

प्रधान महालेखाकार (ले०&ह०) का
कार्यालय
बीरचंद पटेल पथ,
पटना, बिहार - 800001



OFFICE OF THE PRINCIPAL
ACCOUNTANT GENERAL (A&E),
BIRCHAND PATEL PATH
PATNA, BIHAR - 800001

SUPREME AUDIT INSTITUTION OF INDIA

लोकहितार्थं सत्यनिष्ठा

Dedicated to Truth in Public Interest

No:- Welfare/AMC Water Purifier/2026-27/200273/35

Date:- 29/07/2026

Notice Inviting Tender

A tender is invited on GeM Portal regarding Bid for AMC of Water Purifier/Cooler is floated on GeM Portal Vide Bid No. **GEM/2026/B/7832951** dated – **24.07.2026**. Additional Terms & Conditions are attached herewith. All curious bidders are requested to submit their bid on GeM with complete documents and duly filled all annexures.

Bid Start Date- 24.07.2026

Bid End Date- 14.08.2026 15:00:00

Bid Opening Date- 14.08.2026 15:30:00

**Sr. Accounts Officer,
Welfare Section**

Phone: 0612-2225634

Fax: 0612-2221056

Email: agaebihar@cag.gov.in

Office of the Principal Accountant General (A&E), Bihar, Patna

TENDER SCHEDULE

Name of the Work	Tender for Annual Maintenance Contract for five Water Purification and Conditioning System in this Office named "Principal Accountant General (A&E), Bihar, Patna, Bir Chand Patel Marg-800 001."
Last Date & Submission of Tender	As per Bid specification uploaded on GeM portal.
Date & Time of opening of online Tender	As per Bid specification uploaded on GeM portal.
Earnest Money Deposit (EMD)	Declaration to be submitted as per Department of Expenditure Procurement Policy Division OM No. F.9/4/2020-PPD dated 12.11.2020.
Performance Security Deposit / Security Deposit (PSD / SD)	Nil

Note: If the tender is not opened on the specified date, due to unforeseen circumstances, then the next working day will be considered as tender opening date.

SCOPE OF WORK

1. This office requires the services of reputed Agency to provide contract of AMC of PACKAGE- 4 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump.
2. This package (Package-4) will cover periodic change of filters, membrane/UV tube and activated carbon etc as consumable and visits by service engineer to carryout maintenance service of the equipment covered under the contract. It is suitable for equipment such as higher capacity RO/UV/UF/NF water purifiers, water ATM etc where periodic change of filters, membrane, UV lamps etc. as consumable are required. Further it will also cover pump etc.
3. The AMC is for preventive as well as for break down maintenance and includes repair and replacement of the following parts free of charge during AMC Period: -
 - (a) All Kinds of Filters
 - (b) Pre-filter candle (compulsory change once in six month)
 - (c) Compressor
 - (d) Thermostat
 - (e) Transformer
 - (f) Relay
 - (g) Carbon filter
 - (h) Worn out parts etc.
 - (i) Pumps, Adapter and SMPS
 - (j) SV, Motor, FRT
 - (k) PU pipe & other pipe, Union, Elbow, TEE, Connector.
4. Detailed description such as Model, Brand, Capacities etc of the assets to be covered under AMC is enclosed with Annexure-'A'.
5. The Service Provider would carry out preventive maintenance of each machine mentioned in Annexure 'A' once in every month, in order to forestall any major failure of the same. Service Provider should also ensure proper cleaning of machines on quarterly basis. Failure to do so shall attract penalty at the rate mentioned at penalty clause.
6. Replacement of filters, membranes and other parts shall be under responsibility of service provider as specified in relevant package. The replacements are to be effected as per requirements specified in OEM Manual and repair should be conducted as per standard accepted guidelines for the water purifier repair and as per OEM manual.
7. Water purifier is to be checked for ensuring output water TDS level within permissible limits as per specification the equipment during monthly preventive maintenance visits.
8. The comprehensive maintenance includes preventive maintenance on monthly basis and regular services of the various equipment and/or replacement of any items necessary for keeping the purifier in active working condition and free from any defects/disturbance and on any unscheduled call for corrective and maintenance services.
9. The new parts when to be fitted is to be verified before fitting to equipment. The removed part is to be handed over to user department. In case service provider notice any part is missing same to be brought to notice of buyer department or otherwise responsibility shall be of service provider. Shall ensure that only original parts of same make/brand are used for replacement.
10. The comprehensive maintenance/ annual maintenance shall be carried out primarily at the premises as specified in the service order, during office hours. In case, the Service Provider feels that the equipment cannot be repaired at site, they should carry and deliver the equipment back at their own cost and risk to get it repaired promptly. While taking out the equipment Gate pass to be obtained from the Welfare Section.
11. Service provider to give guarantee for the replaced part as per OEM warranty or at least 6 months if not covered in OEM warranty. Service provider is to ensure that only original part of same model/brand are used for replacement. In case of replacement of parts are not covered as per the package applicable service provider shall ensure that rates charged are not more than OEM rates.

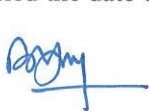
12. Details of Changeable Parts of Water Purifier: -

Sl. No.	Description of Parts	Remarks
01	Sediment Filter	Every three months or earlier if they get clogged
02	Carbon filter	Once in a year or as and when required
03	Post sediment Filter	Once in a year or as and when required
04	RO Membrane & FRT	Once in a year or as and when required
05	Motor, SV, SMPS (If need to change)	Changed at the time of servicing if required.

13. Replacement of Worn-out/exhausted part, including Ultra-violet lamp, Pump, Power supply with new/rectified spares during the servicing or breakdown visits during the service contract free of cost.

14. Service provider should maintain register indicating details of equipment/Equipment's being maintained and details of rooms/place where they are placed.

15. The date on which parts are replaced (as per Annexure-B) must be certified by the Authorized Officer. Additionally, the agency shall display/affix the date of the last service conducted near the R.O. / Water Cooler.



Office of the Principal Accountant General (A&E), Bihar, Patna
ADDITIONAL TERMS & CONDITIONS FOR TENDERER

INVITATION TO APPLICATIONS

1. This office requires the services of reputed, well established and financially sound Companies/Firms/ Agency to provide Annual Maintenance Service for Water Purification and conditioning System in the Office of the Principal Accountant General (A&E), Bihar, Patna.
2. The tender will be uploaded on GeM Portal only. The tender should be quoted in two bids (Technical bid & Financial bid.).
3. The firm will quote the rates inclusive of all taxes. No any type of delivery/transportation etc charges will be admissible.
4. The rates quoted shall be valid for next one year and this office has reserves the right to reduce/increase the quantity or prefer additional orders as required.
5. This office requires the services of reputed Agency to provide contract of AMC for one year. The period of the contract may be further extended or may be curtailed, terminated.

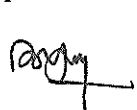
INSTRUCTIONS TO BIDDERS

1. The following documents for technical bid are required from bidder:

- (i) Copy of last three years' of the annual turnover which is 400% (as per requirements by GeM Portal) of estimated value of contract. (exemption given in case of MSME/Startup)
- (ii) Average Annual Turnover of OEM which is 400% (as per requirements by GeM Portal) of estimated value of contract.
- (iii) Only Class-I & II Local Suppliers of MII will be eligible to bid. Non Local suppliers are not eligible to participate.
- (iv) The Service Provider Should have been registered with GST in Patna.
- (v) Registration Office or one of the Branch Office of Companies/Agencies/Firms located in Patna only.
- (vi) Service Provider has minimum possess three (03) years of past experience for this purpose at Central/ State Govt. offices./autonomous body /State Central PSUs. **Three Certificate/Work Order of last three years regarding above project is to be provided.** (exemption given in case of MSME/Startup)
- (vii) The vendor should not have been blacklisted by the Department/ Ministries of Central/ State Govt., autonomous body under state/ Central Govt., State/ Central PSUs (**valid proof of document/ declaration to be attached**).
- (viii) Copy of PAN in respect of the firm/ individual as the case may be ;
- (ix) Copy of registration certificate of agency/firm/company for said purpose if any.
- (x) The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt, bidder to upload under taking to this effect with bid. (**Certificate to be submitted**)
- (xi) Allow participation only from Class I & II Local suppliers as per the Public Procurement (preference to Make-in-India) order 2017 dated 16.09.2020 & provide Purchase Preference to MII according to GeM Portal. (**Make in India Certificate to be submitted**)
- (xii) **Upload Manufacturer Authorization:** Wherever Authorized Distributors/Dealers are submitting the bid, Manufacturers Authorization Form (MAF)/Certificate with original OEM details such as name, designation, address, e-mail Id and Mobile No. required to be furnished along with bid.
- (xiii) The OEM certificate or the valid authorization letter from the OEM for sale & support of the product quoted.
- (xiv) The Service Provider should be authorized by the concerned brand of machines to service/ repair and to take AMC of their machine. (Valid proof of document to be attached.)
- (xv) As Per Deptt. Of Expenditure Letter No.F-9/4/2020-PPD, Govt. of India, dated: 12-Nov-2020 instead of Bid Security/EMD the bidder are required to submit a Declaration regarding the Same.
- (xvi) Acceptance on letter head by authorized bidder regarding technical specification mentioned in bid or Duly signed all pages of "SCOPE OF WORK & ADDITIONAL TERM & CONDITIONS FOR TENDERERS" of the Bid document as mark of acceptance.

Office of the Principal Accountant General (A&E), Bihar, Patna

2. The bidders are advised to attach relevant documents in support of their eligibility. If any of the prescribed conditions are not fulfilled or are incomplete in any form, the bid shall be rejected.
 3. Bidder's offer is liable to be rejected if they don't upload any of the certificates/documents sought in the Bid document, ATC and Corrigendum if any.
 4. AMC contractor should follow all the statutory obligations under various laws from time to time and no additional payment will be made in this regard.
 5. No extra payment/compensation whatsoever on account of natural calamity/accident or otherwise will be made to the firm except the offered rates permitted under the contract.
 6. Service provider should maintain register indicating details of equipment/Equipment being maintained and details of rooms/place where they are placed.
 7. Service provider is required to maintain the log sheet which will include number of services provided during the contract period.
 8. No transportation cost should be allowed to agency for carrying product/ consumable parts to this office & No extra payment will be made for replacement of any filter.
 9. Payment would be made strictly on availability of funds and inspection of parts by this office.
 10. Except above mentioned conditions rest all conditions applicable as per Service Level Agreement and Packages.
 11. The Service Provider shall ensure the following service norms: (a) Service Availability Timings: 09:00 hours to 18:00 hours (Monday to Friday), 10:00 hrs to 14:00 hrs (Saturday) (b) Annualized Uptimes: 95%
 12. TDS will be deducted as per Govt. of India norms.
 13. AMC contractor should follow all the statutory obligations under various laws from time to time and no additional payment will be made in this regard.
 14. No extra payment/compensation whatsoever on account of natural calamity/accident or otherwise will be made to the firm except the offered rates permitted under the contract.
 15. Service provider shall ensure strict compliance of scope of services as per package offered by them and specified in the order.
 16. No transportation cost should be allowed to agency for carrying product/ consumable parts to this office.
 17. The dealer/ Firm/ Agency should have full responsibility for the safe delivery of the product/consumable parts to this office.
 18. Response time ordinarily a complaint must be attended within 24 hours when no change of spare part is involved, however, in case of requirement of change of spare part, the complaint should be resolved within 72 hours of lodging. In case the system is not repaired, or an alternative system not supplied within the period of 72 hours from the time of failure reported, then the buyer may choose to get the same repaired by or replaced from any other agency and the cost and expenditure incurred therein shall be recoverable from the service provider.
 19. In case resource employed by service provider resort to any theft the cost of the article shall be recoverable from the service provider in addition to any other criminal action against the resource.
 20. The payment will be made to AMC Service provider on quarterly basis (if the services are satisfactory) on submission of bill by the service provider on completion of each quarter after deducting penalty amount, if any.
 21. Enhancement or decrease of taxes, duties or prices of components, etc, will not affect the AMC rates during the entire period of AMC; no difference shall be paid or claimed as a result of the above.
 22. In case of non-compliance of Service obligations, penalty per default will be imposed as per SLA. Non delivery of service in time, not starting work in time, violation of existing laws and statutory requirement, Committing fraud etc will be considered as a major default and the contract will be cancelled immediately without giving any further notice.
- (a) Penalty to be imposed if the resolution/ maintenance involving part replacement is delayed above 72 hours.



(b) If the service providers are not able to complete or turn up for the calls, then users can avail the services from any other local service provider/ local technician and the amount so spent can be deducted from the bill of service provider/ from his due amount.

(c) Penalty will be imposed in case of failure to meet the SPECIFIED uptime.

(d) The cumulative penalty cannot exceed 10 % of the contract value for that period. The contract may be terminated by the Buyer once this limit is breached without any prejudice to other contractual remedy.

23. Successful bidder will have to ensure that adequate number of dedicated technical service personals/ engineers are designated/deployed for attending to the Service request in a time bound manner and for ensuring timely servicing/rectification of defects.

24. The selected Companies/Agencies shall also provided functional Mobile and Land Line numbers or its personnel for urgent work regarding above mentioned work.

25. While submitting the Bid, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the bid shall be rejected.

26. If any bidder stipulates any condition of his own, such conditional Bid shall be liable to be rejected.

27. Agencies/Contractor should follow all the statutory obligations under various laws from time to time and no additional payment will be made in this regard.

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

29. No extra payment/compensation whatsoever on account of natural calamity/accident or otherwise will be made to the firm except the offered rates permitted under the contract.

30. No cash payment will be paid in any case & Payment would be made strictly on availability of funds.

31. **Penalties:** As per mentioned in GeM portal/ decided by Competent Authority.

32. Any liability arising out of any litigation due to any act of contractor staff shall be directly borne by the contractor.

33. During the contract period, the scope of work for which job has awarded is increased/reduced, then the payment price shall be increased/reduced on pro-rata basis by the department & this decision shall be binding.

34. In Case the contractor fails to cope with the workload or doesn't render satisfactory services or dishonours the contract in any way, the contract awarded shall be liable for cancellation/termination summarily, without assigning any reasons thereof.

35. No request for increase in the rates will be entertained during the period of supply of items. No advance payment will be made. Also, no interest will be paid on delayed payment.

36. In case of any differences the firms can be called for negotiation. This office will be the Sole Arbitrator on all matters and his decision will be binding on the bidder.

37. In case of breach of any clause of contract the firm can also be blacklisted.

38. **Force Majeure:** In the event of any unforeseen circumstances directly interfering with the supply of items arising during the execution of order such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, earthquakes, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the successful bidder shall, within 7 working days, from the commencement thereof, notify the same in writing to the purchaser with reasonable evidence thereof. Either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other.

39. **Relaxation:** The Head of the Department reserves the right to relax any of the conditions in exceptional cases, in the best interests of this Office reserves the right to withdraw the tender in whole or in part at any stage without assigning any reason.

40. Bids will be completely analysed and evaluated at each stage by committee.

41. Financial bids of only those bidders shall be opened who have been declared technically qualified by the Committee for further analysis or evaluation and ranking and selecting the successful bidder for placement of the contract.

42. Except mentioned conditions rest all conditions applicable as per GeM portal.

43. **Code of Integrity-** No official of a procuring entity or a bidder shall act in contravention of the codes which includes:

(i) Prohibition of-

(a) Making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process;

(b) Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided;

(c) Any collusion, bid rigging or anti-competitive behavior that may impair the transparency, fairness and the progress of the procurement process;

(d) Improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain;

(e) Any financial or business transaction between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect decision of the procuring entity directly or indirectly.

(f) Any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process;

(g) Obstruction of any investigation or auditing of a procurement process;

(h) Making false declaration or providing false information for participation in a tender process or to secure a contract;

(ii) Disclosure of conflict of interest;

(iii) Disclosure by the bidder of any previous transgressions made in respect of the provision of sub-clause (i) with any entity in any country during the last three years or of being debarred by any other procuring entity.

44. No increase in the agreed rates shall be entertained during the period of contract.

45. Jurisdiction: Any dispute, arising out of this contract will be settled under the jurisdiction of Pr. Accountant General(A&E), Bihar, Patna. The addressing authority will be Sr. Dy. Accountant General (Admn.), O/o the Pr. Accountant General(A&E), Bihar, Patna.

46. **Selection/Evaluation procedure for Tender.** The bidder will be qualified only if he fulfils eligibility criteria and submits all documents required/enquired in documents for technical bid are required from bidder. The financial offer should be further evaluated to find out lowest rate item wise. The lowest item wise responsive financial bid is acceptable for final selection.

47. Corrigendum, if any issued for the Tender Document shall form part of the Tender Document. Corrigendum shall be posted on this Official website (<https://cag.gov.in/ae/bihar/en/>) GeM Portal. Hence, agencies/companies/firms are requested to visit the website regularly and note the corrigendum/amendments to the Tender Document without fail and submit the offer accordingly. The Department is not responsible for ignorance of corrigendum.

48. In case of any clarification regarding the Tender Documents may ask through email (Office email id)/ Contact in office within one week after publishing of Tender Documents. Sr. DAG(Administration) Chamber, Office of the Pr. Accountant General(A&E), Bihar, Patna may be consulted for said purpose with valid Identity Proof.

49. The firm shall take prior permission from the undersigned /Assistant Accounts Officer/ Welfare Assistant/Welfare Section for taking the machine out of the office premises for repairs and replacement of worn out parts with original one. No extra charges will be paid for doing the work outside the office premises. In such cases, Transport and labour charges will be borne by the contractor.

50. The firm will prepare separate log book for above cited machine to be taken under AMC with special cleaning of the machines from outside will be carried out on monthly basis. A preventive maintenance report from the agency would be submitted to this office failing which an appropriate penalty would be imposed.

51. The rates mentioned above will not be enhanced during the period of contract in any case.

52. The payment will be made to the agency on quarterly basis after satisfactory completion of service and availability of fund.

53. Taxes may be deducted at source as per prevailing rules.
54. AMC contractor should follow all the statutory obligations under various laws from time to time and no additional payment will be made in this regard.
55. Any liability arising out of any litigation due to any act of contractor staff shall be directly borne by the contractor.
56. During the contract period, the scope of work for which job has awarded is reduced, then the payment price shall be reduced on pro-rata basis by the department & this decision shall be binding.
57. Failure to comply with any of the terms and conditions of this contract shall render the AMC liable to cancellation/termination by this office at any stage of the contract period.
58. The service provider shall maintain a log sheet recording the number of services completed during the contract period, certified by the Authorized Officer. Furthermore, any replacement of changeable parts listed under Point 12 of the Scope of Work must be signed off and certified by the Authorized Officer.


Shri Binod Kumar Chaudhary
Sr.A.O


Shri Sanjay Kumar No.-V
Sr.A.O


Shri Omkar
Sr.D.A.G

ANNEXURE-A

Details of Installation of Water RO Purifier

Sl. No.	Model	Date of Purchase	Location
1.	Kent Elite II (100 LPH)	11-11-2024	Departmental Canteen Ground Floor
2.	Kent Elite II (100 LPH)	11-11-2024	North Side 2 nd Floor
3.	Kent Elite II (100 LPH)	11-11-2024	North Side 5 th Floor
4.	Kent Elite II (100 LPH)	11-11-2024	North Side 3 rd Floor
5.	Kent Elite II (100 LPH)	11-11-2024	

ANNEXURE-B

Sl. No.	Description of Parts	Remarks
01	Sediment Filter	Every three months or earlier if they get clogged
02	Carbon filter	Once in a year or as and when required
03	Post sediment Filter	Once in a year or as and when required
04	RO Membrane & FRT	Once in a year or as and when required
05	Motor, SV, SMPS (If need to change)	Changed at the time of servicing if required.

Annexure-I

**(FORMAT OF BID SECURITY DECLARATION TO BE SUBMITTED ON
LETTER HEAD OF THE FIRM/AGENCY DULY STAMPED & SIGNED)**

To,

**The Principal Accountant General (A& E),
Beer Chand Patel Marg, Bihar, Patna-800 001.**

BID SECURITY DECLARATION

**Bid/ Tender reference No..... of Office of the
Principal Accountant General (A&E), Bihar, Patna.**

I/ We, the undersigned, declare that:

1. I/We understand that, according to existing rules/regulations, bids must be supported by a Bid Security, which is being submitted in the form of this Bid Security Declaration.

2. I/We accept that:

I/We may be blacklisted/disqualified/ debarred from bidding for any contract in any Central Government Ministry/ Department for a period of two (2) years,

If I/ We have committed any of the following actions:

(i) Withdrawn my/our Bid during the period of bid validity required in the Bidding Documents;

Or

(ii) Fail or refuse to accept the award or enter into contract in accordance with the Bidding Documents after having been notified as successful bidder.

3. I/We understand that this Bid Security Declaration shall cease to be valid on the following circumstances:

(a) Upon expiration of the bid validity period;

(b) I am/ we are declared ineligible or disqualified upon receipt of your notice to such effect, and

(c) I/ We have furnished the performance security after declaration as successful bidder.

**AUTHORIZED REPRESENTATIVE OF THE FIRM
(Signature/ Stamp)**

ANNEXURE-II

Technical Bid Checklist

Sl. No.	Documents Provided details	If provided then Yes otherwise No.
01	Annual Turn Over (Last 03 Years)/Average Annual Turnover of OEM	
02	GST Registration letter/certificate	
03	Past Experience (Provide Work Order as documentary evidence Especially Last 03 years documents, not absurd documents)	
04	Blacklisted Certificate	
05	PAN CARD	
06	Registration Certificate for said purpose if any	
07	Liquidation/Court receivership or Similar proceedings/ Bankruptcy certificate	
08	Make in India Certificate	
09	Bid Security Declaration	
10	Bid Document as Mark of acceptance.	
11	The Registered Office of the Company/Firms/Agency should be located in Patna.	
12	Manufacturer Authorization Form/OEM Certificate	
13	Others documents	

** Others documents (details) column, which is provided in this format for the purpose of mention additional documents/details regarding tender. Please mention details/types of documents in this column & also mention Yes/No in right Yes/No column.

** Please provide all documents details in file form along with marking of page number.

** All documents uploaded by the service provider should be signed by authorized signatory.

Yours faithfully,

Signature/Stamp of the Company/ Agency

Annexure-III

(Format of Blacklisted Certificate to be Submitted on Letter Head of the Firm/Agency duly Stamped & Signed)

To,

The Principal Accountant General (A&E),
Beer Chand Patel Marg, Bihar, Patna- 800 001.

Blacklisted Certificate

Bid/ Tender reference No..... of Office of the
Pr. Accountant General (A&E), Bihar, Patna.

I/ We, the undersigned, declare that:

The firm is not blacklisted by any Department / Ministries of Central/state Govt autonomous body under state/Central Govt, State/Central PSUs within three years preceding the last date of bid submission.

AUTHORIZED REPRESENTATIVE OF THE FIRM

(Signature with Stamp)

Annexure-IV

(Format of Liquidation/Court receivership or Similar proceedings/ Bankruptcy certificate to be Submitted on Letter Head of the Firm/Agency duly Stamped & Signed)

To,

The Principal Accountant General (A&E),
Beer Chand Patel Marg, Bihar, Patna-800 001.

Liquidation/Court receivership or Similar proceedings/ Bankruptcy certificate

Bid/ Tender reference No..... of Office of the
Pr. Accountant General (A&E), Bihar, Patna.

I/ We, the undersigned, declare that:

I/We have not been under Liquidation/Court receivership or Similar proceedings and not been Bankrupt.

AUTHORIZED REPRESENTATIVE OF THE FIRM

(Signature with Stamp)

Annexure-V

(Format of Acceptance of Bid documents & Additional Terms & Conditions certificate to be Submitted on Letter Head of the Firm/Agency duly Stamped & Signed)

To,

The Principal Accountant General (A&E),
Beer Chand Patel Marg, Bihar, Patna-800 001.

Acceptance of Bid documents & Additional Terms & Conditions certificate

Bid/ Tender reference No..... of Office of the
Pr. Accountant General (A&E), Bihar, Patna.

I/ We, the undersigned, declare that:

I/We read all Bid documents, Scope of work & Additional Terms & Conditions etc.
and accepts all bid related documents.

AUTHORIZED REPRESENTATIVE OF THE FIRM

(Signature with Stamp)

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	14-08-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	14-08-2026 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Comptroller And Auditor General (cag) Of India
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	Accountant General, Bihar
कार्यालय का नाम/Office Name	Accountant General (a&e), Patna
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :kumars@cag.gov.in Buyer Email id: kumars3.bih.ae@cag.gov.in
वस्तु श्रेणी /Item Category	ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; upto 3; PACKAGE-4 : Water purifier and conditioning system maintenance involving basic servicing, ..
अनुबंध अवधि /Contract Period	1 Year(s) 1 Day(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
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),OEM Authorization Certificate,OEM Annual Turnover,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	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
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
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	48000
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
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

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

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. 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.
6. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within $L-1+ 15\%$ (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM_No.1 4 2021_PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
7. 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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Detailed description such as Model, Brand , capacities, associated accessories etc, of the assets to be covered under the AMC:Details enclosed in annexure-A.

ANNUAL MAINTENANCE SERVICES FOR WATER PURIFICATION AND CONDITIONING SYSTEM (Version 2) - Potable Water Purification System Reverse Osmosis Or UV Based; Upto 3; PACKAGE-4 : Water Purifier And Conditioning System Maintenance Involving Basic Servicing, .. (5)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Annual maintenance contract (AMC) for kind of water purification/ conditioning System Category	Potable Water Purification System Reverse Osmosis Or UV Based
Vintage of water purification / conditioning System covered under the service (Yearly)	upto 3
Type of AMC Package	PACKAGE-4 : Water purifier and conditioning system maintenance involving basic servicing, filters, membranes, All electrical parts including pump
एडऑन /Addon(s)	

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

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

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Sunil Kumar	800001,Office of the Principal Accountant General A and E Bihar, Mahalekakar Bhavan, Bir Chand Patel Path,	5	N/A

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

1. **Service & Support**

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

2. **Service & Support**

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

3. **Certificates**

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

4. **Buyer Added Bid Specific ATC**

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

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

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 in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.

12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

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

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

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

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

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

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

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

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms

of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---