

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	06-10-2026 14:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	07-10-2026 14:00:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम / Department Name	Department Of Commerce
संगठन का नाम / Organisation Name	Special Economic Zones
कार्यालय का नाम / Office Name	Santacruz Electronics Export Processing Zone
शिकायत निवारण के संपर्क विवरण / Contact details of Grievance redressal	HOD Email id : ediseepz-mah@nic.in Buyer Email id: jagdish.gaur@gov.in
वस्तु श्रेणी / Item Category	Custom Bid for Services - ----
समान श्रेणी / Similar Category	Collection & Disposal Waste Management Service
अनुबंध अवधि / Contract Period	1 Year(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
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate, Additional Doc 1 (Requested in ATC), Additional Doc 2 (Requested in ATC), Additional Doc 3 (Requested in ATC), Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	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	3
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	2 Days
न्यूनतम मूल्य/Floor Price	This bid has been created/published with floor price(minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	5800000
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	PUNJAB NATIONAL BANK
-----------------------------	----------------------

ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	102

(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 :

Sr. Accounts officer
Santacruz Electronics Export Processing Zone, Department of Commerce, Special Economic Zones, Ministry of Commerce and Industry
(Seepz Sez Authority)

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

1. 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.

2. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within $L-1+ 15\%$ (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

3. 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.

4. 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.

5. 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.

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

Supply, Installation, Testing and Commissioning of Fully Automatic Organic Waste Composting Machine - [1788789215.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Introduction about the project /services being proposed for procurement using custom bid functionality:[1789456953.pdf](#)

Pre Qualification Criteria (PQC) etc if any required:[1789457023.pdf](#)

Scope of Work:[1789457026.pdf](#)

Payment Terms:[1789457030.pdf](#)

Penalties:[1789457035.pdf](#)

Project Experience and Qualifying Criteria Requirement:[1789457049.pdf](#)

GEM Availability Report (GAR):[1789457103.pdf](#)

Any other Documents As per Specific Requirement of Buyer -1:[1789457109.pdf](#)

Any other Documents As per Specific Requirement of Buyer -2:[1789457112.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1789457114.pdf](#)

Custom Bid For Services - ---- (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	----
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
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	Yes
--	-----

प्राचल/Parameter	मूल्य/Values
कोर / Core	3

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	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Jagdish Prasad Gaur	400096,DC office, Ministry of Commerce and Industry, SEEPZ, Gate Number 1, Andheri East	Project / Lumpsum Based	N/A

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. Forms of EMD and PBG

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

SEEPZ SEZ AUTHORITY

Account No.

1253002100028398

IFSC Code

PUNB0125300

Bank Name

Punjab National Bank

Branch address

SEEPZ branch

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

place of PBG within 15 days of award of contract.

4. Buyer Added Bid Specific SLA

Text Clause(s)

Supply, Installation, Testing and Commissioning of Fully Automatic Organic Waste Composting Machine (24-Hour) , 2000 kg per Batch - Quantity: 1 No.

With 3 Years Comprehensive On-Site Warranty and 5 Years Comprehensive AMC thereafter

Field Details

Buyer / Consignee SEEPZ Special Economic Zone Authority, Mumbai (to be confirmed in GeM Bid)

Delivery / Installation Location SEEPZ-SEZ, Mumbai, Maharashtra, or location specified in GeM Contract

Quantity 1 (One) complete machine/system

Contract Coverage Supply, freight, insurance, unloading, positioning, installation, testing, commissioning, training, 3-year warranty and 5-year comprehensive AMC

Total Support Period 8 years from Final Acceptance: 3 years warranty + 5 years comprehensive AMC

Procurement Platform Government e-Marketplace (GeM)

1. Purpose and Contractual Status

This SLA defines the minimum technical requirements, scope of supply, performance standards, acceptance procedure, warranty obligations, comprehensive annual maintenance requirements, response and resolution timelines, service deductions and responsibilities of the Buyer and Seller/OEM for the machine. It shall form part of the GeM Bid/Contract and shall be read with the applicable GeM General Terms and Conditions, category-specific Special Terms and Conditions and Buyer Added Bid Specific Additional Terms and Conditions. In case of conflict, the order of precedence available under GeM shall apply.

2. Scope of Supply

- Supply of one complete, new and unused fully automatic 24-hour organic waste composting machine of 2000 kg per batch capacity, complete with all standard components required for safe and functional operation.
- Inbuilt shredder, conversion/processing chamber, agitator/mixing system, heating and aeration system, PLC control panel, touchscreen HMI, safety interlocks, exhaust connection and all internal cabling, piping, sensors and accessories.
- Packing, forwarding, transit insurance, freight, unloading, shifting and positioning at the designated site.
- Installation, testing, commissioning, performance demonstration and acceptance testing at site.
- Operator and maintenance training for Buyer personnel, including supply of operation, maintenance, electrical, mechanical and troubleshooting manuals.
- Two years comprehensive on-site warranty from Final Acceptance, followed immediately by three years comprehensive AMC.
- Supply of mandatory tools, recommended initial consumables and essential spares required for commissioning and uninterrupted trial operation.
- All licenses, software and HMI programs required for operation. Passwords, backups and configuration files shall be handed over to the Buyer.

3. Minimum Technical Specifications

Sl. No. Parameter Minimum Requirement

1 Machine type Fully Automatic Organic Waste Composting Machine, 24-hour process

2 Rated waste capacity 2000 kg organic waste per batch

3 Accepted waste Segregated food, kitchen/canteen, vegetable, fruit and suitable horticultural organic waste; exclusions to be clearly declared

4 Process time Typically 24 hours per batch under specified feed and operating conditions

5 Machine dimensions Approximately 564 cm (L) x 155 cm (W) x 260 cm (H); bidder shall submit final GA drawing and foundation/loading data

6 Shredder Inbuilt; minimum rated throughput 1000-1200 kg/hour; safe feeding hopper; overload protection

7 Output Typically 500-600 kg soil-amendment material per batch, subject to feed composition and moisture; bidder shall state whether further curing is required

8 Material of construction SS-304 cladding, frame and all wet-contact parts; MS base with corrosion-resistant epoxy coating. Material test certificates to be furnished

9 Operation Fully automatic PLC-based operation with touchscreen HMI and display of key operating parameters and alarms

10 Maximum power draw Not more than 47 kW

11 Energy consumption Typically 500-800 kWh per batch depending on waste content; bidder to guarantee maximum under stated test conditions

12 Electrical supply 415 V, 50 Hz, 3-phase

13 Incoming electrical requirement 125 A MCCB with 35 sq. mm, 5-core copper cable, or as approved through final OEM load schedule

14 Exhaust/plumbing Provision for connection of 6-inch PVC exhaust pipe to sewer/approved odour-treatment arrangement

angement; final routing within Buyer premises as specified

15 Temperature and process control Automatic temperature control, cycle control, motor protection, alarm/event indication and emergency stop

16 Safety Door/inlet/outlet interlocks, overload/short-circuit protection, emergency stop, guarded moving parts, earthing provision and safe access for maintenance

17 Noise/emissions Machine shall operate without harmful emissions and within applicable statutory limits; bidder to declare guaranteed noise level

18 Optional items to be quoted separately Online monitoring with web/app access; deodorizing scrubber; automatic weight detection; spares package; bin lifter; SS shredder upgrade; automatic reverse in shredder

4. Bidder/OEM Submittals

- OEM product data sheet and clause-by-clause compliance statement without deviation or with deviations clearly identified.
- General arrangement drawing, utility/load schedule, single-line electrical diagram, process flow, foundation/operating clearance requirement and exhaust/drain requirements.
- OEM authorization where the bidder is not the OEM, and details of the authorized service setup and escalation matrix.
- Details of at least comparable installations, if required in the GeM bid, without restricting competition beyond applicable procurement provisions.
- Test certificates for SS-304 material and electrical/control components; applicable quality, safety and statutory certificates.
- Guaranteed process capacity, output, energy consumption, operating temperature, noise level, consumable requirement and curing requirement.
- Unpriced schedule of recommended spares and consumables for five years, with unit rates separately indicated in the financial bid wherever permitted.
- Comprehensive warranty and AMC undertaking confirming inclusion of labour, travel, repair and replacement of all parts except expressly identified consumables.

5. Site Survey and Buyer Interface

The successful Seller/OEM shall conduct a joint site survey within 7 calendar days of contract award and shall submit installation drawings and a final utility schedule within 7 calendar days thereafter. The Seller shall identify all Buyer-side requirements before dispatch. No subsequent claim arising from failure to inspect the site shall be admissible, except for Buyer-directed changes in scope.

Buyer shall provide Seller/OEM shall provide

Clear and accessible installation space and necessary entry permissions. Final foundation/loading, clearance and service-access requirements.

Incoming electrical point, earthing and drain/exhaust tie-in point as agreed. All internal cabling, control wiring, interconnections and machine-side termination.

Segregated organic waste and utilities for trials. Qualified engineers, instruments, test equipment and consumables for commissioning.

Nodal officer for coordination and acceptance. Work plan, safety method statement and daily progress coordination.

6. Delivery, Installation and Commissioning

- Delivery period: within 10 weeks from GeM Contract date, unless a shorter period is quoted and accepted.
- Installation and commissioning: within 15 calendar days from delivery and site readiness, whichever is later.
- The Seller shall comply with site safety, work-permit, labour, fire and electrical requirements and shall remove packing/debris after completion.
- Any damage during transport, unloading, positioning or installation shall be rectified/replaced by the Seller at no extra cost.
- The system shall not be treated as commissioned merely on energization. Commissioning shall require successful completion of the acceptance tests specified below.

7. Inspection, Performance Trial and Final Acceptance

Test Acceptance Requirement

Document inspection Verification of model, serial number, quantity, MOC certificates, manuals, drawings, warranty and AMC undertakings.

Visual and safety inspection Workmanship, guards, labels, interlocks, emergency stop, earthing, leakage, access and panel protection.

No-load trial Minimum 4 continuous hours, demonstrating motors, shredder, agitator, blower/heater, PLC/HMI, alarms and safety trips.

Load/performance trial Processing trial using representative segregated organic waste. Demonstrate rated functional capacity through mutually agreed loading plan and completion of the programmed cycle.

Shredder demonstration Demonstrate stable operation and throughput commensurate with minimum 1000-1200 kg/hour rating using suitable waste.

Output verification Record input and output weights, process duration, operating temperature, power consumption

n and condition of output. Any further curing requirement shall be documented.

Reliability run Minimum 3 consecutive successful operating cycles or 7 calendar days of satisfactory operation, whichever is practicable and specified by Buyer.

Training and handover Completion of operator training, handover of manuals, software backup, credentials, spares/tools and signed commissioning report.

Final Acceptance Date (FAD) shall be the date on which all tests are passed, punch-list items are closed and the Final Acceptance Certificate is issued by the Buyer. The warranty shall commence from FAD.

8. Comprehensive Warranty: 2 Years

- The complete machine and all supplied components shall be covered by a 24-month comprehensive on-site warranty from FAD.
- Warranty shall include preventive maintenance, breakdown repair, labour, travel, transportation, software support, adjustments and replacement of defective parts without additional cost to the Buyer.
- Coverage shall include shredder assembly, blades/cutters against manufacturing defects, motors, gearboxes, bearings, shaft, agitator, heaters, blower, sensors, PLC, HMI, VFD/starters, contactors, electrical panel, safety devices, structural defects and supplied accessories.
- Only normal consumables specifically listed and priced in the bid may be excluded. General exclusions shall not dilute responsibility for failure caused by defective design, material, workmanship, installation or inadequate protection.
- Replaced parts shall be new, genuine and of equal or better specification. Removed defective parts shall be handled as per GeM/contract provisions.
- No equipment shall be removed from site without written permission. Where removal is unavoidable, equivalent standby arrangement shall be provided if downtime is likely to exceed the resolution time.

9. Comprehensive AMC: 3 Years after Warranty

The comprehensive AMC shall commence immediately after expiry of the three-year warranty and continue for 60 months. AMC charges shall be quoted year-wise for AMC Year 1, AMC Year 3 and AMC Year 5 and shall remain firm for the respective year. The AMC shall include all labour, travel, tools, preventive maintenance, repairs and replacement of parts required to keep the system operational, excluding only pre-declared consumables.

AMC Component Requirement

Preventive maintenance At least once every quarter, total minimum 4 visits per year, and additionally as recommended by OEM.

Breakdown maintenance Unlimited breakdown calls during the AMC period.

Routine scope Inspection, cleaning, lubrication, tightening, alignment, calibration, safety checks, PLC/HMI backup, electrical thermography/health checks where applicable, test run and performance review.

Wear and critical parts Repair/replacement included unless the bid expressly identifies a normal consumable. Shredder cutters/blades shall be inspected each visit and repaired/replaced where failure is not attributable to prohibited feed material.

Documentation Signed service report after every visit; quarterly uptime report; annual health and performance report; updated service logbook.

Spares support OEM must ensure availability of spares and technical support for at least 7 years from FAD.

AMC payment Quarterly in arrears after satisfactory completion of scheduled maintenance and submission of service/uptime reports, subject to SLA deductions.

10. Service Levels, Uptime and Deductions

Service Parameter Required Level Measurement / Deduction

Helpdesk availability Complaint registration by phone and email on working days; emergency contact available at all times. Seller to issue ticket/reference number within 2 hours.

Remote response Within 4 working hours from complaint. Failure may be counted in response delay.

On-site response Within 24 hours for critical breakdown; within 48 hours for non-critical complaint. ₹2,000 per completed day of delay, subject to applicable contract limits.

Resolution time Critical: within 48 hours of complaint. Non-critical: within 72 hours. ₹5,000 per completed day beyond resolution time, subject to applicable contract limits.

Monthly uptime Minimum 95%, excluding approved planned maintenance and Buyer-attributable outages. For each 1% or part below 95%: deduction of 1% of the applicable quarterly AMC value; during warranty, equivalent amount may be recovered from security/dues.

Repeated failure Three or more failures of the same major assembly within 90 days. Seller shall perform root-cause analysis and replace/upgrade the defective assembly without cost.

Scheduled PM Quarterly, with 7 days advance notice. Missed PM: deduction of 5% of applicable quarterly AMC value per missed visit; visit to be completed within 7 days.

Maximum single outage Not more than 7 consecutive calendar days. Beyond 7 days, Buyer may require standby arrangement or proportionate recovery in addition to other contractual remedies.

Uptime (%) = [(Total available hours - attributable breakdown hours) / Total available hours] x 100. Deductions under this SLA shall be applied without prejudice to other remedies available under the GeM Contract. Aggregate

deductions shall remain subject to the applicable GeM/contract provisions and shall not relieve the Seller from completing contractual obligations.

11. Exclusions and Consumables

The bidder shall submit an exhaustive list of consumables and exclusions. Items not expressly listed shall be treated as included in comprehensive warranty/AMC. Damage conclusively established as caused by feeding prohibited materials such as metal, stones, glass, ceramics or other declared inorganic material may be excluded, provided the Seller submits a written failure analysis with evidence and the Buyer accepts the finding. Voltage-related exclusions shall not apply where supplied protection devices failed to provide the specified protection.

12. Records and Reports

- Machine-wise service logbook recording date/time of complaint, fault, arrival, action, parts replaced, restoration and Buyer acknowledgement.
- Quarterly preventive maintenance checklist and uptime statement.
- Annual performance report including energy use, recurring faults, parts replacement and recommendations.
- Immediate incident report for any safety trip, major breakdown, fire, electrical fault or structural failure.
- Updated list of service contacts and escalation matrix throughout the five-year support period.

13. Training

The Seller/OEM shall provide at least two working days of on-site training for Buyer-nominated personnel, covering waste acceptance and segregation, loading, HMI operation, process monitoring, emergency response, routine cleaning, lubrication, prohibited materials, output handling, troubleshooting and service-call procedure. Refresher training shall be provided once during warranty and once in each AMC year without additional charge.

14. Payment Milestones

Payment shall be governed by the GeM Contract. Where bid-specific milestones are permitted, the following may be adopted:

Component Suggested Payment

Supply, installation and commissioning of machine 90% after delivery, installation and successful preliminary commissioning, subject to GeM provisions.

Final acceptance retention 10% after successful reliability/performance trial and issue of Final Acceptance Certificate. Alternatively, release against acceptable performance security where permitted.

Warranty Included in equipment price; no separate payment.

Three-year comprehensive AMC Year-wise price to be quoted. Payment quarterly in arrears after satisfactory service and SLA adjustment.

15. Performance Security and Contract Remedies

Performance security, delivery delay, liquidated damages, risk purchase, termination, dispute resolution and other contractual remedies shall be governed by the applicable GeM GTC/STC and the Bid/Contract. The Seller shall maintain valid performance security for the period prescribed in the GeM Contract. Buyer-specific SLA deductions shall be applied only to the extent consistent with the applicable GeM provisions.

16. Statutory, Environmental and Safety Compliance

- The machine shall comply with applicable electrical, occupational safety, environmental and solid-waste management requirements in force on the date of supply.
- All rotating/hot surfaces shall be guarded or insulated, and safety labels shall be provided in English and Hindi or as directed by the Buyer.
- The Seller shall disclose consumables, chemicals, bio-culture and deodorizing media, including safety data and replacement frequency.
- No claim of mature compost within 24 hours shall be made unless supported by an applicable test report. The bidder shall clearly distinguish soil amendment/pre-compost from fully cured compost.
- Wastewater, condensate, leachate and exhaust arrangements shall be demonstrated during commissioning and shall not create nuisance at the site.

17. Price Schedule to be Included in GeM Bid

Sl. No. Price Component Qty / Period

1 Machine with all standard accessories, freight, unloading, installation, testing, commissioning and training 1 No.

2 Comprehensive on-site warranty 3 years, included in machine price

3 Comprehensive AMC - Year 1 after warranty 12 months

4 Comprehensive AMC - Year 2 after warranty 12 months

5 Comprehensive AMC - Year 3 after warranty 12 months

6 Comprehensive AMC - Year 4 after warranty 12 months

7 Comprehensive AMC - Year 5 after warranty 12 months

8 Optional: online monitoring system with web/app access, including all licenses/cloud charges Quote initial and annual recurring charges separately

9 Optional: deodorizing scrubber complete with media and first-year consumables 1 set

10 Optional: automatic weighing, bin lifter, spares package, SS shredder upgrade and auto-reverse Quote item-wise

For evaluation, the Buyer may consider the total cost of ownership comprising machine price plus mandatory three-year comprehensive AMC and any mandatory accessories selected in the bid. GST shall be shown as applicable in accordance with GeM requirements.

18. Deviation and Acceptance

The bidder shall submit a signed clause-by-clause compliance statement. Silence, generic brochures or statements such as "complied" without supporting data may be treated as insufficient where a measurable value is required. Any deviation shall be clearly stated with technical justification. The Buyer reserves the right to seek clarification, verify credentials and reject materially non-compliant offers in accordance with the applicable GeM process.

Annexure A: SLA Acceptance Checklist

Sl. No. Requirement Bidder Response / Document Reference

- 1 2000 kg per batch capacity and 24-hour process
- 2 Inbuilt shredder, 1000-1200 kg/hour minimum
- 3 SS-304 cladding, frame and wet-contact parts
- 4 Touchscreen HMI and PLC automation
- 5 Maximum power draw not exceeding 47 kW
- 6 Guaranteed energy consumption and load schedule
- 7 Output and curing requirement declared
- 8 2-year comprehensive warranty undertaking
- 9 3-year comprehensive AMC price and undertaking
- 10 Service centre and escalation matrix
- 11 GA drawing, utility plan and technical data sheet
- 12 Compliance certificates and material test certificates

Annexure B: Service Report Minimum Fields

Contract number; machine model and serial number; location; complaint/ticket number; complaint date and time; engineer arrival date and time; fault description; root cause; action taken; parts replaced; test readings; machine restoration date and time; downtime; preventive-maintenance checklist; recommendations; engineer signature; Buyer representative name, signature and remarks.

19. Minimum Eligibility Criteria

19.1 The bidders meeting the following criteria are eligible to submit their bids along with supporting documents. If the bid is not accompanied by all the required documents supporting eligibility criteria, the same would be rejected:

Sr. No. Entities Eligibility Criteria Documents Supporting The Minimum Eligibility Criteria

1 Legal Valid Entity Bidder shall be a valid legal entity registered with appropriate government authority in the form of a firm / company / LLP. Bidders shall submit Registration / Incorporation certificate along with details of ownership, address, contact details including e-mail and telephone numbers. Copy of Certificates of Incorporation issued by the respective registrar of firms/companies.

2 Registration The Bidder should be registered with the Income Tax, GST and also registered under the labour laws, Employees Provident Fund Organization, Employees State Insurance Corporation. Copies of tax returns and any document issued by concerned Government authority indicating EPFO ESIC registration shall be admissible. Copies of PAN Registration, GST Registration, Labour Registration, ITR acknowledgement, EPFO Registration, ESIC Registration shall be acceptable.

1.2 Copies of the Documentary evidences must be furnished against each of the above criteria along with an index. All documents must be signed by the authorized signatory of the bidder. Relevant portions, in the documents submitted in pursuance of eligibility criteria, should be highlighted.

20. Bid Evaluation Criteria

20.1 Technical and Financial bids shall be opened by the Tender Committee on GeM Portal.

20.2 The Financial Bids should not be included in the Technical Bids, if included then bid shall stand rejected.

20.3 Technical bids will be opened first. Only bidders who qualify in the technical bid will be considered for financial bid and only their financial bid will be opened.

20.4 The financial bids shall be opened on GeM Portal and L1 bidder will be selected by GeM Portal.

5. Buyer Added Bid Specific SLA

File Attachment [Click here to view the file.](#)

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---