बिड संख्या/Bid Number: GEM/2026/B/8241368
दिनांक /Dated: 07-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	28-11-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	29-11-2026 11:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	150 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Gujarat
विभाग का नाम/Department Name	Education Department Gujarat
संगठन का नाम/Organisation Name	University Library Veer Narmad South Gujarat University
कार्यालय का नाम/Office Name	Estate
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.vnsgu.gj@gembuyer.in Buyer Email id: buycon22.ulvnsgu.gj@gembuyer.in
वस्तु श्रेणी /Item Category	Full Service and Maintenance Contracts of Photocopier Machine - Multifuction Machines MFM; As per ATC (CANON IR- B/W); OEM Authorised Service Provider; Paper to be provider by Buyer; Tonner/Cartridge to be provider by Service Provider.; Not Applicabl..
अनुबंध अवधि /Contract Period	1 Year(s)
पिछले 3 वित्तीय वर्षों का बिडर का न्यूनतम औसत वार्षिक वित्तीय टर्नओवर/Minimum Average Annual Turnover of the bidder (For the last 3 Financial Years)	10 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
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
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

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों 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	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
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
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	500000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%)/ePBG Percentage(%)	2.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	14

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

लाभार्थी /Beneficiary :

Registrar
Veer Narmad South Gujarat University, Surat
(Registrar)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

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 from the State of Bid Inviting Authority 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/ State of Bid Inviting Authority. 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, 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 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 and its subsequent Orders/Notifications issued by concerned Ministry. Benefits of MSE will be allowed only if seller/service provider 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 all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

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

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:AS PER ATC UPLOADED

Details of Consignee wise Service Engineer deputation list:AS PER ATC UPLOADED

If you want to add additional conditions in addition to standard SLA then please mention the clauses of additional SLA .:AS PER ATC UPLOADED

Details of the consumables required.: AS PER ATC UPLOADED

Asset details and its distribution across the consignee/user location: 1793794111.pdf

If you want to add additional conditions in addition to standard SLA then please upload approval from competent authority.: 1793794118.pdf

Product/ Equipment Details: 1793794125.pdf

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
17-11-2026 16:00:00	Purchase Cell, Veer Narmad South Gujarat University, Surat. (online link : VNSGU Purchase Cell General Meeting Link https://meet.google.com/gbx-krwp-czt) Contact No. 0261-2203042

Full Service And Maintenance Contracts Of Photocopier Machine - Multifuction Machines MFM; As Per ATC (CANON IR- B/W); OEM Authorised Service Provider; Paper To Be Provider By Buyer; Tonner/Cartridge To Be Provider By Service Provider.; Not Applicabl.. (93800)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Amc Category	Multifuction Machines MFM
Amc Brand	As per ATC (CANON IR- B/W)
Status Of Annual Maintenance Service Provider	OEM Authorised Service Provider
Paper	Paper to be provider by Buyer
Tonner/Cartridge Required	Tonner/Cartridge to be provider by Service Provider.
Size of the Paper	Not Applicable
Paper Thickness in GSM	Not Applicable
Brand Paper	Not Applicable
Age of Machine (in Years)	As per ATC (CANON IR- B/W)
Number of Onsite Service Engineers Requirement	Not Required
Periodicity of Preventive Maintenance Services	Quarterly
Colour	Monocrome
एडऑन /Addon(s)	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

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परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Estimated Number of Pages per Month to be Copied including all machines.	अतिरिक्त आवश्यकता /Additional Requirement
1	Patel Maulik Mangubhai	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	93800	• Number of Machines to be served : 24 • Number of Months during the Contract Period : 12

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

1. **Generic**

   OPTION CLAUSE 25% : 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, the contract quantity or contract duration can only be increased up to 25 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 25 percent with the consent of the service provider

2. **Generic**

   Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

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

   File Attachment Click here to view the file.

4. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

5. **Service & Support**

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

6. **Service & Support**

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

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 (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) 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 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---

FULL SERVICE MAINTENANCE CONTRACT (FSMC) FOR CANON IR PHOTOCOPIER MACHINES

VEER NARMAD SOUTH GUJARAT UNIVERSITY

Udhna Magdalla Road Surat, Gujarat 395007, www.vnsgu.ac.in

Full Service Maintenance Contract (FSMC) for Photocopier Machines
Veer Narmad South Gujarat University (VNSGU), Surat

Part A: Scope of Work

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1. Overview

This contract covers the **Full Service and Maintenance** of digital multifunction photocopier machines installed across various departments of Veer Narmad South Gujarat University (VNSGU), Surat. The objective is to ensure uninterrupted functioning of all photocopier units through comprehensive preventive and corrective maintenance services.

The contract shall commence from 01/02/2027, if possible, and shall cover all services as specified in the terms and conditions of this contract.

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2. Scope of FSMC Services

The selected service provider shall:

- Ensure that **all machines remain fully functional and operational** during the contract period.
- Provide **preventive maintenance (PMS)** and **corrective/breakdown maintenance**, including all repairs necessary to restore equipment to working condition.
- Replace any **defective or worn-out components**, including drums, toners, rollers, fuser assemblies, gears, and related internal parts.
- Use only **OEM or OEM-equivalent spare parts and consumables** during maintenance or replacement.
- Carry out **cleaning, calibration, and performance testing** as per OEM specifications during PMS.

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3. Preventive Maintenance Schedule

- Preventive maintenance shall be conducted **once every quarter**, or as specified in the bid/ATC.
- **PMS shall include:**
    - Internal and external cleaning
    - Functional inspection of key components
    - Replacement of necessary parts to prevent failure
    - Toner level and drum life assessment
- A **Preventive Maintenance Report (PMR)** must be submitted after each visit, duly signed by the respective department.

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4. Corrective Maintenance

- Corrective maintenance shall be undertaken immediately upon receiving complaints.
- All breakdown calls shall be attended within the response time defined in the SLA (see Part B).
- In case of failure beyond onsite repair capability, the machine shall be taken to the vendor's service centre at **no cost to the university**.
- If downtime exceeds 48 hours, a **standby unit of equivalent configuration** must be provided.

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5. Replacement and Consumables Responsibility

The vendor shall provide and replace, **at their own cost**, all required parts and consumables necessary for the continuous working of the machines, including but not limited to:

- Toner and cartridges
- OPC drum, developer unit
- Fuser unit, rollers, gears, belts
- PCBs, power units etc. (if required)

Paper shall be provided by the Buyer (VNSGU) and is excluded from this contract.

---

6. Maintenance of Log Book

The vendor shall maintain a **bound log book** or register at each location where photocopier machines are installed. This log book shall serve as an official record of maintenance activities and must be **made available to university authorities for inspection at any time**.

Each maintenance visit, whether preventive or corrective, must be duly recorded with the following details:

- **Date of visit**
- **Type of service performed** (Preventive or Corrective)
- **Description of issue (if any) and resolution provided**
- **List of parts replaced**, if applicable
- **Name and signature of the attending service engineer**
- **Signature of the concerned university representative or end-user**

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7. Service Engineer Deployment

- The vendor shall deploy **trained and technically qualified service personnel** capable of servicing all the installed brands.
- All maintenance work must adhere to OEM-prescribed procedures and safety guidelines.
- The university reserves the right to reject unskilled/untrained personnel deployed at its premises.

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8. End-of-Contract Obligations

- At the end of the contract period, all machines shall be handed over to the university in **fully functional condition**.
- Any damage found due to vendor negligence will result in **penalty deductions or recovery from final payment**.

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9. Additional Notes

- All tools, cleaning materials, and diagnostic equipment required for maintenance shall be arranged by the vendor.
- This contract includes **both hardware and performance maintenance** of the listed photocopier machines.

SR. No.	Place of the Machine in University Section / Dept.	Xerox Machine Company Name	Model No	Quantity	Black and White / Colour	Estimated annual paper consumption (A/4 etc)	Date of Purchase of Machine	Machine working condition YES/NO
1	Sociology	Canon IR	2420L	1	Black and White	10000	16-02-2007	YES
2	Computer Pul	Canon IR	6255/6255 /6275/ 6575/4245	5	Black and White	100000	-	YES
3	ACDC Exam	Canon IR	4745	1	Black and White	250000	02-09-2021	YES
4	Exam	Canon IR	6255	1	Black and White	10000	2005	NO
		Canon IR	4245	1	Black and White	10000	2006	YES
		Canon IR	2530	1	Black and White	10000	--	YES
		Canon IR	2945	2	Black and White	20000	--	YES
		Canon IR	2224N	2	Black and White	20000	--	YES
6	Physics	Canon IR	2422L	1	Black and White	2200	25-03-2014	NO
7	Economics	Canon IR	2002N	1	Black and White	1500	-	YES
8	HRD	Canon IR	2535	1	Black and White	7000	30-04-2024	YES
		Canon IR	2930	1	Black and White	1000	--	YES
9	General Section	Canon IR	6565	1	Black and White	660000	07-09-2019	YES
		Canon IR	2945	1	Black and White	400000	2026	YES
10	Purchase Cell	Canon IR	2224N	1	Black and White	5000	2025	YES
11	Account Section	Canon IR	2945	1	Black and White	5000	--	YES
12	Fine Arts	Canon IR	2224N	1	Black and White	5000	--	YES
13	Library	Canon IR	2224N	1	Black and White	5000	--	YES
	Total			24 **Machines**		**11,25,700 Pages/year**		

Part B: Service Level Agreement (SLA)

1. Applicability of GeM SLA

This contract shall be governed by the **standard Service Level Agreement (SLA)** defined under the relevant GeM category for **Full Service and Maintenance Contract (FSMC) of Photocopier Machines**, which includes but is not limited to:

- Preventive and corrective maintenance obligations
- Deployment of trained service engineers
- Use of OEM/OEM-equivalent parts
- Frequency of PMS
- Asset tagging, uptime requirements
- Confidentiality obligations
- Penalties for non-performance (with the below VNSGU indicated modification)

These provisions are binding and available on the GeM portal (https://gem.gov.in).

2. Additional SLA Conditions Applicable at VNSGU

2.1 Minimum Uptime Commitment

The vendor shall ensure each machine maintains a **minimum 95% operational uptime** on a monthly basis. Uptime shall be calculated machine-wise based on total working hours in a month.

2.2 Preventive Maintenance

- Preventive Maintenance Service (PMS) must be performed **once every quarter**.
- Activities include cleaning, inspection, calibration, and proactive replacement of worn parts.
- PMS completion must be recorded in the **log book** maintained at each location and signed by both the engineer and departmental user.
- A **Preventive Maintenance Report (PMR)** must be submitted quarterly to the University.

2.3 Response and Resolution Time

Fault Severity	Response Time	Resolution Time
Critical (machine fully non-functional)	Within one day	Within one day
High (print quality issue, partial fault)	Within one days	Within two days
Low (consumable near end, minor glitch)	Within one days	Within three days

If the machine is not restored within five days, the vendor must provide a **standby machine of equivalent configuration**.

2.4 Penalty for SLA Breach

- **Delayed Resolution Penalty**: ₹100 per day per call for failure to resolve within above said timelines (after a 1-day grace).
- **Missed PMS Penalty**: ₹1,000 per machine per quarter if preventive maintenance is not performed.

2.5 Handover Condition

At the end of the contract, all machines must be handed over in **fully operational condition**. Any machine found defective or degraded due to negligence shall be restored at the vendor's cost or equivalent recovery will be made from the final payment.

2.6 Documentation and Escalation Support

- The vendor shall maintain a **bound log book** or register at each location
- A **monthly consolidated report** detailing service calls, response time, downtime, and PMS compliance must be submitted in PDF or Excel format.
- An **updated escalation matrix** including service engineer contact details and regional technical support must be submitted within 7 days of work order issuance.

3. Additional Governance Clauses

3.1 Force Majeure

Neither party shall be liable for failure to perform obligations if such failure is caused by events beyond their control, including but not limited to: natural disasters, strikes, acts of God, war, or government regulations.
The affected party shall notify the other within **7 calendar days** of such an event.

3.2 Right to Cancel the Contract

VNSGU reserves the right to **cancel the bid or terminate the contract at any stage** without assigning any reason and without any financial liability.
This is in accordance with **the GeM General Terms and Conditions (GTC).**

3.3 No Subletting / Assignment

The vendor shall **not assign, subcontract, or transfer** the contract or any part thereof without prior written permission from the University. Unauthorized subletting shall lead to **immediate termination** of the contract.

3.4 Dispute Resolution and Jurisdiction

Any dispute arising out of or relating to this contract shall be resolved as per the **Arbitration and Conciliation Act, 1996** and the dispute resolution process defined in the **GeM GTC**.

Jurisdiction for all legal matters shall lie exclusively with the **competent courts in Surat, Gujarat**.

3.5 Governing Law

This contract shall be governed by:

- The **GeM General Terms & Conditions**
- The **Gujarat State Procurement Policy, 2024**
- The **rules and regulations of Veer Narmad South Gujarat University**
- Applicable **Indian laws and statutory guidelines**

3.6 Final Authority

The **Hon. Vice-Chancellor, VNSGU** shall be the final authority on all matters related to administration, service obligations, and compliance within the scope of this contract, subject to legal and GeM-provided remedies.

Part C: Payment Terms

1. No Advance Payment

No advance payment shall be made under this contract. Payment will only be released after satisfactory delivery of services and documentation for the quarter.

2. Payment Frequency and Mode

- Payment shall be made **on a quarterly basis**
- All payments will be made through **bank transfer (NEFT/RTGS)** to the vendor's registered bank account as per the mandate provided.

2. Conditions for Payment Release

The vendor must submit the following documents to claim quarterly payment:

1. **Tax Invoice** raised in compliance with applicable GST norms.
2. **Preventive Maintenance Reports (PMRs)** for all machines serviced during the quarter.
3. **Monthly Summary Reports** detailing:
    - Number of service calls attended
    - Response and resolution time records
    - Parts/consumables replaced
    - Uptime compliance (machine-wise)
4. **Log Book entries** signed by departmental representatives confirming service activity.

4. Penalty Deductions

Any penalties applicable under the SLA (**as detailed in Part B)** for:

- Delayed resolution,
- Missed preventive maintenance visits, etc.

shall be directly **deducted from the quarterly invoice** submitted by the vendor.

5. Statutory Deductions

All statutory deductions, including TDS, GST-TDS, or others as applicable under law, shall be deducted from each payment.

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6. Final Payment

The final quarter's payment shall be released **only after:**

- Submission of all cumulative reports and compliance logs.
- Return of all equipment in working condition (handover certificate).
- Adjustment of any pending penalties or recoveries.

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7. Bill/Invoice Upload on GeM Portal

As per the guidelines of the Government e-Marketplace (GeM), it is **mandatory for the successful bidder/supplier to upload the Bill/Invoice on the GeM Portal** after supply of goods/services.

- The uploaded Bill/Invoice must match the supply details and Purchase Order/Contract issued on GeM.
- Payment processing will be initiated only after successful upload of the Bill/Invoice on the GeM portal.
- Failure to upload the Bill/Invoice as per GeM rules shall be treated as **non-compliance** and may attract action as per the terms and conditions of the contract and GeM policies.

Part D: Minimum Eligibility Criteria

The bidder must satisfy the following minimum eligibility requirements to participate in this tender:

1. Capability to Maintain All Photocopier Equipment

- The bidder shall confirm their ability and technical capability to maintain **digital multifunction photocopier machines as per BID details**, regardless of make and model, covered under this Full-Service Maintenance Contract (FSMC).
- The bidder shall:
    - Provide evidence of maintaining **similar work** in previous contracts (see Past Experience clause).
    - Ensure that all replacement spares and consumables shall be **OEM or OEM-equivalent** in quality and specification.

Proof Required:
A self-declaration on company letterhead affirming their capability and commitment

2. Legal Registration

- The bidder must be a legally registered entity in India (Proprietorship / Partnership / LLP / Private Ltd. / Public Ltd.).

Proof Required:
• Valid GST Registration Certificate, PAN Card, and Certificate of Incorporation or equivalent document.

3. Financial Eligibility

- The bidder must have an average annual turnover during the last three financial years (2022–23, 2023–24, and 2024–25) of at least **twice the estimated annual contract value**.

Proof Required:
• CA-certified Turnover Certificate or audited financial statements for the specified years.
Relaxation for MSMEs/Startups:
• MSMEs (registered under Udyam) and Startups (recognized by DPIIT) are **exempt from turnover requirements** as per the Gujarat State Procurement Policy, 2024.
Proof Required for Exemption:
• Valid Udyam Registration Certificate or DPIIT Startup India Recognition Certificate.
• Self-certification on company letterhead declaring eligibility for exemption.

4. Past Experience

- The bidder must have successfully executed similar **FSMC/AMC work for photocopier or multifunction printing systems** in the last 3 financial years

(2022–23, 2023–24, and 2024–25) for Government/PSU/Autonomous Institutions/Reputed Private Organizations.

Minimum Work Requirements (any one of the following):

• One similar completed work of 80% of the bid value, OR

• Two similar completed works of 50% each, OR

• Three similar completed works of 40% each.

Proof Required:

Mandatory:

- Copy of Work Order / Contract Agreement

Additionally, any one of the following supporting documents must be provided:

- Work Completion Certificate issued by the client
- Proof of payment received from the client (e.g., Payment Advice / Bank Statement / TDS Certificate)
- **CARC (Consignee's Acceptance and Receipt Certificate)** generated on GeM (if applicable)

Relaxation for MSMEs/Startups:

• MSMEs and Startups shall be **exempt from Past Experience requirements** as per the Gujarat State Procurement Policy, 2024.

• Supporting documents for exemption must be provided as mentioned above.

5□. EMD (Bid Security)

• Applicable as per the GeM bid conditions.

Relaxation for MSMEs/Startups:

• MSMEs and Startups are **exempt from submission of EMD** in accordance with the Gujarat State Procurement Policy, 2024.

6□. Non-Blacklisting Declaration

• The bidder must **not have been blacklisted, debarred, or banned** by any Government Department, PSU, Autonomous Institution, or Government Procurement Portal including GeM at the time of bid submission.

Proof Required:

• A self-declaration on bidder's letterhead.

7□. Land Border Declaration

• In compliance with Rule 144(xi) of GFR, 2017 and the Public Procurement (Preference to Make in India) Order, 2020:

Proof Required:

• Bidders **NOT from countries sharing a land border with India**: A self-declaration confirming they are not from a land-border country.

• Bidders **FROM countries sharing a land border with India**: Registration/approval certificate issued by the Ministry of Home Affairs (MHA), Government of India

8. Purchase Preference for Local Suppliers

• As per the Gujarat State Procurement Policy, 2024:

Class	Local Content Requirement
Class-I Supplier	≥ 50%
Class-II Supplier	≥ 20% but < 50%

Proof Required:

• Self-certification of local content on bidder's letterhead.

• Supporting documents (e.g., Bill of Materials, manufacturing process details) if applicable.

Part E: Submission Guidelines

1. Mode of Submission

- The entire bidding process shall be conducted **online via the Government e-Marketplace (GeM)** portal: https://gem.gov.in.
- **No physical bid documents** will be accepted, except where explicitly specified (e.g., original EMD/DD, if applicable).
- Any bid submitted after the deadline specified in the GeM portal will be automatically rejected by the system.

2. Physical Submission (If Applicable)

- If Earnest Money Deposit (EMD) or any other original physical document is required, it must be submitted to the following address before the closing date and time of the bid:

The Registrar (Purchase & Store Cell, Room No.10112, Administrative building)
Veer Narmad South Gujarat University
Udhna-Magdalla Road, Surat – 395007, Gujarat
Phone: [0261-2203042] E-mail : purchase@vnsgu.ac.in

- The bidder must retain proof of submission (courier receipt/acknowledgment).

3. Language and Format of Submission

- All bid-related documents, declarations, certificates, and annexures must be:
  - **Submitted in English** (typed or printed clearly).
  - **Self-Attested and Signed** by the authorized signatory.
  - **Uploaded in PDF format** with clear legibility and sequential page numbering.
  - **File names should match the annexure/document titles** to avoid confusion during evaluation.

4. Mandatory Documents to be Uploaded

The following documents must be uploaded as part of the bid submission:

- Duly filled and signed **Annexures and Declarations** as per this bid document.
- Supporting documents for legal eligibility: PAN, GST, incorporation certificate, MSME/Startup registration (if exemption claimed).
- Financial eligibility proofs: CA-certified turnover certificate or audited statements.
- Work orders, experience certificates, and completion proofs.
- EMD or exemption certificate (if applicable).
- Any other document required in Parts A–D or as specified on the GeM bid page.

Note: Failure to upload required documents or submitting incomplete or ambiguous information may result in the bid being declared **non-responsive** and liable for rejection.

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5. Document Structure and Referencing

- All uploaded files must follow a **clear, numbered index**, matching the references in the bid document.
- Each page must be **numbered sequentially**, and no handwritten alterations shall be accepted.
- The bidder shall ensure that all submissions are **aligned with the technical and eligibility requirements** defined in the bid document.

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6. Disqualification Due to Non-Compliance

- Bids not complying with submission format, deadline, or document requirements will be treated as **non-compliant** and disqualified at the technical scrutiny stage.
- The **University reserves the right** to reject incomplete or ambiguous submissions without assigning any reason.
- In case of conflict between this document and the GeM portal, **GeM terms shall prevail**.

Bidder Submission Checklist

(To be printed on bidder's letterhead and signed by the authorized signatory)

☑ PART A: Technical Submission

Sr. No.	Document Description	Annexure / Ref.	Submitted (Yes/No)	Page No.
1	Bidder's Letter of Submission (Covering Letter)	--		
2	Confirmation of Acceptance of Scope of Work, SLA, Payment Terms, Technical Compliance Sheet	Annexure I		
3	Pre-Bid Meeting / Site Inspection Certificate with Condition Acknowledgement	Annexure II		
4	Declaration of Multi-Brand Maintenance Capability and Compliance with OEM Guidelines	Annexure III		
5	EMD Submission or Exemption Declaration	Annexure IV		
6	Bidder Information	Annexure V		
7	Declaration of Turnover, Past Work Experience, and Eligibility for Exemptions	Annexure VI		
8	Class of Supplier Declaration	Annexure VII		
9	Auditor's Certification of Local Content	Annexure VII - A		
10	Self-Declaration Regarding Non-Blacklisting	Annexure VIII		
11	Self-Declaration Regarding Land Border Sharing Country	Annexure IX		
12	Price Reasonability Certificate	Annexure X		
13	Bidder Submission Checklist (This Document)	This Document		

📄 PART B: Statutory & Financial Documents

Sr. No.	Document Description	Annexure / Ref.	Submitted (Yes/No)	Page No.
14	GST Registration Certificate	--		
15	PAN Card	--		
16	Certificate of Incorporation / Registration of Firm (Proprietorship/Partnership/Company)	--		
17	MSME / Startup Registration (Udyam / DPIIT Certificate) – if exemption claimed	Annexure IV / VI		
18	CA-certified Turnover Certificate (Last 3 Financial Years)	Annexure VI		
19	Work Orders with Any One: Completion Certificate / Payment Advice / Bank Statement / CARC	Annexure VI		

Instructions to Bidders:

- Submit documents in clearly marked, **sequentially numbered PDF pages**.
- Ensure alignment between annexure references in the bid and actual file names.
- **Incomplete submissions** may lead to rejection as per GeM/GPP 2024 norms.

Let me know if you also want:

- A **fillable Word/Excel format** of this checklist, or
- A **mapping sheet comparing this annexure structure with GeM auto-generated formats**.

Date: _____
Place: _____
(Signature with Seal)
Authorized Signatory

ANNEXURES	
Annexure No.	**Title**
Annexure I	**Confirmation of Acceptance of Scope of Work, SLA, Payment Terms, Technical Compliance Sheet**
Annexure II	**Pre-Bid Meeting / Site Inspection Certificate with Condition Acknowledgement**
Annexure III	**Declaration of Multi-Brand Maintenance Capability and Compliance with OEM Guidelines**
Annexure IV	**EMD Submission or Exemption Declaration**
Annexure V	**Bidder Information**
Annexure VI	**Declaration of Turnover, Past Work Experience, and Eligibility for Exemptions**
Annexure VII	**Class of Supplier Declaration**
Annexure VII - A	**Auditor's Certification of Local Content**
Annexure VIII	**Self-Declaration Regarding Non-Blacklisting**
Annexure IX	**Self-Declaration Regarding Land Border Sharing Country**
Annexure X	**Price Reasonability Certificate**

Annexure I

Confirmation of Acceptance – Scope of Work, SLA, and Payment Terms (For AMC/CMC Bids)

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Confirmation of Acceptance – Scope of Work, SLA, and Payment Terms
Bid No.: _____
Tender Title: _____

We, the undersigned, having thoroughly examined the bid document for the above-mentioned tender, hereby confirm our unconditional acceptance and compliance with the following:

1. **Scope of Work**
   We have understood and agree to carry out the comprehensive maintenance services as outlined in **Part A: Scope of Work**, including preventive and corrective maintenance of all listed equipment, use of OEM/OEM-equivalent spares, and adherence to equipment-specific requirements.
   ☐ **Accepted**
2. **Service Level Agreement (SLA)**
   We accept the terms, response/resolution timelines, and performance standards as mentioned in **Part B: Service Level Agreement** and agree to abide by the same throughout the contract duration.
   ☐ **Accepted**
3. **Payment Terms**
   We accept the quarterly payment structure and all conditions mentioned in **Part C: Payment Terms**, and confirm that no advance payment is required.
   ☐ **Accepted**

We understand that non-compliance with the above may result in rejection of our bid or termination of the contract.

Date: _____
Place: _____
(Signature with Seal)
Authorized Signatory

Annexure II

Pre-Bid Meeting / Site Inspection Certificate with Condition Acknowledgement

(To be submitted on bidder's letterhead and signed by the authorized signatory)

To

The Registrar

Veer Narmad South Gujarat University

Surat – 395007, Gujarat, India

Certificate of Site Visit and Inspection

Tender Title:

Tender Reference No.: _____

Date of Site Visit / Pre-Bid Meeting: //_____

Bidder Details

- **Name of Firm**: _____
- **Address**: _____
- **Contact Person**: _____
- **Mobile**: _____
- **Email**: _____

Participation in Pre-Bid Process

This is to certify that the bidder has participated in the pre-bid process by one of the following modes (tick one):

☐ **Physically visited** the site(s) at VNSGU to inspect the equipment and infrastructure under the tender

☐ **Attended** the pre-bid meeting **online**, without physical site visit

☐ **Did not attend**, but chooses to proceed with the bid submission voluntarily

Declaration & Acknowledgement

By signing this certificate, the bidder confirms:

- Awareness of the equipment condition, site environment, and tender scope (as per Part A and SLA).
- No further claims will be made regarding unfamiliarity with site or equipment condition post-bid.
- Bid submission implies **full acceptance** of site realities and bid terms.

Bidder’s Representative

- Name: _____
- Designation: _____
- Signature: _____
- Date: **/**/_____

University Official

- Name: _____
- Designation: Engineer-in-Charge / Committee Member
- Signature & Seal: _____
- Date: **/**/_____

Note: Upload of this signed certificate with the technical bid on **GeM is mandatory**. Non-submission may result in disqualification during technical evaluation.

Annexure III

Declaration of Maintenance Capability and Compliance with OEM Guidelines

(To be submitted on bidder's letterhead)

We, the undersigned, hereby declare that:

1. We possess the **technical capability and resources** to undertake **Comprehensive Maintenance Contracts (AMC/CMC)** involving equipment as covered under this tender.
2. We shall **follow the maintenance procedures and service standards** as recommended by respective Original Equipment Manufacturers (OEMs) during the contract period.
3. We shall use only **OEM or OEM-equivalent spare parts** for all repairs and preventive maintenance activities.
4. We confirm that we hold **OEM authorization** for the following brand(s), where applicable (tick and attach proof):
   ☐ Brand 1 ☐ Brand 2 ☐ Brand 3 ☐ Not Applicable
5. For any other brands not specifically authorized, we accept full responsibility to ensure reliable service and compliance with performance standards as per the bid's scope and SLA.

We understand that misrepresentation in this declaration may lead to disqualification or termination of the contract.

Date: _____

Place: _____

(Signature with Seal)

Authorized Signatory

Annexure IV

EMD Submission or Exemption Declaration

(To be submitted on bidder's letterhead, signed and sealed by Authorized Signatory)

To

The Registrar

Veer Narmad South Gujarat University

Udhna-Magdalla Road, Surat – 395007

Gujarat, India

Subject: Declaration for Submission of EMD via Demand Draft **or** Claiming Exemption under MSME/Startup Provisions

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Option A – EMD Submission via Demand Draft

We hereby submit the Earnest Money Deposit (EMD) for the above-mentioned tender as per the details below:

Particulars	**Details**
Name of Bidder	[Enter Bidder Name]
DD Amount	[Enter EMD Amount]
DD Number	[Enter DD Number]
Date of Issue	[Enter DD Date]
Bank Name & Branch	[Enter Issuing Bank & Branch]
Payable To	**Registrar, Veer Narmad South Gujarat University**
Payable At	**Surat – 395007**

We confirm that:

- The DD has been issued by a **Nationalized Bank**.
- The DD has been **drawn by or on behalf of the bidding firm/proprietor**, as applicable, in accordance with bid requirements.
- The original DD has been **submitted or dispatched** to the University as per bid instructions.

☑ **To Be Submitted (Hard Copy)**: Original DD must be submitted before the deadline at

Purchase Cell (Room No.10112),

Administrative Building,

Veer Narmad South Gujarat University,

Surat – 395007.

Sincerely,

Date: _____

Place: _____

(Signature with Seal)

Authorized Signatory

Option B – EMD Exemption Declaration (MSME/Startup Only)

We hereby declare that our organization is registered as a **Micro/Small Enterprise (MSME)** or a **Startup** under valid government provisions and is **exempted from EMD submission** as per GeM and GPP policies.
☑ Attached: Valid MSME/Udyam/DPIIT Certificate for verification.
We understand that submission of invalid or false exemption documents will lead to **rejection of our bid** and may attract legal consequences.
Sincerely,

Date: _____
Place: _____
(Signature with Seal)
Authorized Signatory

Annexure V
Bidder Information

(To be submitted on the bidder's letterhead and signed by the authorized signatory)

1. Bidder's General Information

Sr. No.	Details	Bidder's Response
1	Name of the Firm/Company	
2	Type of Entity (Proprietorship / LLP / Pvt Ltd / etc.)	
3	Year of Establishment	
4	Registered Office Address	
5	Communication Address (if different from above)	
6	Name of Authorized Signatory	
7	Designation of Authorized Signatory	
8	Contact Number of Authorized Signatory	
9	Email ID of Authorized Signatory	
10	Website (if any)	
11	Company Brochure Attached (Yes/No)	
12	Number of Years in Business	
13	Certifications (e.g. ISO, BIS, OEM)	
14	Any Other (Specify)	
15	Any Other (Specify)	

2. Statutory & Compliance Details

Sr. No.	Details	Bidder's Response
1	GST Registration Number	
2	PAN Number	
3	MSME/Startup Registration (if applicable)	
4	Class of Supplier (Class-I/Class-II/Non-local)	
5	Any Other (Specify)	
6	Any Other (Specify)	

3. Bank Details for Payment

Sr. No.	Details	Bidder's Response
1	Name of the Bank	
2	Branch Address	
3	Account Holder's Name	
4	Account Number	
5	IFSC Code	
6	MICR Code (if available)	

4. Escalation Matrix for Critical Issue Resolution

Level	Name of Contact Person	Designation	Email Address	Mobile Number	Response Time (Hours)	Remarks
Level 1	Primary support contact					
Level 2	Escalation if Level 1 fails					
Level 3	Senior mgmt / nodal officer					

5. Additional Declarations by the Bidder

We hereby declare that:

- All the information furnished above is **true and correct** to the best of our knowledge.
- We agree to **promptly notify** the University of any changes in the contact or statutory details.
- We understand that **providing false or misleading information** may result in disqualification or contract termination.
- We comply with all relevant **laws, tax regulations, and procurement rules** applicable to this bid.

Date: _____

Place: _____

(Signature with Seal)

Authorized Signatory

Annexure VI

Declaration of Turnover, Past Work Experience, and Eligibility for Exemptions (if applicable)

(To be submitted on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Declaration of Turnover, Past Work Experience, and Exemption Eligibility under Bid Requirements

Part A: Declaration of Average Annual Turnover

We hereby declare that our average annual turnover for the last three financial years meets or exceeds the minimum turnover requirement as specified in the bid document.

Financial Year	Annual Turnover (₹)	CA Certification Attached (Yes/No)
2022–23		
2023–24		
2024–25		

☑ Enclosures Required:

- CA-certified Turnover Certificate(s) for each of the above financial years.
- MSME/Startup bidders claiming exemption must refer to Part C and attach valid supporting documents.

Part B: Declaration of Past Work Experience (Maximum 5 orders)

We declare that we (or the OEM represented by us) have successfully completed similar or relevant work in the last three financial years as per the bid eligibility criteria.

Sr. No.	Client Name & Address	Work Order No. & Date	Description of Work	Order Value (₹)	Completion/Payment Proof Attached (Yes/No)
1					
2					
3					
4					
5					

☑ **Enclosures Required:**

Mandatory:

- Copy of Work Order / Contract Agreement

Additionally, any one of the following supporting documents must be provided:

- Work Completion Certificate issued by the client
- Proof of payment received from the client (e.g., Payment Advice / Bank Statement / TDS Certificate)
- **CARC (Consignee's Acceptance and Receipt Certificate)** generated on GeM (if applicable)

☐ **Not Applicable** – We are claiming exemption under valid MSME/Startup registration (see Part C).

Part C: Declaration of Eligibility for Exemptions (If Applicable)

We claim exemption from one or more of the following bid requirements under valid MSME/Startup status:

☐ Turnover Requirement

☐ Past Work Experience Requirement

☐ EMD (Bid Security) Requirement

We confirm our registration under the following:

☐ Udyam-registered Micro/Small Enterprise (MSME)

☐ Recognized Startup under DPIIT (Startup India)

☑ **Enclosures Required:**

- Valid Udyam / MSME / Startup Registration Certificate
- Any additional proof as required under Gujarat State Procurement Policy, 2024

Final Declaration

We certify that all the information and declarations made above are true and complete to the best of our knowledge and belief. We understand that any false statement or misrepresentation may result in rejection of our bid and appropriate legal or contractual action.

Date: _____

Place: _____

(Signature with Seal)

Authorized Signatory

Annexure VII : Class of Supplier Declaration

(To be submitted on the bidder's letterhead and duly signed by the authorized signatory)

We, M/s _____ (Name of Bidder), having our registered office at _____, hereby declare and confirm the following in compliance with the **Gujarat State Procurement Policy, 2024**:

Declaration

1. **Local Content Confirmation**

We confirm that the **local content** in respect of the quoted item(s) is _____**%** and we qualify as:

☐ **Class-I Gujarat MSE / Class-I Local Supplier** (local content **≥50%**)

☐ **Class-II Gujarat MSE / Class-II Local Supplier** (local content **≥20% but <50%**)

(Tick whichever is applicable)

2. **Eligibility for Purchase Preference**

As per GoG Industries and Mines Department Resolution No: **SPO-102021-188460-CH dated 14-03-2024**, we hereby claim eligibility for purchase preference under the Gujarat State Procurement Policy, 2024.

3. **Compliance with Local Content Calculation**

We confirm that:

Local content has been calculated as per the formula:

Local content (%) = [(Sale Price – Value of Imported Content) x 100] ÷ Sale Price

Transportation, insurance, installation, commissioning, training, and after-sales services like AMC/CMC have **not** been considered as local value addition.

4. **Details of Local and Imported Content**

Sr. No.	Item/Equipment Name	Local Content (%)	Location of Value Addition (State of India)	Imported Content (%) (incl. customs duties)
1				
2				

(Attach additional sheet if required)

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5. **Auditor Certification (if applicable):**

For bids **above ₹10 crore**, we have attached a certificate from our:

- **Statutory Auditor / Cost Auditor (for Companies)**
- OR **Practicing Chartered Accountant / Cost Accountant (for others)** certifying the percentage of local content.

(Auditor's certificate format as per Gujarat State Procurement Policy Annexure II)

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6. **Declaration of Integrity**

We understand that any false declaration shall be considered a breach of the code of integrity under Clause 2(C)(d) of the Gujarat State Procurement Policy, 2024, and may lead to:

- Debarment for up to two years.
- Other legal actions as applicable.

Date: _____

Place: _____

(Signature with Seal)

Authorized Signatory

Annexure VII - A: Auditor's Certification of Local Content

(For bids above ₹10 crore)

Auditor's Certificate

(To be submitted on the letterhead of the Statutory Auditor/Cost Auditor/Practicing Chartered Accountant)

This is to certify that we have verified the records and books of accounts of **M/s** _____ **(Name of Bidder)** having its registered office at _____.

The details of **local content** in respect of the items offered under tender no. _____ **at Veer Narmad South Gujarat University (VNSGU), Surat** are as under:

Details of Local and Imported Content

Sr. No.	Item Description	Sale Price (₹)	Value of Imported Content (₹)	Local Content (%)
1				
2				
…				

Formula Used for Calculation:

Local content (%) = [(Sale Price – Value of Imported Content) x 100] ÷ Sale Price

- Transportation, insurance, installation, commissioning, training, and after-sales services like AMC/CMC have **not been considered as local value addition**.

Auditor's Details:

- Name of Auditor/CA/Cost Accountant: _____
- Registration Number: _____
- Firm Name: _____
- Firm Registration Number: _____
- Contact Number: _____

Declaration by Auditor:
This certificate is issued based on the documents and records produced before us and as per the provisions of the **Gujarat State Procurement Policy, 2024** and the **Public Procurement (Preference to Make in India) Order, 2017** (as amended).

Seal and Signature of Auditor/CA/ Cost Accountant
Name: _____
Designation: _____
Membership No.: _____
Date: _____

Annexure VIII
Self-Declaration Regarding Non-Blacklisting
(To be printed on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Declaration Regarding Non-Blacklisting

Sir/Madam,
In reference to the bid titled **"[Insert Bid Title]"** issued by Veer Narmad South Gujarat University, I/we, the undersigned, do hereby solemnly declare and affirm that:

1. **We have not been blacklisted**, debarred, suspended, or banned from participating in any procurement process by any Central or State Government department, Public Sector Undertaking (PSU), Autonomous Institution, or Government agency (including Government e-Marketplace [GeM]) in India, as on the date of bid submission.
2. We further declare that no criminal proceedings are pending against the bidder or any of its directors/partners that would affect our ability to participate in this procurement process.
3. We understand that if this declaration is found to be false or misleading at any stage, our bid may be summarily rejected, or the contract may be terminated without any liability on the part of the University.

Declaration
We hereby declare that the above information is true and correct to the best of our knowledge and belief.

Date: _____
Place: _____
(Signature with Seal)
Authorized Signatory

Annexure IX

Self-Declaration Regarding Land Border Sharing Country

(To be printed on the bidder's letterhead and signed by the authorized signatory)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Declaration Regarding Compliance with Rule 144(xi) of General Financial Rules (GFR), 2017

Sir/Madam,
In reference to the bid titled **"[Insert Bid Title]"** issued by Veer Narmad South Gujarat University, I/we, the undersigned, do hereby declare as under:

1. That I/we am/are not from a country which shares a land border with India as defined under Rule 144(xi) of the General Financial Rules (GFR), 2017 and as amended by Government of India.

OR

2. That I/we am/are from a country which shares a land border with India, and I/we have been registered with the Competent Authority as defined in the said Rule. A copy of the valid registration certificate issued by the Competent Authority (Ministry of Home Affairs, Government of India) is enclosed herewith.

Please tick as applicable:
☐ Not from a country sharing land border with India
☐ From a country sharing land border with India and registered with Competent Authority (Registration Certificate attached)

Declaration
We hereby certify that the above information is true and complete to the best of our knowledge and belief. We understand that any misrepresentation may result in rejection of our bid or cancellation of the contract.

Date: _____
Place: _____
(Signature with Seal)
Authorized Signatory

Annexure X Price Reasonability Certificate

(To be submitted on the bidder's letterhead, duly signed and sealed)

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Price Reasonability Certificate for [Name of Product/Item Category] under Bid No. _____

Dear Sir/Madam,
We hereby certify that:

1. **The rates quoted in our bid are reasonable and justified**, based on prevailing market rates, product specifications, and associated services offered.
2. The offered price:
    - Is comparable to the price of similar goods/services supplied to other Government organizations, PSUs, or reputed private institutions.
    - Has not been increased for the current tender and is consistent with prices offered in other recent bids or supply orders.
3. We also confirm that **no lower price** has been quoted for the same product or service to any Government/PSU/Autonomous institution or any buyer on GeM in the last six months for comparable quantity and terms.
4. In the event of discovery of any lower quoted price for the same specification elsewhere under similar conditions, we agree that the University may take appropriate action, including price reduction or disqualification.

We assure full cooperation and submission of supporting documents, invoices, or client POs if required by the audit or evaluation committee.
Sincerely,

Date: _____
Place: _____
(Signature with Seal)
Authorized Signatory