

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	25-02-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	25-02-2026 16:30:00
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 Civil Aviation
विभाग का नाम/Department Name	Ai Engineering Services Limited
संगठन का नाम/Organisation Name	Ai Engineering Services Limited
कार्यालय का नाम/Office Name	Ai Engineering Services Limited
वस्तु श्रेणी /Item Category	Repair, Maintenance, and Installation of Plant/ Systems/Equipments (Version 2) - Industry Unit; Electrical System or Installation, SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 25 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY .. , Repair, Maintenance, and Installation of Plant/ Systems/Equipments (Version 2) - Industry Unit; Electrical System or Installation, SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 5 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY B..
अनुबंध अवधि /Contract Period	3 Month(s) 1 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	3 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 के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for 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	No

बिड विवरण/Bid Details

विक्रेता से मांगे गए दस्तावेज़/ Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (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 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	4
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	2
बिड से रिवर्स नीलामी सक्रिय किया/ Bid to RA enabled	No
बिड का प्रकार/ Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय / Time allowed for Technical Clarifications during technical evaluation	5 Days
अनुमानित बिड मूल्य / Estimated Bid Value	532000
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	10640

ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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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 दस्तावेज़ प्रस्तुत करने है। 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.

लाभार्थी /Beneficiary :

AI ENGINEERING SERVICES LIMITED

<https://forms.eduqfix.com/aiengineering/add?formType=8489935188309188> please refer general terms and conditions clause 2 of EMD

(Ai Engineering Services Limited)

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 को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. 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.
2. 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.
3. 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.

4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
5. 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.
6. 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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Buyer to mention scope of work:[1770200758.pdf](#)

Terms and Conditions/ Deductions etc to be mentioned by Buyer as per their requirement:[1770200783.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
16-02-2026 11:00:00	AI Engineering Services Ltd. (AIESL), MRO Complex, Near Gate 03, RGI Airport, Shamshabad - 500108 ONLINE LINK WILL BE PROVIDED ON THE DATE OF EVENT ON GEM PORTAL

Repair, Maintenance, And Installation Of Plant/ Systems/Equipments (Version 2) - Industry Unit; Electrical System Or Installation, SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 25 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY .. (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Industry Unit

विवरण/ Specification	मूल्य/ Values
Type of Item/Product/System to be repaired or Installed	Electrical System or Installation , SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 25 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY BACKUP OF 60MIN
Consumables to be provided by	Service Provider
Spare parts to be provided by	Service Provider
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
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Project based requirement (quantity to be kept as 1)	अतिरिक्त आवश्यकता /Additional Requirement
1	Bala Murali Krishna Patakoti	501218,AI Engineering services limited , Shamashabad ,Hydrabad , Telngana Pin Code 5001218	1	<ul style="list-style-type: none"> Estimated Cost of Spare/Consumables/Items on Reimbursement basis in Rs (please input 0 if not applicable) : 0

Repair, Maintenance, And Installation Of Plant/ Systems/Equipments (Version 2) - Industry Unit; Electrical System Or Installation, SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 5 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY B.. (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Premise	Industry Unit

विवरण/ Specification	मूल्य/ Values
Type of Item/Product/System to be repaired or Installed	Electrical System or Installation , SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 5 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY BACKUP OF 30MIN
Consumables to be provided by	Service Provider
Spare parts to be provided by	Service Provider
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
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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 / Project based requirement (quantity to be kept as 1)	अतिरिक्त आवश्यकता /Additional Requirement
1	Bala Murali Krishna Patakoti	501218,AI Engineering services limited , Shamashabad ,Hydrabad , Telngana Pin Code 5001218	1	<ul style="list-style-type: none"> Estimated Cost of Spare/Consumables/Items on Reimbursement basis in Rs (please input 0 if not applicable) : 0

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

1. Generic

Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

AI ENGINEERING SERVICES LIMITED
MRO COMPLEX, NEAR GATE 03
RGI AIRPORT, SHAMSHABAD
TELANGANA
5 0 0 1 0 8

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. **Generic**

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 4 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

4. **Generic**

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

5. **Generic**

OPTION CLAUSE: 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, contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

6. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

7. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 25 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY BACKUP OF 60MIN

SUPPLY, INSTALLATION, COMMISSIONING AND TESTING OF ONLINE UPS SYSTEM 5 KVA QTY 01 ALONG WITH BATTERIES, WITH BATTERY BACKUP OF 30MIN

A SIGNED COPY OF TENDER DOCUMENT (HYD/PPMM/ENQ/30 DT. 04/02/2026) SHOULD BE SUBMITTED ALONG WITH QUOTATION ACCEPTING ALL TENDER TERMS AND CONDITIONS, TECHNICAL SPECIFICATIONS OF PRODUCT AND SCOPE OF WORK.

The successful bidder has to supply all essential accessories required for the successful installation and commissioning of the goods supplied. Besides standard accessories as per normal industry practice, following accessories must be part of supply and cost should be included in bid price: BATTERY RACK, BATTERY BANK INPUT OUTPUT POWER CABLES, MONITORING ACCESSORIES COPPER JUMPERS WITH LUGS WITH SUITABLE NUTS AND BOLTS

Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

SUBMIT YOUR QUOTATIONS ONLY FOR - APC / LUMINOUS / MICROTEK only - OTHER BRANDS CAN NOT BE ACCEPTED

Proof to be submitted that UPS is purchased from OEM/OEM Authorized Dealer/Distributor (Tax Invoice)

I. **Details of the Item:**

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Technical Specifications – 25 KVA UPS with 60 Minutes Battery Backup & 5 KVA UPS with 30 min Battery Backup

Parameter	25 kVA UPS	5 kVA UPS
Capacity	25 kVA / 20 kW	5 kVA / 4 kW
Make	APC / LUMINOUS / MICROTEK only	APC / LUMINOUS / MICROTEK only
Topology	True Online, Double Conversion (VFI-SS-111)	True Online, Double Conversion (VFI-SS-111)
Phase Configuration	3 Phase Input / 3 Phase Output	1 Phase Input / 1 Phase Output
Input Voltage	AC Three Phase 300 V - 450 V sinewave 50Hz	230 V AC \pm 20%
Input Frequency	50 Hz \pm 5 Hz	50 Hz \pm 5 Hz
Input Power Factor	\geq 0.99	\geq 0.99
THDi (Input)	\leq 5%	\leq 5%
Output Voltage	415 V AC	230 V AC
Output Frequency	50 Hz \pm 0.05 Hz	50 Hz \pm 0.05 Hz
Output Power Factor	0.9 to 1.0	0.9 to 1.0
Output THD	\leq 3% (Linear), \leq 5% (Non-linear)	\leq 3% (Linear), \leq 5% (Non-linear)
Efficiency	\geq 93%	\geq 90%
Backup Time	60 minutes	30 minutes
Battery Type	Sealed Maintenance Free VRLA batteries conforming to IS 13369 / IEC standards/ Li-ion/ AGM must follow Japanese (JISC8702) and Indian (IS 13369:1992) standards. Should be stationary, sealed and have tubular positive plates in a monobloc unit.	Sealed Maintenance Free VRLA batteries conforming to IS 13369 / IEC standards/ Li-ion/ AGM must follow Japanese (JISC8702) and Indian (IS 13369:1992) standards. Should be stationary, sealed and have tubular positive plates in a monobloc unit
DC Bus Voltage	240-384 V DC	96-192 V DC

Display Type	LCD / Touch Display	LCD / LED Display
Communication Interface	RS-232 / USB /SNMP / Modbus	RS-232 / USB / SNMP / Modbus
Overload Capacity	125% for 10 min, 150% for 1 min	125% for 10 min, 150% for 1 min

Parameter	25 kVA UPS	5 kVA UPS
Crest Factor	3:1	3:1
Noise Level	≤ 55 dB at 1 meter	≤ 50 dB at 1 meter
Operating Temperature	0°C - 40°C	0°C - 40°C
Standards	IEC 62040-1, 62040-2, 62040-3, CE	IEC 62040-1, 62040-2, 62040-3, CE
Switching Technology	IGBT-PWM	IGBT-PWM
Cooling	Forced air cooling with temperature-controlled fans	Forced air cooling with temperature-controlled fans
Protection Class	IP21 with washable dust filters	IP21 with washable dust filters
Protection	Protection for short circuit and overload at the output terminal overvoltage & undervoltage at the battery terminal.	Protection for short circuit and overload at the output terminal overvoltage & undervoltage at the battery terminal.
Alarms and Indicators	Indicator for battery charging and discharging, output overload with audible alarm, alarm & indicator for low battery voltage	Indicator for battery charging and discharging, output overload with audible alarm, alarm& indicator for low battery voltage
Metering	Input voltage, output voltage, input frequency, output frequency.	Input voltage, output voltage, input frequency, output frequency.
Warranty (UPS)	24 months	24 months

Warranty (Battery)	24 months	24 months
Certificates	COC, Warranty, Load test, battery backup test at full load; Manual & automatic Bypass test; Overload protection Test; Battery low voltage Cutoff test; Insulation Resistance Test; Electrical safety certificate; Earthing Test Report; Load test certificate.	COC, Warranty, Load test, battery backup test at full load; Manual & automatic Bypass test; Overload protection Test; Battery low voltage Cutoff test; Insulation Resistance Test; Electrical safety certificate; Earthing Test Report; Load test certificate.

Note: The Bidder must be an OEM or OEM Authorized dealer with valid authorization certificate.

a) Quantity & Delivery Location Details:

Sl.	Item Description	Qty. Required	Item to be Delivered at
1.	Supply, Installation, Commissioning & Testing of UPS 25 KVA at AIESL, Shamshabad, Hyderabad.	01 Nos	Dy.GM(E-PPMM) AI Engineering Services Limited, MRO Complex, Near Gate 03, RGI Airport, Shamshabad, Hyderabad - 500108
2.	Supply, Installation, Commissioning & Testing of UPS 5 KVA at AIESL, Shamshabad, Hyderabad	01 Nos	

1. Pre-Dispatch Inspection (PDI), if required, shall be at AIESL's discretion and check whether the Meets our requirement
2. Vendor should provide the following along with equipment, as per the industrial standard.
 - a) **OEM test certificates, warranty card, operation & maintenance manuals.**
3. Penalty for Delayed Deliveries: You have to adhere to the agreed delivery schedule, in case of delay in delivery; penalty for late delivery will be charged at the rate of 1/2% (half percent) p

er week or part thereof of the value of delayed supplies, subject to a maximum of 10% (ten per cent) of the value of delayed supplies. In the event of the continued delayed supply, then AIES L., reserves the right to cancel the Purchase Order and to take appropriate necessary action in its interests.

- a) AIESL reserves the right to **increase/decrease the qty to the extent of 25%** of the tender ed qty at the same rate, terms and conditions of the tender/contract/PO.
- b) Bidders should **take above points in to considerations before / while submitting their bid. The rates quoted shall be as applicable to Govt. Institutions/PSUs.**
- c) **Delivery and work completion must be within 20 days from the date of issue of PO**

3.2 Scope of Work

3.2.1. Supply

The contractor/vendor shall supply the following items:

- One (1) number of **5 kVA** & one number **25 kVA Online UPS System**, true double-conversion type with IGBT-based rectifier and inverter (Make: APC / LUMINOUS / MICROTEK only).
- **Battery bank** (SMF VRLA / Li-ion/AGM) capable of providing **minimum 60 minutes backup at full load (25 kVA)** & 30 Min battery backup for 5 KVA.
- **Battery rack** (MS powder-coated) suitable for indoor installation.
- **Input and output power cables**, interconnecting DC cables and control cables.
- **MCCBs / MCBs**, fuses, lugs and other electrical protection accessories.
- **Maintenance bypass switch** (manual/automatic).
- **Monitoring accessories**, communication interface (RS-232/SNMP/USB//Modbus) and software (if applicable).
- **Copper Jumpers with Lugs with suitable nut and bolts, power cables, colour codes, terminal.**

3.2.2 Installation

The vendor shall:

- Inspect and prepare the site for UPS and battery installation.
- Install the UPS and battery bank at the designated location as per the layout approved by the department.
- Provide and fix the battery racks, ensuring proper spacing and ventilation.
- Carry out complete electrical interconnections between UPS, battery bank and load panel using suitably rated copper cables.
- Ensure proper earthing, cable dressing, labelling and cable termination with lugs and ferrules.

3.2.3 Testing & Commissioning

The vendor shall:

- Perform **pre-commissioning checks** on UPS and batteries.
- Carry out **no-load and full-load testing** to verify parameters like voltage, frequency, power factor and backup duration.
- Demonstrate **automatic and manual bypass operation**.
- Record and submit test results for approval.
- Commission the system in coordination with the end user.

3.2.4 Documentation

The vendor shall provide:

- Operation & Maintenance (O&M) Manual for the UPS system and batteries.
- Test reports and commissioning certificates.
- Circuit diagrams, single-line diagrams and configuration details.
- Warranty certificates and battery manufacturer test sheets.

3.2.5 Training

The vendor shall conduct **on-site training** for user personnel covering:

- UPS operation (normal, bypass and battery modes)
- Safety precautions and periodic maintenance
- Basic troubleshooting and alarm handling

3.2.6 Warranty & Support

- UPS System: **Minimum 24 months** from the date of commissioning.
- Batteries: **Minimum 24 months** from the date of commissioning.
- The vendor shall provide **on-site service support** during the warranty period.
- Response time for breakdown calls shall not exceed **24 hours**.

3.2.7 Exclusions (if applicable)

- Civil works (foundation, trenching, etc.) unless specified.
- Electrical panels beyond the UPS output distribution.
- Air conditioning or environmental control for UPS room (to be provided by client).

Completion and Handover

Upon successful completion of installation, testing and commissioning, the system shall be **jointly inspected** by the department and the vendor. A **Work Completion Certificate** shall be issued after satisfactory performance of the UPS system during the trial run period. After Sales service 6 months (DLP) for commissioning in addition to product warranty period (DLP of 6 months is subsumed within the 24-month warranty period).

8. Buyer Added Bid Specific ATC

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

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

All GeM Sellers/Service Providers 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 [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---