

## बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	05-06-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	05-06-2026 14:30:00
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
वस्तु श्रेणी /Item Category	Annual Maintenance service-AIR CONDITIONER
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	48 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),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

**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	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 बिड मूल्य / Estimated Bid Value	2399398
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
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	72000

**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). 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 :**

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
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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 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) from the State of Bid Inviting Authority: Purchase preference will be given to MSEs as Micro and Small Enterprises from the State of Bid Inviting Authority. If the bidder wants to avail the Purchase preference, 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
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**

**Site Address/ Pre Bid Meeting venue and date:**As per ATC

**Specific Scope:**[1778052704.pdf](#)

**Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
11-05-2026 16:00:00	Purchase Cell, Veer Narmad South Gujarat University, Surat. (online link : VNSGU Purchase Cell General Meeting Link <a href="https://meet.google.com/gbx-krwp-czt">https://meet.google.com/gbx-krwp-czt</a> ) Contact No. 0261-2203042

**Annual Maintenance Service-AIR CONDITIONER ( 423 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	

विवरण/ Specification	मूल्य/ Values
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	High Wall Split AC
Amc Brand	As per ATC
Nominal Cooling Capacity in TON	As per ATC
Vintage	5 to 7 years , 3 to 5 years , 7 to 9 years
Technology of Air Conditioner	Non-Inverter (Fixed Speed type) , Inverter (Variable Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	As per ATC
Condition of Air Conditioners (AT THE TIME OF BIDDING)	As per ATC
Type of AMC	Comprehensive
<b>एडऑन /Addon(s)</b>	

**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.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	423	N/A

**Annual Maintenance Service-AIR CONDITIONER ( 14 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	Window AC
Amc Brand	As Per ATC

विवरण/ Specification	मूल्य/ Values
Nominal Cooling Capacity in TON	1.5 Ton/4500 Kcal/hr
Vintage	10 years and above
Technology of Air Conditioner	Non-Inverter (Fixed Speed type)
Number of Routine/ Preventive Maintenance Service Per Year	As Per ATC
Condition of Air Conditioners (AT THE TIME OF BIDDING)	As Per ATC
Type of AMC	Comprehensive
<b>एडऑन /Addon(s)</b>	

**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.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	14	N/A

**Annual Maintenance Service-AIR CONDITIONER ( 52 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Amc Category	Air Conditioner-IS 1391
Type Of AIR CONDITIONER	Ceiling Mount Split AC (Cassette AC)
Amc Brand	As Per ATC
Nominal Cooling Capacity in TON	As Per ATC
Vintage	7 to 9 years
Technology of Air Conditioner	As Per ATC
Number of Routine/ Preventive Maintenance Service Per Year	As Per ATC

विवरण/ Specification	मूल्य/ Values
Condition of Air Conditioners (AT THE TIME OF BIDDING)	Functional
Type of AMC	Comprehensive
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.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	52	N/A

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

**1. Generic**

OPTION CLAUSE: 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, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

**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 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---**



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**COMPREHENSIVE ANNUAL  
MAINTENANCE CONTRACT – MULTI-  
BRAND AIR CONDITIONERS**

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**VEER NARAMD SOUTH GUJARAT UNIVERSITY, SURAT -  
395007  
[www.vnsgu.ac.in](http://www.vnsgu.ac.in)**

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## **PART A – SCOPE OF WORK**

### **(Comprehensive Annual Maintenance Contract – Multi-brand Air Conditioners)**

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#### **1.1 Objective**

Veer Narmad South Gujarat University (VNSGU), Surat intends to engage a qualified and experienced agency for providing **Comprehensive Annual Maintenance Contract (CAMC)** services for multi-brand Air Conditioning systems installed across various University buildings.

The objective is to ensure:

- Continuous and efficient operation of all AC units
- Preventive and breakdown maintenance
- Timely repair and replacement of defective components
- Minimum downtime
- Compliance with safety and technical standards

---

#### **1.2 Coverage of Work**

1.2.1 The CAMC shall cover all Air Conditioning units installed at:

- Administrative Buildings
- Academic Departments
- Laboratories
- Libraries
- Examination Section
- Guest Houses
- Server Rooms
- Any other University premises

1.2.2 The scope includes the following types of AC units (multi-brand):

- Split Air Conditioners
- Window Air Conditioners
- Ductable / Package Units

1.2.3 The detailed list of AC units including type, capacity and location is provided in **Annexure – A**.

1.2.4 Quantity and location of AC units may increase or decrease during the contract period without change in rates.

---

### 1.3 Nature of Contract

1.3.1 This shall be a **Comprehensive Annual Maintenance Contract (CAMC)**.

1.3.2 The scope shall include:

- Preventive maintenance
- Breakdown maintenance
- Repair and replacement of all defective parts
- Gas charging / refilling
- Compressor replacement
- All consumables and spare parts
- Labour (skilled and unskilled), tools and equipment

1.3.3 No separate payment shall be made for spare parts, gas, labour, transport or any service activity.

---

### 1.4 Preventive Maintenance Services

1.4.1 Preventive maintenance shall be carried out **minimum four (4) times per year**.

1.4.2 Each preventive maintenance shall include:

- Cleaning of air filters, grills and indoor unit using blower/water
- Cleaning of indoor unit body
- Cleaning of blower and condenser fan
- Cleaning of evaporator and condenser coils
- Checking and tightening of electrical connections
- Checking thermostat, PCB, relays, remote control
- Checking grounding system
- Checking compressor functioning
- Checking refrigerant gas pressure
- Cleaning drain tray and flushing drain line
- Checking MCB / electrical supply
- Oiling of motors
- Checking nuts, bolts and fittings
- Checking structural supports and mounting
- Checking ducting (where applicable)

- Testing overall cooling performance

1.4.3 Chemical cleaning / overhauling of AC units shall be carried out **at least once annually**.

1.4.4 A preventive maintenance checklist shall be maintained and signed by user/department.

---

## **1.5 Breakdown Maintenance Services**

1.5.1 Contractor shall attend all complaints on call basis.

1.5.2 Complaint response time:

- Within **4–6 hours**

1.5.3 Resolution time:

- Minor faults: within **24 hours**
- Major faults: within **48 hours**

1.5.4 Each complaint shall be recorded in logbook / maintenance card with acknowledgement.

---

## **1.6 Repair and Replacement of Parts**

1.6.1 Contractor shall repair/replace all defective parts including:

- Compressor
- Fan motors and blades
- PCB / control circuits
- Capacitors, relays, switches
- Thermostat and sensors
- Electrical wiring
- Valves, piping and insulation
- Remote controls
- Filters, plastic components, knobs
- Any other associated components

1.6.2 Only **new and original quality parts** shall be used.

1.6.3 No second-hand or refurbished parts shall be permitted.

---

## **1.7 Gas Charging and Leakage Control**

1.7.1 Gas charging shall be included under CAMC without extra cost.

1.7.2 Leakage detection and rectification shall be carried out before refilling.

---

## **1.8 System Records and Documentation**

1.8.1 Contractor shall maintain:

- Machine-wise history card
- Preventive maintenance records
- Complaint register
- Spare replacement records

1.8.2 All records shall be verified by University representative.

---

## **1.9 Manpower Deployment**

1.9.1 Contractor shall deploy:

- Required **skilled technicians and required helpers as per need**

1.9.2 Working hours:

- 10:30 AM to 6:30 PM (7 days a week)

1.9.3 Emergency services shall be provided on holidays and beyond working hours.

---

## **1.10 Tools and Equipment**

Contractor shall provide all required tools including:

- Gas gauges
  - Vacuum pump
  - Multimeter
  - Digital thermometer
  - Clamp meter
  - Cleaning equipment
- 

## **1.11 Additional Maintenance Responsibilities**

Contractor shall also carry out:

- Electrical maintenance through licensed personnel
- Repair of AC body, leakage, welding works
- Duct repair (for package units)
- Replacement of insulation and piping

- Painting of outdoor unit stands once per year
- 

## **1.12 Shifting and Reinstallation**

1.12.1 Shifting of AC units within campus shall be included. As when required one time contract value

1.12.2 Includes dismantling, installation, gas charging and testing.

1.12.3 No extra payment shall be made.

---

## **1.13 Workshop and Material Handling**

1.13.1 University may provide space for workshop.

1.13.2 Contractor shall store tools/material at own risk.

1.13.3 AC units shall not be taken outside campus without permission.

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## **1.14 Priority Services**

Priority shall be given to:

- VC Office
- Registrar Office
- Server rooms
- Laboratories
- Examination Section

Emergency services shall be provided **24x7 when required**.

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## **1.15 Safety and Compliance**

1.15.1 Contractor shall follow all safety norms.

1.15.2 PPE shall be mandatory.

1.15.3 Contractor shall be responsible for accidents and insurance of workers.

---

## **1.16 Spare Ownership**

Replaced parts shall be property of contractor and disposal shall be his responsibility.

---

## **1.17 Pre-Closure and Final Handover**

1.18.1 Joint inspection shall be conducted before contract completion.

1.18.2 All AC units shall be handed over in working condition.

1.18.3 Final payment shall be released after satisfactory completion.

---

### **1.18 Completion Responsibility**

Contractor shall ensure all AC units remain operational throughout the contract period.

---

### **1.19 Scope of work**

All inclusive comprehensive maintenance cost of Duct table type, Split, Window type Air conditioners covers the yearly maintenance & preventive maintenance with all required painting materials & labours. including sheet metal work, refrigerant gas, compressor & all the contains parts. The cost covers entire installation from outlet of main switch to the Unit. All inclusive comprehensive maintenance cost for the period of one year

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**ANNEXURE – A (PART 1)**

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**List of Air Conditioner Installations**

SR	Building Name	Room Name	Make	Qty	Type of AC	Unit
1	University Library	HOD Room	Voltas	1	Split	1.0 Ton
		Computer Lab	LG	1	Split	1.0 Ton
			Panasonic	1	Split	1.5 Ton
2	Narmad Smruti Bhavan	Seminar Hall	Voltas	8	Split	1.5 Ton
3	Day Care Center	Regional HoD	LG	1	Split	1.5 Ton
		Computer Lab	Hitachi	1	Split	2.0 Ton
4	Gujarati Bhavan	HOD Room	Voltas	1	Split	1.0 Ton
		Seminar Hall	Midea	6	Split	1.5 Ton
5	Bio-Technology	HOD Room	LG	1	Split	1.5 Ton
		Instrument Room-1	Voltas	1	Split	1.5 Ton
		Technology Lab	Invert	1	Split	1.5 Ton
		Co-ordinator Office	Blue Star	1	Split	1.5 Ton
		Instrument Room-2	Invert	1	Split	1.5 Ton
		Meeting Room	Panasonic	1	Split	1.5 Ton
		Cultural Lab	Panasonic	1	Split	1.5 Ton
		Animal Lab	Blue Star	1	Split	1.5 Ton
		Seminar Hall	Blue Star	6	Split	1.5 Ton
6	Education Building	Lecture Hall	Voltas	4	Split	1.0 Ton
		Computer Lab	Voltas	1	Split	1.0 Ton
		Computer Lab	Mitsubishi	2	Split	2.0 Ton
		Head Office	Voltas	1	Split	1.0 Ton
		Seminar Hall	Panasonic	1	Split	1.5 Ton
7	Conventional Hall	Stage	Voltas	6	Split	1.5 Ton
		Green Room	Voltas	3	Split	1.5 Ton
		Seating Area	Carriers	6	Split	1.5 Ton
8	Science Building / Physics	HOD Room	Hitachi	1	Split	2.0 Ton
		Lab Assistant Room	Panasonic	1	Split	1.5 Ton
		Staff Room	Samsung	1	Split	1.5 Ton
		Staff Room	Voltas	1	Window	1.5 Ton
		USIC HOD	Voltas	1	Split	1.5 Ton
		Computer Lab	Samsung	2	Split	1.5 Ton
		Theory Lab	Hitachi	2	Split	2.0 Ton

9	Science / Statistics	HOD Room	LG	1	Split	1.0 Ton
		Computer Lab	Samsung	1	Split	1.5 Ton
		Computer Lab	Vectra	1	Split	1.0 Ton
		Computer Lab	-	1	Window	1.5 Ton
10	Science Building / Mathematics Dept	HOD Room	Panasonic	1	Split	1.5 Ton
		Computer Lab-1	Panasonic	1	Split	1.5 Ton
		Computer Lab-1	Samsung	1	Window	1.5 Ton
11	Commerce Building	SSIC Office G.F	Panasonic	1	Split	1.5 Ton
		SSIC Office G.F	Panasonic	1	Split	1.5 Ton
		SSIC Office G.F	Panasonic	1	Split	1.5 Ton
12	USIC	Computer Lab	Panasonic	2	Split	1.5 Ton
13	Bio Science (New)	B-7 Room	Intec	1	Split	1.0 Ton
		Animal Tissue	OG Heavy Duty	1	Split	1.0 Ton
		Cultural Lab	Intec	1	Split	1.0 Ton
		Bio Safety	OG Heavy Duty	1	Split	1.0 Ton
		Master Mix Preparation	Intect	1	Split	1.0 Ton
		NGS Lab	Lloyd	1	Split	1.0 Ton
		RT-PCR Lab	OG Heavy Duty	1	Split	1.0 Ton
		Instruments Lab	Intect	1	Split	1.0 Ton
		HPLC/GCMS	OG Heavy Duty	2	Split	1.0 Ton
14	Bio Science (Old)	HOD Room	Voltas	1	Split	1.5 Ton
		Instrument	LG	2	Split	1.5 Ton
		Computer Laboratory	LG	1	Split	1.5 Ton
		Computer Laboratory	LG	1	Split	1.5 Ton
		Computer Laboratory	Panasonic	1	Split	1.0 Ton
		Seminar Hall	Samsung	3	Split	1.5 Ton
		Microscopy & Computer	Blue Star	1	Window	1.5 Ton
		Conference Room	Samsung	1	Split	1.5 Ton
		Research-3	Samsung	1	Split	1.5 Ton
		Dr. Rajesh Patel	indcool	1	Split	1.5 Ton

15	Aquatic Biology	Seminar Hall	Onida	2	Split	1.5 Ton
		HOD Room	Godrej	1	Split	1.5 Ton
		Instrument Room	Godrej	1	Split	1.5 Ton
		Testing Lab	Samsung	1	Split	1.0 Ton
		Instrument Lab	Samsung	1	Split	1.0 Ton
		HOD Room	Onida	1	Split	1.5 Ton
		Computer Lab	Onida	1	Split	2.0 Ton
		Reading Room	Blue Star	1	Window	1.5 Ton
16	Assessment Building	Ground Floor Computer Lab	Cruise	2	Split	1.5 Ton
		Ground Floor	Panasonic	9	Split	1.5 Ton
		First Floor	Panasonic	9	Split	1.5 Ton
		First Floor	Cruise	1	Split	1.5 Ton
		Second Floor	Panasonic	1	Split	1.5 Ton
		Third Floor	Panasonic	9	Split	1.5 Ton
17	Exam Building	Paper Branch	Voltas	2	Split	1.5 Ton
		Stock Room	Voltas	1	Split	1.5 Ton
		Head Office	Voltas	1	Split	1.5 Ton
		ACDC Lab	Voltas	3	Split	1.5 Ton
		ACDC Lab	Carrier	1	Split	1.5 Ton
18	ERP	Head Office	Voltas	1	Split	1.5 Ton
		ERP Lab	LG	1	Split	1.5 Ton
		Computer Pool	Voltas	1	Split	1.5 Ton
		Computer Pool	Hitachi	2	Split	1.5 Ton
		Computer Pool	Voltas	2	Split	1.5 Ton
		Computer Pool	Hitachi	2	Split	1.5 Ton
		NAD Cell	Samsung	1	Split	1.0 Ton
		Hall	Voltas	2	Split	1.5 Ton
19	Interior Design	HOD Room	Voltas	1	Split	1.5 Ton
		Lecture Room	Hitachi	1	Split	1.5 Ton
		Computer Lab	Panasonic	2	Split	1.5 Ton
20	Fine Arts	Computer Lab	Lloyd	2	Split	1.5 Ton
21	HRD Department	Dr. Bhavesh Sir	Samsung	1	Split	1.5 Ton
		M. Raj Madhusudhan	LG	1	Split	1.5 Ton
		HOD Room	Voltas	2	Split	1.5 Ton
		Computer Lab-1	Voltas	2	Split	1.5 Ton
		Computer Lab-1	LG	2	Split	1.5 Ton
		Dr. Mayur Bardoliya Sir	LG	1	Window	1.5 Ton
		Library	LG	1	Split	1.5 Ton
		Conference Room	LG	2	Split	1.5 Ton
		Socrates Hall	LG	4	Split	1.5 Ton
		Chanakya Hall	Carrier	4	Split	1.5 Ton
		Chanakya Hall	Carrier	1	Split	1.5 Ton
		Chanakya Hall	Panasonic	4	Split	1.5 Ton
		Visitor Room	Lloyd	1	Split	1.5 Ton
		Server Room	Panasonic	1	Split	1.5 Ton
22	Sociology Department	HOD Room	Hitachi	1	Split	1.0 Ton
		Seminar Hall	Voltas	2	Split	1.5 Ton
		MPA Lab	LG	1	Split	2.0 Ton
		MPA Lab	Carrier	1	Split	2.0 Ton
		Computer Lab	Panasonic	2	Split	1.5 Ton

23	Economics Department	HOD Room	Panasonic	1	Window	1.5 Ton
		Seminar Hall	Carrier	2	Split	8.5 Ton
		Computer Lab-1	Intec	5	Split	1.5 Ton
		Computer Lab-2	Panasonic	3	Split	1.5 Ton
24	Department of English	HOD Room	Carrier	1	Split	1.5 Ton
		Meeting Room	Panasonic	1	Split	1.5 Ton
		Meeting Room	Voltas	1	Split	1.5 Ton
		Computer Lab	Carrier	2	Split	1.5 Ton
		Seminar Hall	Carrier	8	Split	1.5 Ton
		F-2925 HOD Room	Voltas	1	Split	1.5 Ton
25	Department of Computer Science	Meeting Room	LG	2	Split	1.5 Ton
		HOD Room	LG	1	Split	1.5 Ton
		Battery Room	Voltas	1	Split	1.0 Ton
		Computer Room	LG	4	Central	16.5 Ton
		Server Room	Carrier	1	Split	1.5 Ton
		Server Room	Voltas	1	Window	1.5 Ton
26	Department of Law	HOD Room	Voltas	1	Split	1.0 Ton
27	Department of Journalism	Seminar Hall	Samsung	2	Split	1.5 Ton
		HOD Room	LG	1	Split	1.5 Ton
		Telecasting Room	Microcool	2	Central	7.5 Ton
		Sports Room	Carrier	2	Split	1.5 Ton
		Sports Room	Carrier	1	Split	1.5 Ton
		Radio Room	LG	2	Split	1.5 Ton
28	IAS/IPS Bhavan	HOD Room	Voltas	1	Split	1.5 Ton
		Lecture Hall	Voltas	2	Split	1.5 Ton
		Lecture Hall	Voltas	1	Split	1.5 Ton
29	Health Center	Dr. Room	Voltas	1	Split	1.5 Ton
		Special Room-1	Voltas	1	Window	1.5 Ton
		Special Room-2	Voltas	1	Split	1.5 Ton
30	Swimming Pool	HOD Room	Voltas	1	Split	1.5 Ton
31	Rural Studies	HOD Room	Voltas	1	Split	1.5 Ton
		Seminar Hall	Voltas	2	Split	1.5 Ton
		Not Installed Spare	Voltas	2	Split	1.5 Ton
		Not Installed Spare	LG	2	Split	1.5 Ton
32	DBIM	Computer Lab	Voltas	7	Split	1.5 Ton
		Placement Officer	Voltas	1	Split	1.5 Ton
		Communication Lab	Voltas	1	Split	1.5 Ton
		Strong Room	Voltas	1	Split	1.5 Ton
		Xerox Room	Voltas	1	Split	1.0 Ton
		Sports Room	Voltas	2	Split	1.5 Ton
		Sports Room Side	Voltas	2	Split	1.5 Ton
		Store Room New	Voltas	5	Split	1.5 Ton
		Seminar Hall	Panasonic	8	Split	1.5 Ton
33	MSc IT	Server Room	LG	2	Split	1.5 Ton
		HOD Room	LG	1	Split	1.5 Ton
		Computer Lab-1	LG	3	Split	1.5 Ton
		Computer Lab-2	LG	3	Split	1.5 Ton
		Computer Lab-3	LG	3	Split	1.5 Ton
		Computer Lab-4	LG	3	Split	1.5 Ton
		Computer Lab-5	LG	3	Split	1.5 Ton

34	Architecture / Bapalal	Studio Hall	LG	2	Split	1.5 Ton
		Computer Lab	LG	1	Split	1.5 Ton
		Principal Room	LG	1	Split	1.5 Ton
35	Chemistry Department	HOD Room	Panasonic	1	Split	1.5 Ton
		Seminar Hall	Panasonic	1	Split	1.5 Ton
		Instrument Lab	Panasonic	1	Split	1.5 Ton
		Computer Lab	Panasonic	1	Split	1.5 Ton
		Lab-1	Panasonic	1	Split	1.5 Ton
		Lab-2	Panasonic	1	Split	1.5 Ton
36	Guest House	Room-1	Voltas	1	Split	1.5 Ton
		Room-2	Voltas	1	Split	1.5 Ton
		Room-3	Voltas	1	Split	1.5 Ton
		Room-4	Voltas	1	Split	1.5 Ton
		Hall	Voltas	2	Split	1.5 Ton
37	Admin Building	VC Office	Voltas	1	Split	1.5 Ton
		Registrar Office	Voltas	1	Split	1.5 Ton
		Account Section	Voltas	2	Split	1.5 Ton
		Establishment Section	Voltas	2	Split	1.5 Ton
		Meeting Room	Voltas	2	Split	1.5 Ton
		Server Room	Voltas	1	Split	1.5 Ton
38	VC Bungalow	Living Room	Voltas	1	Split	1.5 Ton
		Bedroom-1	Voltas	1	Split	1.5 Ton
		Bedroom-2	Voltas	1	Split	1.5 Ton
		Office Room	Voltas	1	Split	1.5 Ton
39	Mass Communication Dept			3	Ductable	5.5 Ton
40	Computer Science Labs			9	Ductable	5.5 Ton
41	Economics Dept			6	Ductable	8.5 Ton
42	MSc IT			8	Ductable	5.5 Ton
43	Journalism Dept			2	Central	7.5 Ton
44	Computer Science			4	Central	16.5 Ton

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**TYPE-WISE, MAKE-WISE & CAPACITY-WISE SUMMARY OF AC UNITS**

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**1. SPLIT AIR CONDITIONERS**

<b>Company</b>	<b>1.0 Ton</b>	<b>1.5 Ton</b>	<b>2.0 Ton</b>	<b>Other Capacity</b>	<b>Total</b>
Voltas	6	96	3	-	150
LG	3	55	4	-	99
Panasonic	2	58	1	-	61
Carrier	-	31	2	-	33
Samsung	2	17	1	-	20
Hitachi	-	6	6	-	12
Blue Star	-	9	-	-	9
Intec / Intect	9	-	-	-	9
OG Heavy Duty	6	-	-	-	6
Lloyd	1	4	-	-	5
Onida	-	3	1	-	4
Godrej	-	2	-	-	2
Mitsubishi	-	-	2	-	2
Midea	-	6	-	-	6
Vectra	1	-	-	-	1
Cruise	-	3	-	-	3
indcool		1			1
<b>Total Split AC</b>					<b>423</b>

## 2. WINDOW AIR CONDITIONERS

Company	1.5 Ton	Total
Voltas	3	3
Samsung	1	1
Blue Star	1	1
LG	1	1
Panasonic	1	1
Others	7	7
<b>Total Window AC</b>	<b>14</b>	<b>14</b>

## 3. DUCTABLE AIR CONDITIONERS

Company	5.5 Ton	7.5 Ton	8.5 Ton	16.5 Ton
Carrier	15	-	4	4
LG / 4 Star	9	-	-	-
Microcool	3	2	-	-
Hitachi	1	-	-	-
Others	5	-	-	-
<b>Total Ductable AC</b>	<b>33</b>	<b>2</b>	<b>4</b>	<b>4</b>

## GRAND SUMMARY

Type	Units
Split AC	423
Window AC	14
Ductable AC	43
<b>GRAND TOTAL</b>	<b>480 UNITS</b>

## NOTE REGARDING QUANTITY & SCOPE VARIATION

The details of Air Conditioning units provided in this Appendix are **indicative in nature and are intended for the purpose of price discovery only.**

The successful bidder shall, after award of work, **carry out a detailed joint survey** of all Air Conditioning units in coordination with the University's authorized representative to ascertain the **actual quantity, condition, and scope of work.**

It is further clarified that the **actual number of Air Conditioning units may vary** at the time of execution. During the contract period, the quantity of units may **increase or decrease up to ±25% (twenty-five percent)** of the contract value.

The contractor shall be bound to execute the work for such variations **at the same rates, terms, and conditions** as agreed in the contract, without any additional financial implications or change in rates.

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## **PART B – SERVICE CONDITIONS**

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### **A. APPLICABILITY OF GeM CONDITIONS**

#### **2.1 Applicability**

2.1.1 This contract shall be governed by the applicable provisions of:

- Government e-Marketplace (GeM) **General Terms & Conditions (GTC)**
- GeM **Service Level Agreement (SLA)** for maintenance services
- GeM **Standard Terms & Conditions (STC)**, wherever applicable

2.1.2 By submitting the bid, the bidder confirms acceptance of all GeM terms, conditions, and SLA provisions.

---

#### **2.2 Conflict Resolution**

2.2.1 In case of any conflict between:

- GeM GTC / SLA
- This bid document

The provisions of **GeM GTC / SLA shall prevail**, unless specifically modified under VNSGU-specific conditions.

---

#### **2.3 Penalty & Service Failure**

2.3.1 All penalties, deductions, and service failure actions shall be governed strictly as per the **GeM SLA applicable to the service category**.

2.3.2 No separate penalty structure is defined in this document. However, the University reserves the right to enforce GeM penalties and contractual remedies in full.

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#### **2.4 Compliance Requirement**

2.4.1 The contractor shall comply with all applicable:

- Central and State Government rules
- Safety standards and environmental regulations
- Labour laws and statutory provisions

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## B. VNSGU-SPECIFIC SERVICE CONDITIONS

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### 2.5 Service Requirements

2.5.1 The contractor shall provide comprehensive maintenance services for all AC units covered under the contract.

2.5.2 Preventive maintenance shall be carried out **minimum four (4) times per year**.

2.5.3 Breakdown maintenance shall be provided on complaint basis without delay.

2.5.4 Services shall be available during working hours and in emergency situations beyond working hours as required.

---

### 2.6 Performance Standards

2.6.1 The contractor shall adhere to the following service benchmarks:

- Complaint response time: **within 6 hours**
- Minor fault rectification: **within 24 hours**
- Major fault rectification: **within 48 hours**
- Preventive maintenance: **quarterly (minimum 4 times per year)**

2.6.2 All AC units shall be maintained in **operational condition** throughout the contract period.

---

### 2.7 Replacement & Continuity

2.7.1 The contractor shall ensure immediate repair or replacement of defective components.

2.7.2 In case of delay, the contractor shall take necessary steps to ensure continuity of cooling services.

2.7.3 No AC unit shall remain non-functional beyond permissible limits without valid justification.

---

### 2.8 Monitoring & Reporting

2.8.1 The contractor shall submit **monthly reports** including:

- Preventive maintenance carried out
- Complaints attended
- Pending complaints

- Parts replaced

2.8.2 The University reserves the right to verify all records and service logs at any time.

---

## **2.9 Compliance Requirements**

2.9.1 The contractor shall comply with:

- Electrical safety standards
- Refrigerant handling norms
- Applicable labour laws

2.9.2 All personnel shall be properly trained and follow safety protocols.

---

## **2.10 Conduct & Discipline**

2.10.1 Contractor personnel shall:

- Wear identification cards during duty
- Maintain discipline and professional conduct
- Follow instructions of University authorities

2.10.2 Any misconduct or negligence shall require immediate replacement of personnel.

---

## **2.11 Confidentiality**

2.11.1 The contractor shall maintain strict confidentiality of University premises, infrastructure, and operations.

2.11.2 Any breach shall be treated as a serious violation and may lead to termination of the contract.

---

## **2.12 Inspection & Audit**

2.12.1 The University reserves the right to:

- Conduct inspections at any time
- Evaluate service quality
- Verify compliance

2.12.2 The contractor shall provide full cooperation during such inspections.

---

## C. GENERAL TERMS & CONDITIONS

---

### 2.13 Contract Duration

2.13.1 The contract shall be valid for **01 year**, extendable based on satisfactory performance and approval of the University.

---

### 2.14 Termination of Contract

2.14.1 The University reserves the right to terminate the contract:

- In case of poor performance
- For violation of terms and conditions
- For non-compliance with service standards

2.14.2 Termination may be done without assigning any reason and without financial liability to the University.

---

### 2.15 Force Majeure

2.15.1 Neither party shall be liable for failure due to events beyond reasonable control, including:

- Natural disasters
- Government restrictions
- Strikes or similar events

2.15.2 The affected party shall notify the other party within **7 days** of such occurrence.

---

### 2.16 Dispute Resolution

2.16.1 Any dispute arising out of this contract shall be resolved under the **Arbitration and Conciliation Act, 1996**.

2.16.2 Jurisdiction shall be **Surat, Gujarat**.

---

### 2.17 Rights of the University

2.17.1 The University reserves the right to:

- Inspect services at any time
  - Modify scope within reasonable limits
  - Reject unsatisfactory service
  - Demand corrective action
-

## **2.18 Non-Subcontracting**

2.18.1 The contractor shall not subcontract the work without prior written approval of the University.

---

## **2.19 Liability & Indemnity**

2.19.1 The contractor shall be responsible for:

- Any damage caused to University property
- Any accident due to negligence

2.19.2 The contractor shall indemnify the University against all claims, losses, and damages.

---

## **2.20 Risk & Cost Clause**

2.20.1 In case of failure to perform services, the University may get the work executed through alternate agency at the **risk and cost of the contractor**.

---

## **2.21 Continuity of Services**

2.21.1 The contractor shall ensure uninterrupted service throughout the contract period.

---

## **PART C – PAYMENT TERMS**

---

### **3.1 Payment Schedule**

3.1.1 Payment shall be made on a **monthly basis** after completion of services for the respective month.

3.1.2 Payment shall be released only after:

- Verification of services
  - Certification by the concerned University authority
- 

### **3.2 Payment Conditions**

3.2.1 Payment shall be subject to:

- Satisfactory performance of services
- Compliance with all terms and conditions of the contract
- Submission of required documents

3.2.2 Any deficiencies in service or non-compliance shall result in deduction as applicable under GeM SLA.

---

### **3.3 Invoice Submission**

3.3.1 The contractor shall submit invoice on **monthly basis** along with the following documents:

- Monthly service report
- Preventive maintenance records (as applicable)
- Complaint handling report
- List of spare parts replaced (if any)
- Any other document as required by the University

3.3.2 Invoice shall be submitted in proper format with GST details.

---

### **3.4 Deductions**

3.4.1 The following deductions shall be applicable:

- Penalties as per GeM SLA
- Statutory deductions such as TDS, GST (if applicable)
- Any other deduction as per Government rules

---

### **3.5 No Advance Payment**

3.5.1 No advance payment shall be made under this contract.

---

### **3.6 Price Inclusion**

3.6.1 The quoted price shall be **inclusive of all costs**, including but not limited to:

- Labour charges
- Cost of spare parts
- Gas charging/refilling
- Tools and equipment
- Transportation and logistics
- All applicable taxes and duties

3.6.2 No additional payment shall be made on any account during the contract period.

---

### **3.7 Mode of Payment**

3.7.1 Payment shall be made through **online transfer / RTGS / NEFT** to the contractor's bank account.

---

### **3.8 Delay in Payment**

3.8.1 Payment shall be processed within a reasonable time after submission of complete documents and verification.

3.8.2 No interest shall be payable for any delay in payment.

---

### **3.9 Final Payment**

3.9.1 Final payment shall be released after:

- Completion of contract period
  - Submission of final service report
  - Clearance of all dues and liabilities
-

---

## **PART – D : MINIMUM ELIGIBILITY CRITERIA**

---

### **A. GENERAL ELIGIBILITY**

The bidder shall meet the following minimum eligibility requirements and submit the corresponding declarations / information in the prescribed Annexures.  
Failure to submit mandatory Annexures shall render the bid non-responsive.

---

#### **1. Financial Turnover**

The bidder shall submit a declaration of average annual turnover from relevant business activities / services and eligibility for exemption, if applicable, as per **ANNEXURE – I**.

---

#### **2. Past Experience**

The bidder shall submit details of past experience in relevant work experience in similar nature of work / services, as per **ANNEXURE – II**.

---

#### **3. Earnest Money Deposit (EMD)**

The bidder shall submit details of Earnest Money Deposit (EMD) or valid exemption, as applicable, strictly in accordance with the bid conditions, as per **ANNEXURE – III**.

---

#### **4. Bidder Information & General Acceptance**

The bidder shall furnish complete bidder information and unconditional acceptance of the Scope of Work, GeM SLA, Service Conditions, General Terms & Conditions, and Payment Terms, as per **ANNEXURE – IV**.

---

#### **5. Consolidated Self-Declaration**

The bidder shall submit a consolidated self-declaration covering non-blacklisting status, compliance with land border sharing country restrictions (GFR Rule 144(xi)), class of supplier / local content declaration, and correctness of information, as per **ANNEXURE – V**.

---

#### **6. Price Reasonability Certificate**

The bidder shall submit a Price Reasonability Certificate confirming that the quoted prices are reasonable, competitive, and inclusive of all statutory obligations and costs, as per **ANNEXURE – VI**.

---

### **B. BID-SPECIFIC REQUIREMENTS ( if Any)**

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The bidder shall additionally comply with the following **bid-specific eligibility requirements** as per **ANNEXURE – VII**

---

## PART – E : BID SUBMISSION GUIDELINES

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### 1. Mode of Submission

1.1 All bids shall be submitted **online only** through the **Government e-Marketplace (GeM) portal**.

1.2 Earnest Money Deposit (EMD), wherever applicable, shall be submitted either through **Demand Draft (DD)** or claimed through valid **MSME / NSIC / DPIIT Startup exemption**, strictly as per GeM rules.

1.3 The original EMD Demand Draft (if applicable) shall be submitted physically at:

#### Purchase Section

Veer Narmad South Gujarat University  
Udhna–Magdalla Road, Surat – 395007

in a sealed cover clearly superscribed as:  
**“EMD for [Name of Bid]”**

before the GeM bid closing date.

1.4 Each document shall be uploaded under the **correct GeM upload button**, in **clear, readable, searchable PDF format**, duly signed and stamped by the authorised signatory.

1.5 Incomplete, illegible, wrongly tagged, or missing documents may result in **rejection of the bid during technical evaluation**, as per GeM rules.

---

### A. Physical (Hard-Copy) Submission

Document	Mode	Submission Location	Last Date
EMD Demand Draft (if applicable) in sealed cover marked “EMD for [Name of Bid] ”	Original Hard Copy	Purchase Section, VNSGU, Surat – 395007	As per GeM bid closing date

---

## B. Online Submission on GeM Portal

Sr. No.	Purpose	GeM Upload Button	Documents to Attach
1	Financial Capacity & Turnover	Button 1 – Financial Capacity	Annexure–I (Past Experience), Annexure–II (Turnover Declaration), MSME / NSIC / Startup certificate (if applicable)
2	Past Experience	Button 2 – Experience Documents	Annexure–I, supporting work orders / completion certificates (if any)
3	EMD / Exemption	Button 3 – Compliance Documents	Annexure–III, Scan of DD or MSME / Startup certificate
4	Bidder Information & Acceptance	Button 4 – Additional Documents	Annexure–IV, Self-attested PAN, GST Registration Certificate, Cancelled Cheque
5	Consolidated Self-Declaration	Button 4 – Additional Documents	Annexure–V
6	Price Reasonability	Button 4 – Additional Documents	Annexure–VI
7	Bid specific requirement	Button 4 – Additional Documents	Annexure–VII

\* All above Annexures are **mandatory**, unless exempted under applicable GeM provisions.

---

### IMPORTANT NOTES FOR ANNEXURES & DOCUMENT SUBMISSION

1. All Annexures must be **fully filled, signed, stamped, and page-numbered**. Annexure numbering must strictly match the tender document.
  2. All supporting documents must be **self-attested and stamped** by the authorised signatory.
  3. **No price information** shall be mentioned in any Annexure or technical document. Prices shall be entered **only in the GeM BoQ / Financial Bid**.
  4. All uploaded files must be in **clear, readable, searchable PDF format**.
  5. Documents must be uploaded **strictly under the correct GeM upload button**. Wrong tagging may lead to rejection.
  6. **Unnecessary, promotional, or irrelevant documents** shall not be uploaded. Only documents specifically asked for in this bid shall be considered.
  7. Under experience criteria, bidders are advised to upload **only relevant and limited documents**. Excess or unrelated documents may be ignored during evaluation.
-

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**ANNEXURE - I**  
**DECLARATION OF AVERAGE ANNUAL TURNOVER & EXEMPTION ELIGIBILITY**

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**PART A – DECLARATION OF TURNOVER (Last Three Financial Years)**

**(fill even though you claim exemption)**

We hereby declare that our average annual turnover for the last **three financial years** is as follows:

<b>Financial Year</b>	<b>Annual Turnover (₹)</b>
FY	
FY	
FY	
Average turnover	
Required Turnover as per Bid	
Average turnover is as per Bid condition	YES/NO

**Attachment required:** Self-attested copy of CA-certified Turnover Certificate(s)

## **PART B – EXEMPTION FROM TURNOVER (IF APPLICABLE)**

We seek exemption from the following requirement(s) under valid government policy  
Turnover Requirement

### **Basis of Exemption (select one & provide a valid certificate):**

- MSME-Udyam-Registered
- NSIC Registered
- DPIIT-Recognized Startup

**Attachment required:** Self attested copy of Valid MSME-Udyam / NSIC/ DPIIT  
Startup Certificate

**Note:** “Exemption from past experience, turnover or EMD shall be applicable only if the bidder’s MSME / NSIC / DPIIT Startup status is valid and reflected as ‘Verified/Active’ on the GeM portal at the time of bid submission. MSME / Startup registrations appearing as ‘Pending’, ‘Applied’, or under verification on the GeM portal shall not be considered for exemption at the bid evaluation stage. Committee verification shall be limited to verification of documents and shall not override GeM system status for the purpose of granting exemption.”

---

## **FINAL DECLARATION**

I/We hereby declare that:

- ✓ All information provided is true and correct.
  - ✓ We understand that concealment/misrepresentation may lead to bid rejection.
  - ✓ We agree to submit any additional documents if required by VNSGU during evaluation.
- 

**Place:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Authorized Signatory (Name & Seal)**

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**ANNEXURE – II**  
**DECLARATION OF PAST WORK EXPERIENCE & EXEMPTION ELIGIBILITY**

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**PART A – WORK EXPERIENCE DETAILS (LAST THREE FINANCIAL YEARS)**

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**(Important Instructions to Bidders (Mandatory):**

1. Fill this even though you claim exemption.
2. **Maximum Three (03) Work Orders only** shall be listed.  
Submission of more than three orders will result in the **evaluation of only the first three** in the order listed.
3. **Only completed works** shall be considered.  
Ongoing, partial, trial, or AMC-only contracts shall **not** be treated as completed works.
4. **Eligible Clients:**
  - **Government / PSU / Autonomous Bodies / Universities** – all completed works are acceptable.
  - **Private Limited Companies** – only completed works of **Public or Private Limited Companies** shall be considered.
  - Works executed for proprietorships, partnership firms, individuals, societies, or NGOs **shall not be considered**.
5. **Do not attach unnecessary documents.**  
Only the documents specifically mentioned below shall be uploaded. Any extra, irrelevant, or promotional documents may be ignored during evaluation.
6. **Mismatch or false information** between this Annexure and uploaded documents may lead to **bid rejection**.

**Experience Details Table**

Sr. No.	Client Name & Address	Organization type (Govt / PSU / Autonomous / University / Pvt. Ltd.)	Work Order No. & Date	Brief Description of Work / Service	Contract Value (₹)	Completion Proof Attached (Yes/No)
1						
2						
3						

**For each work order mentioned above, attach:**

- **Mandatory:** ✓ Copy of Work Order / Contract Agreement
- **AND any ONE (1) of the following:**
  - ✓ Completion / Performance Certificate issued by the client **OR**
  - ✓ Proof of payment (Bank advice / TDS certificate / payment confirmation)
  - OR**
  - ✓ CARC (Consignee's Acceptance & Receipt Certificate) generated on GeM (if applicable)

**PART B – DECLARATION OF EXPERIENCE ELIGIBILITY (AS PER BID CONDITIONS)**

---

We hereby confirm that we satisfy the past experience eligibility criteria specified in the bid document by fulfilling **any one** of the following conditions:

Eligibility Condition	Tick (✓)
One completed work of value not less than <b>80%</b> of the estimated bid value	<input type="checkbox"/> YES <input type="checkbox"/> NO
Two completed works, each of value not less than <b>50%</b> of the estimated bid value	<input type="checkbox"/> YES <input type="checkbox"/> NO
Three completed works, each of value not less than <b>40%</b> of the estimated bid value	<input type="checkbox"/> YES <input type="checkbox"/> NO
<b>We do NOT satisfy the above experience criteria and are claiming exemption</b> , if permissible under the bid conditions and applicable Government / GeM procurement policies (supporting document attached)	<input type="checkbox"/> YES <input type="checkbox"/> NO

**PART C – DECLARATION FOR EXEMPTION (IF APPLICABLE)**

We claim exemption from the **past experience requirement**, as permitted under applicable Government procurement policies, based on our status as:

MSME (Udyam Registered),  NSIC Registered,  DPIIT-Recognized Startup

**Attachment Required:**

✓ Self-attested copy of valid MSME-Udyam / NSIC / DPIIT Startup Certificate

Note: “Exemption from past experience, turnover or EMD shall be applicable only if the bidder’s MSME / NSIC / DPIIT Startup status is valid and reflected as ‘Verified/Active’ on the GeM portal at the time of bid submission. MSME / Startup registrations appearing as ‘Pending’, ‘Applied’, or under verification on the GeM portal shall not be considered for exemption at the bid evaluation stage. Committee verification shall be limited to verification of documents and shall not override GeM system status for the purpose of granting exemption.”

**FINAL DECLARATION**

We hereby declare that:

- The information furnished above is **true, complete, and correct**.
- Only eligible and completed works have been declared.
- No misleading or false information has been submitted.
- We understand that submission of incorrect information may result in **rejection of the bid, forfeiture of EMD, and other legal or contractual action** as deemed fit by the Procuring Authority.

**Place:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Authorized Signatory (Name & Seal)**

---

**ANNEXURE - III**  
**EMD Submission or Exemption Declaration**

---

**Option A – EMD Submission via Demand Draft**

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

<b>Particulars</b>	<b>Details</b>
Name of Bidder	
DD Amount	
DD Number	
Date of Issue	
Bank Name & Branch	
Payable To	Registrar, Veer Narmad South Gujarat University
Payable At	Surat – 395007

We confirm that:

- The Demand Draft has been issued by any **Nationalized bank or as per the latest Gujarat government-recognized bank for SD/EMD**
- The DD has been drawn in favour of the University, by or on behalf of the bidding firm.
- The **original DD** has been submitted or dispatched to the University as per tender instructions.

**To Be Submitted (Hard Copy):**

**The original Demand Draft must be submitted at the Purchase Section, Veer Narmad South Gujarat University, Surat – 395007 not later than three days of the Online GEM bid submission deadline.**

---

Place: \_\_\_\_\_ Date: \_\_\_\_\_ **Authorized Signatory (Name & Seal)**

---

**Attachment: Original Demand Draft**

OR

**Option B – EMD Exemption Declaration**

We hereby declare that our organization is registered as a **Micro/Small Enterprise (MSME) or NSIC or Startup under DPIIT**, and is therefore **exempted from EMD submission under Government Procurement Policy (GPP) 2024 and GeM rules.**

We understand and acknowledge that:

- Only **GeM-verified MSME/NSIC / Startup registration** will be considered valid for exemption.
- If our MSME / Startup status appears as “*pending*” or “*applied*” on GeM at the time of bid submission, the exemption will not be granted.
- If neither valid exemption proof nor EMD is submitted at bid opening, our bid shall be **summarily rejected**.
- Submission of false or invalid exemption documents will lead to **disqualification** and may attract **legal or contractual action**.

---

Place: \_\_\_\_\_ Date: \_\_\_\_\_ **Authorized Signatory (Name & Seal)**

---

**Attachment required:** Self-attested, Valid MSME - Udyam / NSIC/ Startup (DPIIT) Registration Certificate.

**Note:** “Exemption from past experience, turnover or EMD shall be applicable only if the bidder’s MSME / NSIC / DPIIT Startup status is valid and reflected as ‘Verified/Active’ on the GeM portal at the time of bid submission. MSME / Startup registrations appearing as ‘Pending’, ‘Applied’, or under verification on the GeM portal shall not be considered for exemption at the bid evaluation stage. Committee verification shall be limited to verification of documents and shall not override GeM system status for the purpose of granting exemption.”

---

**ANNEXURE – IV BIDDER INFORMATION & ACCEPTANCE**

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**A. BIDDER INFORMATION**

<b>Sr. No.</b>	<b>Particulars</b>	<b>Bidder's Response</b>
1	Name of Firm / Company	
2	Legal Status (Proprietorship / Partnership / LLP / Pvt. Ltd. / Ltd. / Others)	
3	Year of Establishment	
4	Registered Office Address	
5	Communication Address (if different)	
6	Authorized Signatory – Name	
7	Designation	
8	Contact Number	
9	Email ID	
10	Website (if any)	

---

**B. STATUTORY & REGISTRATION DETAILS**

<b>Sr. No.</b>	<b>Registration / License</b>	<b>Registration No.</b>	<b>Valid Up To</b>	<b>Copy Enclosed (Yes / No)</b>
1	PAN			
2	GST Registration			
3	MSME / NSIC / DPIIT Startup (if applicable)			
4	Any Other (specify)			
5				
6				

---

**C. BANK DETAILS (FOR PAYMENT PURPOSE)**

<b>Sr. No.</b>	<b>Details</b>	<b>Bidder's Response</b>
1	Bank Name	

2	Branch	
3	Account Holder Name	
4	Account Number	
5	IFSC Code	

#### D. ESCALATION MATRIX (FOR OPERATIONAL / SUPPORT ISSUES)

Level	Name	Designation	Email ID	Contact No.	Response Time
Level – 1					
Level – 2					
Level – 3					

#### E. GENERAL ACCEPTANCE & UNDERTAKING

We hereby declare and confirm that:

1. We have **read, understood and accepted the Scope of Work** as specified in the bid document and appendices.
2. We have **read, understood and accepted the GeM General Terms & Conditions and applicable Service Level Agreement (SLA)** governing this bid.
3. We have **read, understood and accepted the Payment Terms** as specified in the bid document and on the GeM portal.
4. We agree to **execute a formal agreement / contract**, if required, and to comply with all terms and conditions of the bid.
5. We confirm compliance with all **applicable Central and State laws**, statutory requirements and procurement rules relevant to this bid.
6. We certify that **all information furnished by us is true, correct and complete** to the best of our knowledge.
7. We understand that submission of **false, misleading or incomplete information** may result in rejection of the bid, cancellation of award, or other action as per applicable rules.

Place: \_\_\_\_\_ Date: \_\_\_\_\_ Authorized Signatory Signature & Seal)

#### UPLOAD / ATTACHMENT INSTRUCTIONS

- Self-attested copy of **PAN Card**
- Self-attested copy of **GST Registration Certificate**
- **Cancelled Cheque** (for bank verification)
- MSME / NSIC / DPIIT Startup certificate (if applicable)

---

## ANNEXURE – V CONSOLIDATED SELF-DECLARATION

---

I/We, the undersigned bidder, do hereby solemnly declare and affirm as under:

---

### PART A – SELF-DECLARATION REGARDING NON-BLACKLISTING

---

1. I/We declare that our firm/company has **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, University, or Government Agency (including Government e-Marketplace [GeM]) in India**, as on the date of bid submission.
  2. I/We further declare that **no criminal proceedings are pending** against the bidder or any of its **directors/partners / proprietors** which would affect our ability to participate in public procurement.
  3. I/We understand that if any part of this declaration is found to be **false or misleading at any stage**, the bid may be rejected or the contract may be terminated without any liability on the part of the Procuring Entity, in addition to any other action permissible under law.
- 

### PART B – SELF-DECLARATION REGARDING LAND BORDER SHARING COUNTRY

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*(Rule 144(xi) of GFR, 2017 as amended)*

1. I/We hereby declare that:

**We 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 subsequent amendments issued by the Government of India.

**OR**

**We are from a country which shares a land border with India**, and we are **registered with the Competent Authority** as notified by the Government of India. A copy of the valid registration certificate issued by the Competent Authority (Ministry of Home Affairs, Government of India) is enclosed.

2. I/We understand that **misrepresentation or suppression of facts** under this declaration shall render the bid liable for rejection and may also lead to cancellation of contract, if awarded.
-

---

## PART C – CLASS OF SUPPLIER & LOCAL CONTENT DECLARATION

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(As per Gujarat State Procurement Policy, 2024)

### 1. Local Content Confirmation

I/We confirm that the local content in respect of the quoted item(s) / service(s) is \_\_\_\_\_ %, and accordingly we qualify as:

- Class-I Gujarat MSE / Class-I Local Supplier  
 Class-II Gujarat MSE / Class-II Local Supplier
- 

### 2. Eligibility for Purchase Preference

I/We hereby declare that we are eligible for **purchase preference**, wherever applicable, as per **Government of Gujarat Industries & Mines Department Resolution No. SPO-102021-188460-CH dated 14-03-2024**.

---

### 3. Compliance with Local Content Calculation

I/We confirm that the local content has been calculated strictly in accordance with the prescribed formula:

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

Further, I/We confirm that **transportation, insurance, installation, commissioning, training, AMC/CMC, and after-sales services** 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, India)	Imported Content (%) (incl. customs duties)
1				
2				

(Attach additional sheet if required)

---

### 5. Auditor Certification (Where Applicable)

For bids above **₹10 Crore**, I/We confirm that a certificate from:

- Statutory Auditor / Cost Auditor (for Companies), **OR**
- Practicing Chartered Accountant / Cost Accountant (for others)

certifying the percentage of local content, **as per Annexure-II of the Gujarat State Procurement Policy, 2024**, has been enclosed.

---

## 6. Declaration of Integrity

I/We understand that any **false declaration** under this annexure shall be treated as a **breach of Code of Integrity** under Clause 2(C)(d) of the Gujarat State Procurement Policy, 2024, and may lead to:

- Debarment for a period of up to **two (02) years**, and/or
- Other legal actions as applicable.

---

### FINAL DECLARATION

I/We hereby declare that **all information provided in this consolidated self-declaration is true, complete, and correct** to the best of our knowledge and belief, and nothing material has been concealed therefrom.

---

**Place:** \_\_\_\_\_ **Date:** \_\_\_\_\_ **Authorized Signatory** (Name, Signature & Seal)

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**ANNEXURE- VI**  
**Price Reasonability Certificate**

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**To**

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

**Subject:** Price Reasonability Certificate

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,

---

Place: \_\_\_\_\_ Date: \_\_\_\_\_ **Authorized Signatory (Name & Seal)**

---

---

**ANNEXURE – VII**  
**BID-SPECIFIC TECHNICAL DECLARATION & UNDERTAKING**

---

**1. MULTI-BRAND MAINTENANCE CAPABILITY**

I/We hereby declare that:

- We have adequate technical capability and experience to maintain **multi-brand Air Conditioning systems**, including but not limited to: Voltas, LG, Panasonic, Carrier, Samsung, Hitachi, Blue Star, and other equivalent makes.
- We possess trained technical manpower, tools, and infrastructure required for servicing different types of AC systems such as: Split AC, Window AC, Cassette AC, Ductable AC, and Central Air Conditioning systems.

---

**2. AVAILABILITY OF TECHNICAL MANPOWER**

I/We confirm that:

- Qualified and experienced technicians shall be deployed for execution of AMC work.
- Technical staff shall be capable of handling electrical, mechanical, and refrigeration-related issues.
- Adequate manpower shall be available to meet response time and service requirements.

---

**3. SPARE PARTS & MATERIAL COMPLIANCE**

I/We hereby undertake that:

- All spare parts used under the contract shall be:
  - ✓ New
  - ✓ Of standard quality
  - ✓ Compatible with existing systems
- Spare parts shall be:
  - ✓ **Original Equipment Manufacturer (OEM) OR**
  - ✓ **OEM-equivalent of reputed make**, meeting required specifications
- No refurbished, second-hand, or substandard parts shall be used.

---

**4. TOOLS, EQUIPMENT & INFRASTRUCTURE**

I/We confirm that:

- We possess all necessary tools, instruments, and equipment required for AMC services including testing, repair, and gas charging.
  - We have access to required consumables, spares, and service support for timely execution of work.
- 

## 5. SERVICE COMMITMENT

I/We undertake that:

- Preventive and breakdown maintenance shall be carried out as per tender conditions.
  - Complaint response and resolution shall be within prescribed timelines.
  - Services shall be provided across all locations within the University campus.
- 

## 6. SITE INSPECTION & UNDERSTANDING OF SCOPE

I/We confirm that:

- We have understood the scope of work and nature of services required.
  - We shall carry out a detailed survey after award of work and accept the systems in existing condition.
- 

## 7. COMPLIANCE WITH TERMS & CONDITIONS

I/We hereby agree that:

- All services shall be provided strictly as per tender conditions, GeM guidelines, and applicable rules.
  - Any deficiency in service shall be dealt with as per applicable SLA/penalty provisions.
- 

## 8. UNDERTAKING

I/We hereby declare that:

- ✓ All information provided above is true and correct
  - ✓ We possess the required capability and resources to execute the work
  - ✓ We shall comply with all contractual obligations during the contract period
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Place: \_\_\_\_\_ Date: \_\_\_\_\_ **Authorized Signatory (Name & Seal)**

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