spare parts should be of OEM or OEM authorized/equivalent only)
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Number of Dedicated managerial/supervisory staff required	NA
Duty hours of dedicated managerial/supervisory staff	NA
Working days in a week for managerial/supervisory staff	NA
Number of dedicated skilled manpower required	NA
Duty hours of dedicated skilled manpower	NA
Working days in a week for skilled manpower	NA
Number of dedicated semi-skilled manpower required	NA
Duty hours of dedicated semi-skilled manpower	NA
Working days in a week for semi-skilled manpower	NA
Number of dedicated unskilled manpower required	NA
Duty hours of dedicated unskilled manpower	NA

विवरण/ Specification	मूल्य/ Values
Working days in a week for unskilled manpower	NA

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity(Please select 1 in case operation and maintenance service is required for complete system, otherwise mention actual quantity for each line item)	अतिरिक्त आवश्यकता /Additional Requirement
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	6	Number of months for which Operations & Maintenance service is required during contract period : 36

Operation And Maintenance Of Electro-Mechanical Installations - Complete System (3)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Operation And Maintenance Service Is Required For	Complete System
Type of Annual Maintenance Service Provider required	Similar service provider -500LPD Solar Hot Water Indirect Heating System

विवरण/ Specification	मूल्य/ Values
Status/condition of equipment/machine/system (At the time of bid)	partly functional
Cost of consumable/Material	Consumables to be provided by service provider (inclusive in contract cost)
Cost of spare parts	Spare parts to be provided by service provider (inclusive in contract cost and spare parts should be of OEM or OEM authorized/equivalent only)
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Number of Dedicated managerial/supervisory staff required	NA
Duty hours of dedicated mangerial/supervisory staff	NA
Working days in a week for mangerial/supervisory staff	NA
Number of dedicated skilled manpower required	NA
Duty hours of dedicated skilled manpower	NA
Working days in a week for skilled manpower	NA
Number of dedicated semi-skilled manpower required	NA
Duty hours of dedicated semi-skilled manpower	NA
Working days in a week for semi-skilled manpower	NA
Number of dedicated unskilled manpower required	NA
Duty hours of dedicated unskilled manpower	NA
Working days in a week for unskilled manpower	NA

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity(Please select 1 in case operation and maintenance service is required for complete system, otherwise mention actual quantity for each line item)	अतिरिक्त आवश्यकता /Additional Requirement
1	Shiwendu Kumar	136131,National Institute of Design Haryana National Highway 44, Village Umri Kurukshetra, Haryana-136131 GSTIN No. 06AADAN0821C1Z9	3	Number of months for which Operations & Maintenance service is required during contract period : 36

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

1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

2. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

NATIONAL INSTITUTE OF DESIGN HARYANA
payable at
KURUKSHETRA

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

NATIONAL INSTITUTE OF DESIGN HARYANA

. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of

the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

4. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

NATIONAL INSTITUTE OF DESIGN HARYANA
payable at
KURUKSHETRA

. Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

5. **Forms of EMD and PBG**

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

NATIONAL INSTITUTE OF DESIGN HARYANA
Account No.
36539944010
IFSC Code
SBIN0006615
Bank Name
STATE BANK OF INDIA
Branch address
MINI SECRETARIATE KURUKSHETRA

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

6. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

National Institute of Design Haryana
payable at
KURUKSHETRA

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

7. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

National Institute of Design Haryana
A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

8. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

National Institute of Design Haryana
Account No.
36539944010

IFSC Code
SBIN0006615
Bank Name
STATE BANK OF INDIA
Branch address
MINI SECRETARIATE KURUKSHETRA

. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

9. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

SCOPE OF WORK & TERMS AND CONDITIONS

1. OBJECTIVE OF THE CONTRACT

1.1 The objective of this contract is to engage a professional service provider for **Repair and Maintenance** of the solar heating and water circulation system including its initial corrective maintenance at **National Institute of Design (NID) Haryana, Umri, Kurukshetra** to ensure uninterrupted services, safety and optimal asset life.

All works shall be executed strictly in accordance with:

- CPWD Specifications (latest edition)
- CEA (Measures relating to Safety and Electric Supply) Regulations
- Guidelines of Chief Electrical Inspector, Haryana
- Relevant IS / IEC standards
- OEM manuals and established industry best practices.

2. SCOPE OF SERVICES

2.1 The scope of services shall include **initial inspection, repair/restoration, operation, preventive maintenance and corrective maintenance** of the following:

Cart No.	Scope title	Qty in Nos	System Components
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1	1500LPD Solar Hot Water Indirect Heating System	6 (3 in boys Hostel and 3 in Girls Hostel)	Solar Hot Water Indirect Heating System comprising flat plate solar collectors with insulated GI/Copper interconnecting piping, complete with primary and secondary recirculation pumps, pressure-type insulated hot water storage tank, inlet Y-strainer with water meter, air release valve, all mounted on galvanized MS structure and connected to existing piping. The system includes: 1. 15 nos. flat plate solar collectors (approx. 2 m × 1 m each), housed in insulated enclosures with single-piece 4 mm toughened glass and heat-resistant gaskets. 2. Integrated heat exchanger with 9-litre drain-down vessel and fully automated operation. 3. 1500-litre horizontal hot water storage/mixing tank, SS-316 (1.6 mm thick), insulated with 50 mm rock wool and 24 SWG aluminium cladding, complete with four inlet/outlet flanges, overflow/drain, vent, temperature & pressure relief valve, and electrical backup heating elements (3 × 3-4.5 kW). 4. Primary and secondary circulation pumps – 2 nos. (1 working + 1 standby). 5. Insulated GI/Copper piping system, suitable for operating pressure up to 6 kg/sq cm.
2	500LPD solar heating system	3 One each in Housing Blocks 2 & 3, Housing Blocks 4 & 5, and one in the Academic Block.	Solar Hot Water Indirect Heating System comprising flat plate solar collectors using heating liquid medium, with insulated GI/Copper interconnecting piping, primary and secondary recirculation pumps, pressure-type insulated hot water storage tank, inlet water meter with Y-strainer, air release valve, all mounted on galvanized MS structure and connected to existing piping. The system includes: 1. 5 nos. flat plate solar collectors (approx. 2 m × 1 m each), housed in insulated enclosures with single-piece 4 mm toughened glass and heat-resistant gaskets. 2. Integrated heat exchanger with 3-litre drain-down vessel and fully automated operation. 3. 500-litre horizontal hot water storage/mixing tank, SS-316 (1.6 mm thick), insulated with 50 mm rock wool and 24 SWG aluminium cladding, complete with four inlet/outlet flanges, overflow/drain, vent, temperature & pressure relief valve, and electrical backup heating element (1 × 3.0-4.5 W). All valves/accessories suitable for operating pressure of 6 kg/sq cm. 4. Primary and secondary circulation pumps – 2 nos. (1 working + 1 standby). 5. Insulated GI/Copper piping system.

Immediately upon commencement of the contract, and based on joint inspection, the contractor shall carry out all the initial repair and restoration of above works (cart-1 to 2) and submit a completion/fitness report within 60 days:

Very Important Note:

All prospective Service Providers are strongly advised to carefully read the complete tender document, including the scope of work and terms & conditions, and to visit the Institute campus and inspect all relevant facilities prior to submission of their bids.

The site visit shall specifically include, but not be limited to, inspection of the 9 Nos Solar Hot Water Indirect Heating System .

During the site visit, bidders shall assess the condition of the installations and determine the extent of initial repair, servicing and restoration required to achieve full and safe functionality. Bidders shall factor in all costs, risks and resources required for such works while quoting their prices.

No claim for additional payment, compensation or reimbursement shall be entertained on account of inadequate assessment, unforeseen site conditions or execution of initial repair/restoration works. The contract price shall be deemed to be inclusive of all such costs.

The schematic drawing of the installation attached.

2.2 The scope is comprehensive and inclusive and shall be deemed to include all inputs necessary for satisfactory performance of services, whether or not explicitly mentioned.

2.3 Other Important Note:

2.3.1. Approximately 10-11 out of 105 solar panels are damaged and require repair/replacement to make the system fully operational. Complete retrofitting and restoration of all Solar Hot Water Indirect Heating System installations shall need to be carried out. The cost of all repair, replacement, and restoration works shall be deemed included in the contract value, and no additional payment shall be admissible beyond the contract price.

2.3.2. All Solar Hot Water Indirect Heating Systems are partially operational; however, adequate preventive maintenance has not been carried out for the past 3-5 years. Accordingly, initial inspection and restoration shall be treated as mandatory and critical activities under the scope of work.

3. DETAILED DESCRIPTION OF SERVICES

3.1 Initial Repair/replacement/ Restoration

3.1.1 The Service Provider shall conduct a **comprehensive initial inspection** of all **9 (Nine) Solar Hot Water Indirect Heating Systems** immediately upon commencement of the contract.

3.1.2 The Initial Repair/replacement/ Restoration shall also include: -

- **Repair/replacement of damaged solar panels (approximately 10-11 Nos.), rectification of all identified defects, and restoration of the systems to safe, efficient, and designed operational performance.**
- **Repair/replacement, servicing, testing, and reconnection of all 18 (Eighteen) circulation pumps, 24 Nos 3-4.5 Kw Heating element, its sensors etc shall be carried out to ensure proper circulation and system efficiency.**
- **Cleaning, descaling, and flushing of storage tanks, GI piping, and copper**

r piping systems shall be undertaken to remove deposits and restore optimal heat transfer and flow.

· **Any other essential works**, whether incidental or ancillary, required for the **simultaneous operation of all systems** shall be executed so that each system is capable of delivering the **designed output and performance parameters**.

3.1.3 Within **60 (Sixty) days** from the date of commencement of the contract, the Service Provider shall complete **all repair, replacement, retrofitting, servicing, and restoration works** required to make all systems fully functional.

3.1.4. In the event of any breakdown or malfunction after the initial repair and restoration, the Seller shall attend the site within two (2) working days of being informed, inspect the system, identify the issue, and promptly intimate the Institute regarding the cause of the breakdown. The Seller and the Institute shall mutually agree upon the timeline required for rectification.

The Seller shall ensure that the defect is rectified within the agreed timeline. However, under no circumstances shall the rectification period exceed two-three (2-3) working days for plumbing and heating-element-related issues and ten (10) working days for replacement/repair of damaged panels, if required.

3.2 Monthly Maintenance

- ☐ Cleaning of all solar collector panels
- ☐ Visual inspection of panels for breakage/leakage
- ☐ Checking circulation pumps (working/standby changeover)
- ☐ Checking system pressure, temperature & flow
- ☐ Inspection of piping, valves & insulation for leakage
- ☐ Cleaning of Y-strainers
- ☐ Checking air release valves and vent pipes
- ☐ Recording readings in logbook (date-wise & system-wise)

3.3 Quarterly Maintenance

- ☐ Functional testing of heat exchanger & drain-down vessel
- ☐ Servicing of circulation pumps (both working & standby)
- ☐ Checking electrical backup heaters and controls
- ☐ Testing temperature & pressure relief valves
- ☐ Inspection of tank insulation, cladding & supports
- ☐ Verification of MS structure, fasteners & corrosion condition

3.4 Annual Maintenance (Certification Based)

Annual certification shall be required for continuation of contract and final quarter payment:

- ☐ Complete performance assessment of all systems
- ☐ Detailed inspection of solar panels, glazing & gaskets
- ☐ Internal inspection/cleaning of tanks & heat exchangers (if required)
- ☐ Testing and certification of all safety devices
- ☐ Preventive replacement of worn-out components
- ☐ Submission of Annual Maintenance & Performance Report

3.5 General Payment Condition

- All costs towards inspection, repair, replacement, and restoration and periodical maintenance shall be deemed included in the contract value, and no additional payment shall be admissible.
- Non-completion of scheduled activity or non-functioning of installations shall result in proportionate deduction or withholding of payment for that period.

- All maintenance activities, tools, manpower, and minor consumables shall be deemed included in the contract value.
- No additional payment shall be admissible on account of routine maintenance or inspections.
- The contract shall be paid on a quarterly basis.
- Release of the 1st quarterly payment shall be subject to successful completion of the initial repair and restoration works and satisfactory functioning of all Solar Hot Water Heating Systems, duly certified by the Engineer-in-Charge.
- Subsequent quarterly payments shall be released based on certified completion of periodical maintenance activities as per above

4. SAFETY, HEALTH AND ENVIRONMENT (SHE)

4.1 The service provider shall be solely responsible for safety and health of its personnel.

4.2 Use of appropriate Personal Protective Equipment (PPE) shall be mandatory.

4.3 The service provider shall indemnify the Institute against any loss, damage or liability arising due to negligence or non-compliance.

10. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Bid Related Terms and Conditions for **Repair and Maintenance** of the solar heating and water circulation system including its initial corrective maintenance at **National Institute of Design (NID) Haryana, Umri, Kurukshetra** to ensure uninterrupted services, safety and optimal asset life.

1. Eligibility Criteria for Selection of Service Provider

General Information

Name of Work: for **Repair and Maintenance** of the solar heating and water circulation system including its initial corrective maintenance at **National Institute of Design (NID) Haryana, Umri, Kurukshetra** to ensure uninterrupted services, safety and optimal asset life.

Estimated Annual Cost: ₹6 Lakhs approx.

• **Estimated cost for 3 years: ₹ 12 Lakhs**

Contract Duration: The initial duration of the contract shall be (03) years, which may be extended further based on the contractor's performance and the evolving requirements of the institution, subject to a maximum total contract period of 4.5 years, inclusive of the initial term. Annual performance reviews may be conducted, and continuation of the contract beyond each year shall be contingent upon satisfactory performance as determined by the institution at its sole discretion.

1.1 Registration & Statutory Compliance

1. The service provider must be a registered entity under:
 - Companies Act, 2013 / Partnership Act, 1932 / LLP Act, 2008 / Proprietorship with valid GST registration.
2. The bidder must possess valid PAN, GSTIN,

Documentary Proof against above claim is to be submitted mandatorily.

1.2. Experience & Past Performance

The bidder must have at least **three (03) years** of experience in providing similar services to any **Government Residential/ Educational Institutions, Government offices, PSUs, and other Government Institutions**, preferably in Institute of National Importance (INIs). Here similar services mean maintenance /original works done for solar related works.

In last 5 years, the bidder must have successfully executed at least:

- **One work of similar nature** costing not less than **₹9.5 Lakhs** OR
- **Two works of similar nature** costing not less than **₹6 Lakhs** OR
- **Three works of similar nature** costing not less than **₹4.8 Lakhs each**

(proof of Work completion must be submitted.)

Exemptions for experience will be granted for services providers who have registered for construction/repair/maintenance /manufacturing of solar heating or allied or equivalent in MSME or start-up.

Documentary Proof against above claim is to be submitted.

1.3 Financial Criteria: -

1. The bidder must have an **average annual turnover of at least 12 Lakhs** in the last **three financial years** (2022-23, 23-24, 24-25), duly certified by a Chartered Accountant. **However, Service provider registered as MSM E/Start-ups under relevant services will be get exemption subject to submission of such proof.**
2. The bidder should have a **positive net worth** as per the latest audited financial statements.
3. The bidder must not have been **blacklisted/debarred** by any government department/PSU/autonomous body/Residential Educational Institutes.
- 4.

2. Site Visit and Certification Requirement for Bidders: -

All prospective Service Providers are strongly advised to carefully read the complete tender document, including the scope of work and terms &

conditions, and to visit the Institute campus and inspect all relevant facilities prior to submission of their bids.

The site visit shall specifically include, but not be limited to, inspection of the 9 Nos Solar Hot Water Indirect Heating System.

During the site visit, bidders shall assess the condition of the installations and determine the extent of initial repair, servicing and restoration required to achieve full and safe functionality. Bidders shall factor in all costs, risks and resources required for such works while quoting their prices.

No claim for additional payment, compensation or reimbursement shall be entertained on account of inadequate assessment, unforeseen site conditions or execution of initial repair/restoration works. The contract price shall be deemed to be inclusive of all such costs.

3. Financial Evaluation Criteria in Case of Multiple L1 Bidders

In the event of a tie in the financial bid (i.e., two or more bidders quoting the identical lowest rate), the following criteria shall be adopted sequentially to determine the successful bidder:

(i) Preference shall be given to the L1 bidder having prior experience of at least **one year** in providing similar services in a **Government Residential/ Educational Institutions, Government offices, PSUs, and other Government Institutions**

(ii) If the tie persists, preference shall be given to the bidder who has provided such services in an **Institute of National Importance (INI)**.

(iii) In case the tie still remains unresolved, the bidder who meets all the above criteria and currently holds an **active contract with an INI** of the **highest contract value** shall be considered for award of the contract.

Note: Bidders are required to submit relevant documentary evidence in bid in support of the above claims, failing which such claims shall not be considered during evaluation.

4. PENALTY AND LIQUIDATED DAMAGES

4.1 The performance of the Service Provider shall be monitored regularly. In case of non-compliance, deficiencies or failure in service delivery, penalties shall be imposed as per the table below:

Sl. No.	Event / Default	Penalty / Action
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1	Delay in completion of initial inspection, repair, replacement, retrofitting and restoration beyond 60 days from contract commencement	LD @ 0.5% of annual contract value per week or part thereof, subject to a maximum of 10% of annual contract value
2	Any Solar Hot Water Heating System or major component found non-functional / partially functional due to inadequate maintenance	1% of quarterly bill value Proportionate deduction from quarterly payment for the affected system(s) and period of non-functionality
3	Non-compliance with monthly / quarterly / annual maintenance schedules or non-maintenance of records/logbooks	Penalty up to 5% of applicable quarterly payment , based on severity
6	3 consecutive defaults	Termination of contract and forfeiture of Performance Security
7	Overall ceiling of penalties	Total penalties shall not exceed 10% of total contract value

5. CERTIFICATION FOR PAYMENT

"Certified that the repair and Maintenance services of all 9 solar heating and water circulation system installed at NID Haryana have been carried out satisfactorily for the quarter of _____. All records have been verified and found in order."

(Signature of Service Provider Representative)

6. The standard SLA and Terms & Conditions of GeM may apply. However, any additional Terms & Conditions specified by the buyer shall prevail over the standard SLA and Terms & Conditions of GeM in case of any conflict.

7. Jurisdiction: Any dispute arising shall be subject to the jurisdiction of courts in Kurukshetra.

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11. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

12. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

13. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the

state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. 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 catalogues 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. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

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

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The

Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

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

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

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

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

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 कार्यवाई 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---