

NOTE: The contents of this document including instructions to the bidders, technical specifications, terms and conditions etc. will prevail over any technical specifications / terms and conditions / clauses mentioned elsewhere in the GEM bid document. The contents of this document will be the criteria for evaluation of the bids submitted by the bidders

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Bid Summary:

Tender Title	Centralised Comprehensive Annual Maintenance (CCAM) of 75 X-Ray Baggage Inspection systems
Tender Type	Open Tender – Domestic
Form of Contract	Annual Rate
Tender Category	Annual Maintenance (Works)
No. of Covers	Two Covers
Bidding System	Single Stage
e-Reverse Auction to be held after Financial Bid opening (See AITB also in case of Yes)	No
Procuring Organisation:	Central Board of Indirect Taxes and Customs, Ministry of Finance, Government of India
Procuring Entity:	The Principal Commissioner, Directorate of Logistics, Indirect Taxes and Customs, 4th Floor, 'A' Wing, Lok Nayak Bhawan, Khan Market, New Delhi 110511
Authority on whose behalf Tender is invited	The President of India, Through The Principal Commissioner, Directorate of Logistics, CBIC
Appointing Authority for Arbitration	Secretary, Dept. of Revenue
Evaluation Basis:	Evaluation of financial ranking of bids shall be done collectively for all destinations/consignees, on one bid by one bidder basis (not separately for each destination) on yearly basis for 3 years of CCAMC
Part quotation allowed or not:	No
Inspection Type:	Performance shall be monitored through Verification Reports from the user Commissionerates
Inspection Agency:	User Commissionerate's Verification Report

	shall serve the purpose
Item Details:	Centralised Comprehensive Annual Maintenance of 75 X-Ray Baggage Inspection Systems
Qty and Units:	75
Consignee/ State:	As per Annexure I
Terms of Delivery:	At the places of installation
Completion date of Delivery:	Centralised Comprehensive Annual Maintenance Contract (CCAMC) for 3 years, extendable upto another 2 years on pro-rata basis, only if the performance of XBIS during the preceding years of CCAMC is assessed to be satisfactory by the Procuring Entity.

SECTION I: Instructions/ Terms and conditions:

1. Eligibility Criteria for Participation in this Tender

Bidder should meet the following eligibility criteria as on the date of his bid submission and should continue to meet these till the award of the contract. The Bidder must:

- (a) be a natural person, private entity, or public entity (State-owned enterprise or institution)
- (b) not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of these reasons.
- (c) (including their affiliates or subsidiaries or Contractors/ subcontractors for any part of the contract)
 - (i) Not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its Tender Processes; and/ or
 - (ii) Not be convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government of India from participation in Tender Processes of all of its entities, for:
 - offences involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or
 - offences under the Indian Penal Code or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or
 - suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India.
 - (iii) Not have changed its name or created a new business entity as covered by the definition of “Allied Firm”, consequent to having been declared ineligible/ suspended/ blacklisted/ banned/ debarred as above;
 - (iv) Not have an association (as a bidder/ partner/ director/ employee in any capacity)
 - of retired Manager (of Gazetted Rank) or a retired Gazetted Officer of the Central or State Government or its Public Sector Undertakings if such a retired person has not completed the cooling-off period of one year after his retirement. However, this shall not apply if such managers/

officers have obtained a waiver of the cooling-off period from their erstwhile organisation.

- of the near relations of executives of Procuring Entity involved in this Tender Process

(d) not have a conflict of interest, which substantially affects fair competition. The prices quoted should be competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt should be made to induce any other bidder to submit or not to submit an offer for restricting competition

(e) fulfil any other additional eligibility condition, if any, as may be prescribed elsewhere in Tender Document.

(f) provide such evidence of their continued eligibility to the Procuring Entity if so requested.

(g) Class-I Local Suppliers (as defined in Make-in-India policy) shall be eligible.

2. Pre-bid Conference:

2.1 Prospective bidders may attend a Pre-bid conference in case they intend to seek any clarification w.r.t the present bid, from 1630 hours to 1745 hours on 13.01.2026; Venue: Conference Hall, Directorate of Logistics, 7th Street Shopping Centre, Shanti Niketan Market, New Delhi-110021. Prospective bidders have to report to the aforesaid venue by 1615 hours on 13.01.2026 for participation in the pre-bid conference.

2.2 Participation in such a Pre-bid Conference is not mandatory.

2.3 If a bidder does not participate or submit any query during the conference, then no subsequent representations from them regarding the present bid shall be entertained.

2.4 Participation in the Pre-bid conference is restricted to prospective bidders only who have downloaded the Tender Document.

2.5 The last date and time by which the written queries for the Pre-bid must reach the Buyer's office latest by 1630 hours on 12.01.2026.

2.6 Post pre-bid conference no representation from the bidders shall be entertained.

2.7 Delegates participating in the Pre-bid conference must provide a photo identity and an authorization letter as per the in **Format 2**: "Authorization for attending a Pre-bid Conference" from their Company/ principals; else, they shall not be allowed to participate.

2.8 After the Pre-bid conference, Minutes of the Pre-bid conference shall be published on GeM.

3.1 Rights of Procuring Entity

The issue of the Tender Document does not imply that the Procuring Entity is bound to select bid(s), and it reserves the right without assigning any reason to

- (b) reject any or all of the Bids, or
- (c) cancel the tender process; or
- (d) abandon the procurement of the Centralised Comprehensive Annual Maintenance of X-Ray Baggage Inspection Systems; or
- (e) issue another tender for identical or similar Centralised Comprehensive Annual Maintenance of X-Ray Baggage Inspection Systems.

3.2 Purchase Preference Policies of the Government

The Procuring Entity reserves its right to grant preferences to eligible Bidders under various Government Policies/ directives (policies relating to Make in India; MSME; Start-ups; etc.).

3.3 Right to Intellectual Property and confidentiality:

- (a) The Tender Document and associated correspondence are subject to copyright laws and shall always remain the property of the Procuring Entity and must not be shared with third parties or reproduced, whether in whole or part, without the Procuring Entity's prior written consent.
- (b) However, Bidders may share these to prepare and submit its bid with its employees, subcontractor(s), or holding Company. Bidders shall obtain from them an undertaking of confidentiality similar to that imposed on Bidder under this clause.
- (c) This condition shall also apply to bidders who do not submit a bid after downloading it or who are not awarded a contract in the process.

The obligation of the Bidders under sub-clauses above, however, shall not apply to information that:

- (a) now or hereafter is or enters the public domain through no fault of Bidder;
- (b) is legally possessed by Bidder at the relevant time and was not previously obtained, directly or indirectly, from the Procuring Entity; or
- (c) otherwise lawfully becomes available to Bidder from a third party that has no obligation of confidentiality.
- (d) The provisions of this clause shall survive completion or termination for whatever reason of the Tender Process or the contract.

3.4 Right to Reject any or all Bids

The Procuring Entity reserves its right to accept or reject any or all Bids, abandon/ cancel the Tender process, and issue another tender for the same or similar Maintenance of X-Ray Baggage Inspection Systems - at any time before the award of the contract. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action(s).

4. Disclaimers

4.1 Regarding Purpose of the Tender Document

The Tender Document is neither an agreement nor an offer to prospective Bidder(s) or any other party hereunder. The purpose of the Tender Document is to provide the Bidder(s) with information to assist them in participation in this Tender Process.

4.2 Regarding Documents/ guidelines

The Tender Document, ensuing communications, and Contracts shall determine the legal and commercial relationship between the bidders/ contractors and the Procuring Entity. No other Government or Procuring Entity's document/ guidelines/ Manuals including its Procurement Manual (for internal and official use of its officers), notwithstanding any mention thereof in the Tender Document, shall have any locus-standi in such a relationship. Therefore, such documents/ guidelines/ Manuals shall not be admissible in any legal or dispute resolution or grievance redressal proceedings.

4.3 Regarding Information Provided

Information contained in the Tender Document or subsequently provided to the Bidder(s) is on the terms and conditions set out in the Tender Document or subject to which that was provided.

4.4 Regarding Tender Document:

- (a) The Tender Document does not purport to contain all the information Bidder(s) may require. It may not address the needs of all Bidders. They should conduct due diligence, investigation, and analysis, check the information's accuracy, reliability, and completeness, and obtain independent advice from appropriate sources. Information provided in the Tender Document to the Bidder(s) is on a wide range of matters, some of which may depend upon interpreting the law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The

Procuring Entity, its employees and other associated agencies accept no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The Procuring Entity, its employees and other associated agencies make no representation or warranty for the accuracy, adequacy, correctness, completeness or reliability, assessment, assumption, statement, or information in the Tender Document. They have no legal liability, whether resulting from negligence or otherwise, for any loss, damages, cost, or expense that may arise from/ incurred/ suffered howsoever caused to any person, including any Bidder, on such account.

4.5 Interpretation of Provisions of the Tender Document

The provisions in the Tender Document must be interpreted in the context in which these appear. Any interpretation of these provisions far removed from such context or other contrived or in between-the-lines interpretation is unacceptable.

5. Conflict of Interest.

Any bidder having a conflict of interest, which substantially affects fair competition, shall not be eligible to bid in this tender. Bids found to have a conflict of interest shall be rejected as nonresponsive. Bidder shall be required to declare the absence of such conflict of interest in **Form 1**. A bidder in this Tender Process shall be considered to have a conflict of interest if the bidder:

- 1) directly or indirectly controls, is controlled by or is under common control with another Bidder; or
- 2) receives or have received any direct or indirect subsidy/ financial stake from another bidder; or
- 3) has the same legal representative/ agent as another bidder for purposes of this bid. A Principal can authorize only one agent, and an agent also should not represent or quote on behalf of more than one Principal; or
- 4) has a relationship with another bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the bid of another Bidder or influence the decisions of the Procuring Entity regarding this Tender process; or
- 5) participates in more than one bid in this tender process. Participation in any capacity by a Bidder (including the participation of a Bidder as sub-contractor in another bid or vice-versa) in more than one bid shall result in the disqualification of all bids in which he is a party.

However, this does not limit the participation of a non-bidder firm as a sub-contractor in more than one bid; or

- 6) would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm), for the procurement planning (inter-alia preparation of feasibility/ cost estimates/ Detailed Project Report (DPR), design/ technical specifications, terms of reference (ToR)/ Activity Schedule/ schedule of requirements or the Tender Document etc) of this Tender process; or
- 7) has a close business or family relationship with a staff of the Procuring Organisation who: (i) are directly or indirectly involved in the preparation of the Tender document or specifications of the Tender Process, and/or the evaluation of bids; or (ii) would be involved in the implementation or supervision of resulting Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Procuring Entity throughout the Tender process and execution of the Contract.

6. Bid security or BSD (Bid security Declaration)

- (a) The bidder must furnish Bid Security in their bid as per **Format 1.1** for an amount of Rs. 13,00,000/- (Rupees Thirteen Lakhs only) A self-attested scan of the original Bid Security should be uploaded along with bids. Bids not complying with these provisions shall be rejected. In case the bidder is exempted to furnish Bid Security, then in lieu of bid security, bidders must furnish Bid Securing Declaration (BSD) as '**Form 5: Bid Security Declaration**' in their bid as per format given therein. A self-attested scan of the original Form 5 should be uploaded along with bids. Bids without Bid Security or BSD as applicable shall be summarily rejected.
- (b) The Bid security or BSD, as applicable is required to protect the Procuring Entity against the risk of the Bidder's unwarranted conduct as amplified under the sub-clause below.
 - (1) Automatic suspension of the Bidder from being eligible for bidding in any tender in Ministry/ Department of Procuring Organisation for 2 years from the date of such enforcement. Bid security or BSD, as applicable shall stand enforced if Bidder breaches the following obligation(s) under the tender conditions:
 - (a) withdraws or amends his bid or impairs or derogates from the bid in any respect within the period of validity of its bid; or

- (b) after having been notified within the period of bid validity of the acceptance of his bid by the Procuring Entity:
 - i) refuses to or fails to submit the original documents for scrutiny or the required Performance Security within the stipulated time as per the conditions of the Tender Document.
 - ii) fails or refuses to sign the contract.
- (2) The bid-Security/ BSD of the bidders shall be returned/ stand expired only when the successful Bidder has furnished the required Performance Security and signed the Agreement.

7. Local content and violations:

- 1) Orders issued by the Government of India regarding eligibility to participate and for purchase preference to "Local Suppliers" to encourage 'Make in India' and promote manufacturing and production of goods and services in India shall apply to this procurement.
- 2) The 'Class-I local Supplier' at the time of tender, bidding, or solicitation shall be required to indicate the percentage of local content and provide self-certification/ declaration (as detailed in **Form 3**) that the CCAM offered meets the local content requirement for 'Class-I local Supplier'.
- 3) Complaints about Local content declarations may be made through the channels of Procuring Entity. Procuring Entities and Nodal Ministries may prescribe fees for such complaints.
- 4) Bids with false declarations regarding Local contents shall be rejected as nonresponsive, in addition to punitive actions.
- 5) MSEs interested in availing such benefits must upload the Udyam Registration Certificate with the Udyam Registration Number as proof of their being MSE registered on the Udyam Registration Portal. The certificate shall be of latest but before the deadline for the bid submission.

8. Start-up Enterprises:

- 1) As defined by DPIIT, as amended, an entity shall be considered as a 'Start-up' as under:
 - (a) Upto a period of ten years from the date of incorporation/ registration, if it is incorporated as a private limited company (as defined in the Companies Act, 2013) or registered as a partnership firm (registered under section 59 of the Partnership Act, 1932) or a

limited liability partnership (under the Limited Liability Partnership Act, 2008) in India, and

- (b) Turnover of the entity for any of the financial years since incorporation/ registration has not exceeded one hundred crore rupees, and
- (c) The entity works towards innovation, development or improvement of products or processes or services or a scalable business model with a high potential for employment generation or wealth creation.

2) Provided that an entity formed by splitting up or reconstructing an existing business shall not be considered a 'Start-up'.

3) A Start-up so identified under the above definition shall be required to obtain and submit along with his bid a certificate of an eligible Start-up from the inter-Ministerial Board of Certification to obtain support.

9. Currency, Bid Prices, Taxes and Duties

9.1 Currencies of Bid and Payment:

- i. The currency of bid and payment shall be quoted by Bidder entirely in Indian Rupees.
- ii. All payments shall be made in Indian Rupees only.
- iii. All payments shall be subject to Liquidated damages/ deductions or any other recoveries/ charges, if any.
- iv. When contractually due, the contractor shall claim the payment by submitting GST compliant Invoice along with relevant documents etc., as stipulated in the tender document/ contract.
- v. Advance/ mobilization Payment: The Contractor may claim 50% advance payment for a particular CCAM year. If claimed by the Contractor, 50% of Annual Maintenance Charges may be paid as advance to the Contractor against a Bank Guarantee of the same amount; such Bank Guarantee should be valid for the period of 18 months from the date of claim or beginning of concerned CCAM year, whichever is later.
- vi. The contractor shall claim the payment (except advance payment) after the satisfactory completion of CCAM period by submitting GST compliant Invoice along with prescribed Verification Reports (**Format – 3**) of X-ray Baggage Inspection Systems from concerned field formations and other relevant documents.
- vii. The contractor shall certify, in its each bill, that

- a. the price charged by it does not exceed the prevailing rates charged by it from others for similar services.
- b. the payment being claimed is strictly in terms of the contract and all the obligations on the part of the contractor for claiming that payment have been fulfilled as required under the contract.

viii. In a case where the contractor is not in a position to submit its bill for the balance payment for want of Verification Report from the User Commissionerate, the contractor must provide proof that he has given prior notice well in advance, to the user Commissionerate regarding issuance of Verification Report but there has been no response from the concerned User Commissionerate. The Procuring Entity shall take up with the concerned user Commissionerate and will make earnest efforts to resolve the same preferably within 45 days.

ix. Withholding and lien in respect of sums claimed:

- 1) Whenever any claim or claims for payment of a sum of money arises against the contractor, out of or under the contract, the Procuring Entity shall be entitled, and it shall be lawful on his part, to withhold and also have a lien to retain such sum or sums, in whole or in part pending finalisation or adjudication of any such claim from-
 - (i) any security or retention money, if any, deposited by the contractor.
 - (ii) any sum(s) payable till now or hereafter to the contractor under the same Contract or any other contract with the Procuring Entity if the security is insufficient or if no security has been taken from the contractor.
- 2) Where the contractor is a partnership firm or a limited company, the Procuring Entity shall be entitled, and it shall be lawful on his part, to withhold and also have a lien to retain towards such claimed amount or amounts in whole or in part from any sum found payable to any partner/ limited company, as the case may be, whether in his capacity or otherwise.
- 3) It is an agreed term of the contract that the sum(s) of money so withheld or retained under the lien referred above shall be kept withheld or retained till the claim arising out of or under the contract is determined. The contractor shall have no claim for interest or damages whatsoever on any account in respect of such withholding or retention under the lien referred to supra and duly notified as such to the contractor.
- 4) **Lien in respect of Claims in other Contracts:** Any sum of money due and payable to the contractor (including the security deposit returnable to him) under the contract may be withheld or retained by way of lien by the Procuring Entity or Government against any claim of the Procuring Entity

or Government in respect of payment of a sum of money arising out of or under any other contract made by the contractor with the Procuring Entity or Government.

x. **Payment Against Time-Barred Claims**

All claims against the Procuring Entity shall be legally time-barred after three years calculated from the date when the payment falls due unless the payment claim has been under correspondence. The Procuring Entity is entitled to, and it shall be lawful for it to reject such claims.

9.2 Prices:

a) **Competitive and Independent Prices:** The prices should be arrived at independently, without restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to:

- i. those prices; or
- ii. the intention to submit an offer; or
- iii. the methods or factors used to calculate the prices offered.

The prices should neither be nor shall be knowingly disclosed by the Bidder, directly or indirectly, to any other bidder or competitor before bid opening or award of contract unless otherwise required by law.

b) Prices to be charged by the contractor for the supply of CCAM and provision of incidental Works/ Services in terms of the contract shall not vary from the corresponding prices quoted by the contractor in its bid or during negotiations, if any, and incorporated in the contract except for any price adjustment authorized in the contract.

c) The price charged by the contractor shall not be higher than the controlled price fixed by law for the CCAM, or where there is no controlled price, it shall not exceed the minimum of Maximum Retail Price (MRP) at which the same or similar CCAM is available in the market in the relevant region, or contravene the norms for fixation of prices laid down by Government, or where the Government has not fixed such prices or norms, it shall not exceed the price appearing in any agreement relating to price regulation by any industry in consultation with the Government.

Penalties for overcharging: If the sub-clause above is violated, unless the contractor had explicitly mentioned this fact in his bid giving reasons for quoting a higher price (s), or makes any mis-statement, it shall be lawful for the Procuring Entity to:

- i) annul the award and treat it as a misdemeanour as per the contract and take any or all punitive remedies available thereunder, or

- ii) without annulling the award, take action to recover the overcharged amount, or
- iii) treat it as a breach of contract and avail any or all remedies thereunder.

9.3 Price Components

1. For all components of CCAM, Bidder shall quote a single unit price for each of 06 series DV Model Cat I, II, III & IV a total of 75 no. of X-ray Baggage Inspection Systems that shall be applicable for all places of installation. That is, a single unit price for each category of X-ray Baggage Inspection Systems has to be offered for all destinations. Accordingly, the total bid price shall be total of 75 X-ray Baggage Inspection Systems of 06 series DV Model Cat I, II, III & IV quoted by the bidder.
2. The bidder is required to quote unit price of each Cat I, II, III & IV of 06 series DV Model of X-ray Baggage Inspection Systems for the first year only. For rest of the years of Centralised Comprehensive Annual Maintenance, an annual increase of 6% on base price (i.e., first year of Centralised Comprehensive Annual Maintenance charges) shall be automatically taken and the bidder is not required to offer/quote unit prices for rest of the years of Centralised Comprehensive Annual Maintenance.
3. Bidder shall indicate in the Price Schedule, as per GeM all the specified components of prices shown therein, including the unit prices and total bid price.
4. The quoted price shall be considered to include all relevant financial implications, including inter-alia the scope of the present procurement including Centralised Comprehensive Annual Maintenance to be provided, location of the bidder, State/UT of the installation of X-ray Baggage Inspection Systems, terms of delivery, incidental Works/ Services, extant rules and regulations relating to taxes, duties, customs, labour etc.
5. Any GST, which shall be payable on the Goods in India if the contract is awarded.

9.4 Taxes and Duties

- (a) the contractor shall be entirely responsible for all taxes, duties, fees, levies etc., incurred for CCAM of X-ray Baggage Inspection Systems to the Procuring Entity at various locations.
- (b) If applicable under relevant tax laws and rules, the Procuring Entity shall deduct from all payments and deposit required taxes to respective authorities on account of GST Reverse Charge Mechanism; Tax Deducted at Source (TDS), and Tax Collected at Source (TCS) relating to Income Tax etc.

Payment of GST Tax under the contract:

- 1) Break up of different price elements, i.e., as per GST Act, shall be indicated separately, along with its associated HSN/SAC code and GST rate.
- 2) While quoting the basic rate, the bidder should offset the input credit available/ to be availed as per the GST Act.
- 3) the contractor shall be entirely responsible for all taxes, duties, fees, levies etc., incurred until delivery of the CCAM to the Procuring Entity. Further instruction, if any, shall be as provided in the contract.
- 4) If applicable under relevant tax laws and rules, the Procuring Entity shall deduct from all payments and deposit required taxes to respective authorities on account of GST Reverse Charge Mechanism; Tax Deducted at Source (TDS), and Tax Collected at Source (TCS) relating to Income Tax, labour cess, royalty etc.
- 5) Payment of GST Tax under the contract:
 - a. The payment of GST and GST Cess to the contractor shall be made only on the latter submitting a GST compliant Bill/ invoice indicating the appropriate HSN/SAC (Harmonized System of Nomenclature/ Services Accounting Code) code and applicable GST rate thereon duly supported with documentary evidence as per the provision of relevant GST Act and the Rules made there under.
 - b. While claiming reimbursement of duties, taxes etc. (like GST) from the Procuring Entity, as and if permitted under the contract, the contractor shall also certify that in case it gets any refund out of such taxes and duties from the concerned authorities at a later date, it (the contractor) shall refund to the Procuring Entity, the Procuring Entity's share out of such refund received by the contractor. The Contractor shall also refund the appropriate amount to the Procuring Entity immediately on receiving the same from the concerned authorities.
 - c. Liquidated damages or any other recoveries should be shown as deductions on the invoice, and GST shall be applicable only on the net balance payment due.
 - d. GST shall be paid as per the rate at which it is liable to be assessed or has been assessed provided the transaction of the sale is legally liable to such taxes and is payable as per the terms of the contract subject to the following conditions:

- i. The Procuring Entity shall not pay a higher GST rate if leviable due to any misclassification of HSN/SAC code or incorrect GST rate incorporated in the contract due to contractor's fault. Wherever the contractor invoices the Goods at GST rate or HSN/SAC number, which is different from that incorporated in the contract, payment shall be made as per GST rate, which is lower of the GST rates incorporated in the contract or billed.
- ii. However, the Procuring Entity shall not be responsible for the contractor's tax payment or duty under a misapprehension of the law.
- iii. Bidder is informed that he shall be required to adjust his basic price to the extent required by a higher tax rate billed as per invoice to match the all-inclusive price mentioned in the contract.
- iv. In case of profiteering by the contractor relating to GST tax, the Procuring Entity shall treat it as a violation of the Code of Integrity in the contract and avail any or all punitive actions thereunder, in addition to recovery and action by the GST authorities under the Act.

6) Statutory Variation Clause:Statutory increase in applicable GST rate during the currency of the contract (original and extended delivery period) shall be to Procuring Entity's account. The benefit of any reduction in GST rate must be passed on to the Procuring Entity during the original and extended delivery period. However, GST rate amendments shall be considered for quoted HSN/SAC code only, against documentary evidence, provided such an increase of GST rates after the last date of bid submission.

7) Duties / Taxes on Raw Materials:

The Procuring Entity is not liable for any claim from the contractor on account of fresh imposition and/ or increase (including statutory increase) of GST, customs duty, or other duties on raw materials and/ or components used directly in the supply of CCAM of the X-ray Baggage Inspection Systems taking place during the currency of the contract.

10. Price Schedule

- 1) Prices quoted by Bidder shall remain firm and fixed during the currency of the contract and not subject to variation on any account (except Statutory Variation Clause above).

- 2) Bidders are to upload price only as per GeM portal without any alteration/ deletion/ modification. All the columns shown in the price schedule should be filled up as required.
- 3) The quoted price shall be considered to include all relevant financial implications, including inter-alia the scope of the CCAM to be supplied, location of the bidder, location of the consignee(s), terms of delivery, extant rules and regulations relating to taxes, duties, customs, transportation, environment, labour etc.
- 4) It shall be the responsibility of Bidder to ensure that they quote the exact HSN/SAC Code and corresponding GST rate for the CCAM being offered by them.
- 5) Bids, where prices are quoted in any other way, shall be rejected as nonresponsive.

11. Goods and Services Tax (GST)

Bidders should ensure that they are GST compliant and their quoted tax structure/ rates are as per GST Act/ Rules. Bidder should be registered under GST and furnish GSTIN number and GST Registration Certificate in their offer unless they are specifically exempted from registration under specific notification/ circular/ section/ rule issued by statutory authorities.

12. The bid submitted by Bidder and all subsequent **correspondence and documents** relating to the bid exchanged between Bidder and the Procuring Entity shall be written in English or the Official Language. However, the language of any printed literature furnished by Bidder in connection with its bid may be written in any other language provided a translation accompanies the same in the bid language. For purposes of interpretation of the bid, translation in the language of the bid shall prevail.

13. Acquaintance with Local Conditions and Factors and condition of X-ray Baggage Inspection Systems deployed at specified locations

The Bidder, at his own cost, responsibility, and risk, is encouraged to visit, examine, and familiarise himself with all the site/ local conditions and factors and condition of X-ray Baggage Inspection Systems. The Bidder acknowledges that before the submission of the bid, he has, after a complete and careful examination, made an independent evaluation of the Site/ local conditions, condition of the X-ray Baggage Inspection Systems, the legal, environmental, infrastructure, logistics, communications and any other conditions or factors of which would have any effect on the price to be quoted by him or affecting performance/ completion of the contract. Bidders shall themselves be responsible for compliance with Rules, Regulations,

Laws and Acts in force from time to time at relevant places. On such matters, the Procuring Entity shall have no responsibility and shall not entertain any request from the bidders in these regards. The Procuring Entity, on the request of the prospective bidders, shall issue formal letter authorizing the prospective bidders to inspect X-ray Baggage Inspection Systems at respective site(s).

14. Cost of Bidding

The Bidder(s) shall bear all direct or consequential costs, losses and expenditure associated with or relating to the preparation, submission, and subsequent processing of their Bids, including but not limited to preparation, copying, postage, delivery fees, expenses associated with any submission of samples, expenses related to inspection of X-ray Baggage Inspection Systems deployed at specified locations, demonstrations, or presentations which the Procuring Entity may require, or any other costs incurred in connection with or relating to their Bids. All such costs, losses and expenses shall remain with the Bidder(s), and the Procuring Entity shall not be liable in any manner whatsoever for the same or any other costs, losses and expenses incurred by a Bidder(s) for participation in the Tender Process, regardless of the conduct or outcome of the Tender Process.

15. Past Performance: The Bidder should have supplied Comprehensive annual maintenance of same or similar type of instruments for 10% of bid quantity, in at least one of the last three financial years before the bid opening date to any Central/State Govt Organization/PSU/Public Listed Company/ any person(s)/ organisation(s).

Form 4 along with copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant financial year.

16. Minimum Average Annual Turnover (for last 3 financial years) :

The minimum average annual turnover (for the last 3 financial years) should be Rs. 2,50,00,000/- (Rupees Two Crores Fifty lakhs only). 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 years old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criterion.

17. Experience Criteria: The Bidder should have regularly supplied Comprehensive annual maintenance of same or similar type of instruments to any Central/ State Govt Organization/ PSU / Public Listed Company/ any person(s)/ organisation(s) for last 3 financial years before the bid opening date.

Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the financial year.

18. ISO 9001 Certification: The bidder of the offered products/supply must have latest ISO 9001 certification. The same must be uploaded at the time of bidding.

19. Service & Support

i. Availability of Service Centres: Though there is a mandatory requirement of onsite comprehensive maintenance, bidder must comply with the following :

a. **Complaint Reporting Centres:** At the time of bidding, the Contractor/bidder shall upload a list of Complaint Reporting Centres with other details like physical address, email Id(s), Phone Number(s) and contact details and jurisdiction in **Format - 4**. The same shall be included in the CCAMC. In case of any change at a later stage during the Contract period, the Contractor shall intimate such changes to all User Commissionerates and the Procuring Entity.

b. **Maintenance Service Centres:** At the time of bidding, the Contractor/ bidder shall upload full particulars of maintenance service Centres in **Format - 5**.

ii. **Dedicated/ toll FreeTelephone No. and email forService Support:** Bidder must have Dedicated / tollFree Telephone No. and email for Service Support.

iii. **Escalation Matrix for Service Support:** Bidder must provide three levels of Escalation Matrix of Telephone Numbers and emails for Service Support (**Format -4**).

20.1 Bid Security/ 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.Bidders if exempted from payment of Bid security are required to furnish **Bid Security Declaration** In lieu of Bid Security.

20.2 Exemption to "Bidder Turnover" criteria and "Experience Criteria":

- i. If the bidder is a **Micro or Small Enterprise** as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover/Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- ii. If the bidder is a **Start-up**, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover/Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
- iii. 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.

21. Right to exclude any number of X-ray Baggage Inspection Systems from CCAM:

At the time of Contract/LoA or subsequently during the concurrency of CCAMC, the Procuring Entity reserves the right to exclude any number of X-ray Baggage Inspection Systems, at its discretion without assigning any reason, without any change in the unit prices or other terms and conditions of the bid and the Tender Document, from CCAM out of total number of 75 X-ray Baggage Inspection Systems originally stipulated in the bid document.

22. Bidders –

- i. to note that bid submitted through modalities other than GeM portal (including manual Bids) shall not be accepted for submission.
- ii. to note that Procuring Entity reserves its right to call for verification of originals of all such self-certified documents from the Bidders at any stage of evaluation.

- iii. 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.
- iv. to ensure that there is no ambiguity in Quote w.r.t. Quantities/ Prices in both Numerals and Words
- v. to note that alternative Bids are not Allowed.
- vi. to note that downloading the Tender Document; Corrigenda and minutes of Pre-bid conference shall be as per GeM portal.
- vii. Bidders shall have to sign the **Integrity Pact** with the Procuring Entity as per '**Form 6: Integrity Pact**'. Bids without a signed Integrity Pact shall be rejected.

23. Techno-commercial bid/ Cover

- (1) "Technical Bid" shall include inter-alia the original scanned copies of duly signed or digitally signed copies of all relevant documents (related to Bidder Information, Eligibility Declarations, bid security/BSD, Qualification Criteria, Performance Statement, Experience criteria, turnover, Requirements compliance, Technical Specifications and Quality Assurance – Compliance, Terms and Conditions – Compliance, checklist etc.) in pdf format.
- (2) Pdf documents should not be password protected.
- (3) No price details should be given or hinted at in any manner in the Technical bid.
- (4) Bid Security in original and in physical form (Bank guarantee) must reach to procurement entity within 5 working days from the closing date of the bid as per GeM portal
- (5) Bidder shall digitally sign all statements, documents, certificates uploaded by him, owning sole and complete responsibility for their correctness/ authenticity as per the provisions of the IT Act 2000 as amended from time to time.
- (6) It is assumed that Bidder commits itself to comply with all provisions of the tender document.
- (7) Bidder should ensure the clarity/ legibility of the scanned documents uploaded by him.

24. Financial bid/ Cover

"Financial bid" shall comprise the Price as per provisions of the tender document. No additional technical details, which have not been brought out in the technical bid shall be brought out in the financial bid.

25. Bid Validity:

- 1) Bids shall remain valid for a period not less than 180 days from the deadline for the bid submission as per GeM. A bid valid for a shorter period shall be rejected as nonresponsive.
- 2) Before the expiry of the original time limit, the Procuring Entity may request the bidders to extend the validity period for a specified additional period. The request and the bidders' responses shall be made electronically. A bidder may agree to or reject the request. A bidder who has agreed to the Procuring Entity's request for extension of bid validity, in no case, shall be permitted to modify his bid.

26. The date and time of the GeM server clock, shall be taken as the reference time for deciding the closing time of bid submission. Bidders are advised to ensure they submit their bid within the deadline and time of bid submission, taking the server clock as a reference, failing which the portal shall not accept the Bids. No request on the account that the server clock was not showing the correct time and that a particular bidder could not submit their bid because of this shall be entertained. Failure or defects on the internet or heavy traffic at the server shall not be accepted as a reason for a complaint. The Procuring Entity shall not be responsible for any failure, malfunction or breakdown of the electronic system used during the Tender Process through GeM portal.

27. The Procuring Entity may extend the deadline for bids submission through GeM portal, in which case all rights and obligations of the Procuring Entity and the bidders previously subject to the original deadline shall then be subject to the new deadline for the bid submission.

28. Implied acceptance by Bidders

Submission of bid in response to the Tender Document is deemed to be acceptance of the Procurement and tender procedures and conditions/provisions of the Tender Document.

29. Modification, Resubmission and Withdrawal of Bids: As per GeM Portal.

However, no bid should be withdrawn after the deadline for the bid submission and before the expiry of the bid validity period. If a Bidder withdraws the bid during this period, the Procuring Entity shall be within its right to forfeit the Bid Security or enforce Bid Securing Declaration (in lieu of forfeiture of the Bid Security), in addition to other punitive actions provided in the Tender Document for such misdemeanour.

30. Evaluation of Bids:

30.1 General norms

30.1.1 Evaluation based only on declared criteria.

The evaluation shall be based upon scrutiny and examination of all relevant data and details submitted by Bidder in its/ his bid and other allied information deemed appropriate by Procuring Entity. Evaluation of bids shall be based only on the criteria/ conditions included in the Tender Document.

30.1.2 Deviations/ Reservations / Omissions - Substantive or Minor

During the evaluation of Bids, the following definitions apply:

- (a) "Deviation" is a departure from the requirements specified in the Tender Document;
- (b) "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the Tender Document; and
- (c) "Omission" is the failure to submit part or all of the information or documentation required in the Tender Document.

- 1) A deviation/ reservation/ omission from the requirements of the Tender Document shall be considered as a substantive deviation as per the following norm, and the rest shall be considered as Minor deviation:
 - (a) which affects in any substantive way the scope, quality, or performance of the supply;
 - (b) which limits in any substantive way, inconsistent with the Tender Document, the Procuring Entity's rights or the Bidder's obligations under the contract; or
 - (c) whose rectification would unfairly affect the competitive position of other Bidders presenting substantively responsive Bids.
- 2) The decision of the Procuring Entity shall be final in this regard. Bids with substantive deviations shall be rejected as nonresponsive.
- 3) Variations and deviations and other offered benefits (techno-commercial or financial) above the scope/ quantum of the supply (CCAM of 75 X-ray Baggage Inspection Systems) as specified in the Tender Document shall not influence evaluation Bids. If the bid is otherwise successful, such benefits shall be availed by the Procuring Entity, and these would become part of the contract.
- 4) The Procuring Entity reserves the right to accept or reject bids with any minor deviations. Wherever necessary; the Procuring Entity shall convey its observation, on such 'minor' issues to Bidder electronically asking Bidder to respond by a specified date on the GeM portal. If

Bidder does not reply by the specified date or gives an evasive reply without clarifying the point at issue in clear terms, that bid shall be liable to be rejected as nonresponsive.

30.1.3 Clarification of Bids and shortfall documents

- 1) During the evaluation of Techno commercial or Financial Bids, the Procuring Entity may, at its discretion, but without any obligation to do so, ask Bidder to clarify its bid or seek any shortfall information/documents by a specified date on the GeM portal. Bidder should answer/provide the documents within that specified date through GeM Portal. Any clarification submitted by a Bidder regarding its Bid that is not in response to a request by the Purchasing Entity shall not be considered.
- 2) Any substantive discrepancy shall be construed as a violation of the Code of Integrity, and the bid shall be liable to be rejected as nonresponsive in addition to other punitive actions under the Tender Document for violation of the Code of Conduct.

30.1.4 Contacting Procuring Entity during the evaluation

From the time of bid submission to awarding the contract, no Bidder shall contact the Procuring Entity on any matter relating to the submitted bid. If a Bidder needs to contact the Procuring Entity for any reason relating to this tender and/ or its bid, it should do so only electronically. Any effort by a Bidder to influence the Procuring Entity during the processing of bids, evaluation, bid comparison or award decisions shall be construed as a violation of the Code of Integrity, and bid shall be liable to be rejected as nonresponsive in addition to other punitive actions for violation of Code of Integrity as per the Tender Document.

30.2.1 Preliminary Examination of Bids - Determining Responsiveness

A substantively responsive bid is the bid which is complete and conforms to the Tender Document's essential terms, conditions, and requirements, without substantive deviation, reservation, or omission. Only substantively responsive bids shall be considered for further evaluation. The following are some of the crucial aspects for which a bid shall be liable to be rejected as nonresponsive:

- 1) Bid Security/EMD (**Format 1.1**) or Bid Security Declaration (**Form 5**) as applicable, has not been provided.
- 2) Bidder is not eligible to participate in the bid as per laid down eligibility criteria;
- 3) The supply (CCAM of 75 X-ray Baggage Inspection Systems) offered are not eligible as per the provision of this tender.

- 4) Bidder has quoted conditional bids or more than one bid or alternative bids.
- 5) The bid validity is shorter than the required period.
- 6) The bid departs from the essential requirements stipulated in the bidding document;
- 7) Non-submission or submission of illegible scanned copies of stipulated documents/ declarations

30.2.2 The evaluation process:

- 1) This Tender Process is for two covers Bid.
- 2) Techno-commercial evaluation: Initially, only the techno-commercial bids shall be opened. After that, the techno-commercial evaluation shall be done to ascertain whether these bids meet the eligibility & qualification criteria and techno-commercial aspects. In evaluating the techno-commercial bid, conformity to the eligibility/ qualification criteria and commercial conditions of the offered supply (CCAM of 75 X-ray Baggage Inspection Systems); Additional factors incorporated in the Tender Document shall also be considered in the manner indicated therein. Deviations from or objections or reservations to critical provisions such as those concerning Governing laws and Jurisdiction, Bid Security/ Bid Security Declaration, Contractor's Obligations and Restrictions of its Rights, Performance Bond/ Security, Force Majeure, Taxes & Duties and Code of Integrity will be deemed to be a material deviation. Bids with substantive techno-commercial deviations shall be rejected as nonresponsive. Subsequent opening of financial bids and financial evaluation shall be done only of the bids declared successful in techno-commercial evaluation.

30.2.3 Evaluation of Financial Bids:

Bids that succeed in the above techno-commercial evaluation shall be considered techno-commercially suitable, and financial evaluation shall be done only of such Bids. Financial Bids shall be ranked to determine the lowest priced bidder.

- i) Evaluation of the financial bids shall be on the price criteria only.
- ii) The bidder is required to quote unit price of Cat I, II, III & IV 06 series DV models of X-ray Baggage Inspection Systems for the first year only. For rest of the years of Centralised Comprehensive Annual Maintenance, an annual increase of 6% on base price (i.e. first year of Centralised Comprehensive Annual Maintenance charges) shall be automatically taken and the bidder is not required to offer/quote unit prices for rest of the years of Centralised Comprehensive Annual Maintenance.

- iii) The comparison of the financial Bids shall be on total outgo from the Procuring Entity's pocket, to be paid to the contractor or any third party, including all elements of costs as per the terms of the proposed contract, on destination basis, etc. as the case may be, including any taxes, duties, levies etc., freight, transit Insurance, loading/ unloading/ stacking, insurance etc.
- iv) As per policies of the Government, from time to time, the Procuring Entity reserves its option to give purchase preferences to eligible categories of Bidders as indicated in the Tender Document.
- v) Evaluation of Bids shall include and consider the following taxes/ duties:
 - a) GST & other similar duties, which shall be contractually payable, on the Goods if a contract is awarded on the bidder;
 - b) The offers shall be evaluated based on the GST rate quoted by each bidder, and the same shall be used for determining the inter-se ranking. The Procuring Entity shall not be responsible for any misclassification of HSN/SAC Code or incorrect GST rate if quoted by the bidder. Any increase in GST rate due to misclassification of HSN/SAC Code shall have to be absorbed by the bidder/ supplier; and
 - c) If GST is quoted extra, but with the provision that it shall be charged as applicable at the time of delivery, the offer shall be evaluated for comparison purposes by loading the maximum existing rate of GST for the Supply/ HSN/SAC code.
- vi) If more than one bidder quotes the same total evaluated price, then the Procuring Entity reserves its right to award contract to any of the L1 bidder on random basis. The procuring entity may adopt any method of random selection for the aforesaid purpose.
- vii) If the financial bid is ambiguous like leading to two equally valid total price amounts, it shall be rejected as nonresponsive.

30.2.4 Cartel Formation/ Pool Rates:

If Procuring Entity decides this to be a case of Cartel/ Pool Rates, leading to "Appreciable Adverse Effect on Competition" (AAEC) as identified in Competition Act, 2002, as amended from time to time, it reserves its rights to:

- Award contract to any of the L1 bidder selected on random basis. The procuring entity may adopt any method of random selection for the aforesaid purpose.

And/ or

- Consider it as a violation of the Code of Integrity and reject the bid(s) as nonresponsive in addition to other punitive actions provided in this regard in the Tender Document. In addition to such remedies, the Procuring Entity also reserves the right to refer the

matter to the Competition Commission of India (CCI) for obtaining necessary relief. In addition, the attention of the bidders is drawn to Chapter VI of the “The Competition Act 2002”, which deals with Penalties. Such actions shall be in addition to other rights and remedies available to the Procuring Entity under the contract and Law.

30.2.5 Reasonableness of Rates Received:

Procuring Entity shall evaluate whether the rates received in the Bids in the zone of consideration are reasonable. If the rates received are considered abnormally low or unreasonably high, it reserves its right to take action as per the following sub-clauses, reject any or all Bids; abandon/ cancel the Tender process and issue another tender for the identical or similar Goods.

30.2.6 Consideration of Abnormally Low Bids:

An Abnormally Low bid is one in which the bid price, in combination with other elements of the bid, appears so low that it raises substantive concerns as to the Bidder's capability to perform the contract at the offered price. Procuring Entity shall in such cases seek written clarifications from the Bidder, including detailed price analysis of its bid price concerning scope, schedule, allocation of risks and responsibilities, and any other requirements of the Tender Document. If, after evaluating the price analyses, procuring entity determines that Bidder has substantively failed to demonstrate its capability to deliver the contract at the offered price, the Procuring Entity shall reject the bid/ proposal, and evaluation shall proceed with the next ranked bidder.

30.2.7 Price Negotiation

Usually, there shall be no price negotiations. However, the Procuring Entity reserves its right to negotiate with the lowest acceptable bidder (L-1), who is techno-commercially suitable and on whom the contract would have been placed but for the decision to negotiate.

31. Award of Contract

31.1 The Procuring Entity shall award the contract to the Bidder(s) whose bid(s) is Techno-commercially suitable and bid price(s) is lowest and reasonable, as per evaluation criteria detailed in the Tender Document.

31.2 Before issuing a Letter of Award (LoA) to the successful Bidder(s), the Procuring Entity may, at its discretion, ask Bidder to produce the originals of all such documents whose scanned copies were submitted online along with the technical bid. If so decided, the photocopies of such self-certified documents shall be verified and signed by the Superintendent/Additional

Assistant Director of the concerned Section, Directorate of Logistics and kept in the records as part of the contract agreement. If the Bidder fails to provide such originals or in case of substantive discrepancies in such documents, it shall be construed as a violation of the Code of Integrity. Such bid shall be liable to be rejected as nonresponsive in addition to other punitive actions in the Tender Document. The evaluation of Bids shall proceed with the subsequent ranked offers.

31.3 Letter of Award (LoA)

The Bidder, whose bid has been accepted and documents verified (at the discretion of Procuring Entity), shall be notified of the award by the Procuring Entity before the expiration of the Bid-Validity period through GeM portal. This notification shall state the sum (hereinafter and in the contract called the "Contract Price") that the Procuring Entity shall pay the contractor in consideration of the supply of CCAM of 75 X-ray Baggage Inspection Systems.

The LoA shall constitute the legal formation of the contract, subject only to the furnishing of performance security as per the provisions of the sub-clause below. The Procuring Entity, at its discretion, may directly issue the contract subject only to the furnishing of performance security, skipping the issue of LoA.

31.4 Performance Security

1. Within 07 days of receipt of the LoA, or the contract if LoA has been skipped, performance Security shall be submitted by the contractor to the Procuring Entity in the **format 1.2**.
2. If the contractor, having been called upon by the Procuring Entity to furnish Performance Security, fails to do so within the specified period, it shall be lawful for the Procuring Entity at its discretion to annul the award and forfeit the Bid Security or enforce Bid Securing Declaration (in lieu of forfeiture of the Bid Security), besides taking any other administrative punitive action like 'Removal from List of Registered Suppliers' etc.
3. If the bidder, whose bid is the lowest evaluated bid withdraws or whose bid has been accepted, fails to sign the procurement contract as may be required or fails to provide the security as may be required for the performance of the contract or otherwise withdraws from the procurement process, the Procuring Entity shall cancel the procurement process. If the Procuring Entity is satisfied that it is not a case of cartelization and that the integrity of the procurement process has been maintained may offer the next successful bidder an opportunity to match the financial bid of the first successful bidder, and if the offer is accepted, award the contract to the next successful bidder at the price bid of the first successful bidder.

4. After verification of the Performance Security furnished by the successful Bidder, bid-Security/ BSD of the bidders shall be returned/ stand expired only when the successful Bidder has furnished the required Performance Security and signed the Agreement/contract.

32. Code of Integrity in Public Procurement, Misdemeanours and Penalties:

Procuring authorities, bidders, suppliers, contractors should observe the highest standard of integrity and not indulge in prohibited practices or other misdemeanours, either directly or indirectly, at any stage during the Tender Process or during the execution of resultant contracts. Penalties prescribed in the tender document shall be considered to be part of this clause and shall apply mutadis mutandis during the pre-award tender process.

33. Grievance Redressal/ Complaint Procedure

- 1) Bidder has the right to submit a complaint or seek de-briefing regarding the rejection of his bid, in writing or electronically, within 10 days of declaration of techno-commercial or financial evaluation results. The complaint shall be addressed to the Procuring entity.
- 2) No response shall be given regarding the confidential process of evaluating bids and awarding the contract before the award is notified, although the complaint shall be kept in view during such a process. However, no response shall be given regarding the following topics explicitly excluded from such complaint process:
 - (a) Only a bidder who has participated in the concerned Tender Process, can make such representation.
 - (b) Only a directly affected bidder can represent in this regard
 - (c) In case a technical bid has been evaluated before the opening of the financial bid, an application for review concerning the financial bid may be filed only by a bidder whose technical bid is found to be acceptable.

34. General Conditions of LoA, or the contract if LoA has been skipped.

34.1. Tenets of Interpretation

Unless where the context requires otherwise, throughout the contract:

- (a) Terms and expression not herein defined shall have the meanings assigned to them in the contract Act, 1872 (as amended) or the Sale of Goods Act, 1930 (as amended) or the General Clauses Act, 1897 (as amended) or of INCOTERMS, (current edition published by the International Chamber of Commerce, Paris) as the case may be.

- (b) Any reference to 'Centralised Comprehensive Annual Maintenance' shall be deemed to include the incidental Works/ Services, supply of all consumables, spare parts, components and accessories and periodical maintenance, unlimited on-call maintenance/repair and imparting training etc.
- (c) Any reference to General condition of LoA/ Contract shall be deemed to include all provision of this tender document.
- (d) Any reference to any legal Act, Government Policies or orders shall be deemed to include all amendments to such instruments, from time to time, till date.
- (e) User Commissionerate means the office/field formation under the jurisdiction of Central Board of Indirect Taxes and Customs where X-rayBaggage Inspection System is installed/located.

34.2. Language of Contract and Severability

- (i) **Language:** The contract shall be written in the Official Language or English. All correspondence and other contract documents, which the parties exchange, shall also be written/ translated accordingly in that language. For purposes of interpretation of the contract, the English documents/ translation shall prevail.
- (ii) **Severability:** If any provision or condition of this Contract is prohibited or rendered invalid or unenforceable, such prohibition, invalidity or unenforceability shall not affect the validity or enforceability of any other provisions and conditions of this Contract.

34.3. Effective Date of Contract

The effective date of the contract shall be the date of its execution. The Contract shall remain effective initially for three years from the date of its execution and thereafter, at the discretion of the Procuring Entity, for a further period of two years or part thereof.

34.4. Governing Laws and Jurisdiction

- (i) This Contract, its meaning and interpretation, and the relation between the Parties shall be governed by the Laws of India for the time being in force.
- (ii) Irrespective of the place of delivery, or the place of performance or the place of payments under the contract, the contract shall be deemed to have been made at the place from which the Letter of Award (LoA, or the contract Agreement, in the absence of LoA) has been issued. The courts of such a place shall alone have jurisdiction to decide any dispute arising out or in respect of the contract.

34.5. Contractor's Obligations and restrictions on its Rights

34.5.1 Changes in Constitution/ financial stakes/ responsibilities of a Contract's Business

The Contractor must proactively keep the Procuring Entity informed of any changes in its constitution/ financial stakes/ responsibilities during the execution of the contract. Where the contractor is a partnership firm, the following restrictions shall apply to changes in the constitution during the execution of the contract:

- 1) a new partner shall not be introduced in the firm except with the previous consent in writing of the Procuring Entity, which shall be granted only upon execution of a written undertaking by the new partner to perform the contract and accept all liabilities incurred by the firm under the contract before the date of such undertaking.
- 2) On the death or retirement of any partner of the contractor firm before the complete performance of the contract, the Procuring Entity may, at his option, terminate the contract for default as per the Contract and avail any or all remedies thereunder.
- 3) If the contract is not terminated as provided in Sub-clause (2) above notwithstanding the retirement of a partner from the firm, that partner shall continue to be liable under the contract for acts of the firm until a copy of the public notice given by him under Section 32 of the Partnership Act, has been sent by him to the Procuring Entity in writing or electronically.

34.5.2 Obligation to Maintain Eligibility and Qualifications

The contract shall be awarded to the contractor based on specific eligibility and qualification criteria. The Contractor is contractually bound to maintain such eligibility and qualifications during the execution of the contract. Any change which would vitiate the basis on which the contract was awarded to the contractor should be pro-actively brought to the notice of the Procuring Entity within 7 days of it coming to the Contractor's knowledge. These changes include but are not restricted to change regarding declarations made by it in its bid in **Form 1**.

34.5.3 Change in its qualification criteria submitted in its bid Qualification Criteria - Compliance. Restriction on Potential Conflict of Interests

Neither the contractor nor its Subcontractors nor the Personnel shall engage, either directly or indirectly, in any of the following activities:

- 1) During the term of this Contract, any business or professional activities in India that would conflict with the activities assigned to them under this Contract.
- 2) After the termination of this Contract, such other activities as may be stipulated in the contract.

34.6 Consequences of a breach of Obligations

Should the contractor or any of its partners or its Subcontractors or the Personnel commit a default or breach of contract, the Contractor shall remedy such breaches within 7 days, keeping the Procuring Entity informed. However, at its discretion, the Procuring Entity shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder. The decision of the Procuring Entity as to any matter or thing concerning or on any question whether the contractor or any partner of the contractor firm has committed a default or breach of any of the conditions shall be final and binding on the contractor.

34.7 Destination Places

The destination(s) where CCAM is to be provided shall be as stipulated in the contract or **Section II – Schedule of Requirements**.

34.8 Confidentiality, Secrecy and IPR Rights

34.8.1 IPR Rights

All deliverables including spares, consumables and accessories, outputs, plans, drawings, specifications, designs, reports, and other documents and software submitted by the contractor under this Contract shall become and remain the property of the Procuring Entity and subject to laws of copyright and must not be shared with third parties or reproduced, whether in whole or part, without the Procuring Entity's prior written consent. The contractor shall, not later than upon termination or expiration of this Contract, deliver all such documents and software to the Procuring Entity, together with a detailed inventory thereof. The contractor may retain a copy of such documents and software but shall not use it for any commercial purpose.

34.8.2 Confidentiality

All documents, drawings, samples, data, associated correspondence or other information furnished by or on behalf of the Procuring Entity to the contractor, in connection with the contract, whether such information has been furnished before, during or following completion or termination of the contract, are confidential and shall remain the property of the Procuring Entity and shall not, without the prior written consent of Procuring Entity neither be divulged by the contractor to any third party, nor be used by him

for any purpose other than the design, procurement, or other services and work required for the performance of this Contract. If advised by the Procuring Entity, all copies of all such information in original shall be returned on completion of the contractor's performance and obligations under this contract.

34.8.3 Secrecy

If the Contract declares the subject matter of this Contract as coming under the Official Secrets Act, 1923 or if the contract is marked as "Secret", the contractor shall take all reasonable steps necessary to ensure that all persons employed in any connection with the contract, have acknowledged their responsibilities and penalties for violations under the Official Secrets Act and any regulations framed thereunder.

34.9 Indemnities for breach of IPR Rights

- (a) the contractor shall indemnify and hold harmless, free of costs, the Procuring Entity and its employees and officers from and against all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of any nature, including attorney's fees and expenses, which may arise in respect of CCAM of X-rayBaggage Inspection Systems provided by the contractor under this Contract, as a result of any infringement or alleged infringement of any patent, utility model, registered design, copyright, or other Intellectual Proprietary Rights (IPR) or trademarks, registered or otherwise existing on the date of the contract arising out of or in connection with the supply of CCAM of X-rayBaggage Inspection Systems.
- (b) If any proceedings are brought, or any claim is made against the Procuring Entity arising out of the matters referred above, the Procuring Entity shall promptly give the contractor a notice thereof. At its own expense and in the Procuring Entity's name, the contractor may conduct such proceedings and negotiations to settle any such proceedings or claim, keeping the Procuring Entity informed.
- (c) If the contractor fails to notify the Procuring Entity within twenty-eight (28) days after receiving such notice that it intends to conduct any such proceedings or claim, then the Procuring Entity shall be free to conduct the same on its behalf at the risk and cost to the contractor.
- (d) At the contractor's request, the Procuring Entity shall afford all available assistance to the contractor in conducting such

proceedings or claim and shall be reimbursed by the contractor for all reasonable expenses incurred in doing so.

34.10 Assignment and Sub-contracting

- (i) The contractor shall not, save with the prior consent in writing of the Procuring Entity, sublet, transfer, or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever.
- (ii) The contractor shall notify the Procuring Entity in writing all subcontracts awarded under the contract if not already stipulated in the contract. In its original bid or later, such notification shall not relieve the contractor from any of its liability or obligation under the terms and conditions of the contract. Subcontract shall be only for bought out items and incidental Works/ Services. Subcontracts must comply with and should not circumvent Contractor's compliance with its obligations, based on which the contract was awarded to him.
- (iii) If the Contractor sublets or assigns this contract or any part thereof without such permission, the Procuring Entity shall be entitled, and it shall be lawful on his part, to treat it as a breach of contract and avail any or all remedies thereunder.

34.11 Obligations of the contractor

- (i) Without the Procuring Entity's prior written consent, the contractor shall not use the information mentioned above except for the sole purpose of performing this contract.
- (ii) The contractor shall treat and mark all information as confidential (or Secret – as the case may) and shall not, without the written consent of the Procuring Entity, divulge to any person other than the person(s) employed by the contractor in the performance of the contract. Further, any such disclosure to any such employed person shall be made in confidence and only so far as necessary for such performance for this contract.
- (iii) Notwithstanding the above, the contractor may furnish to its holding company or its Subcontractor(s) such documents, data, and other information it receives from the Procuring Entity to the extent required for performing the contract. In this event, the contractor shall obtain from such holding company/ Subcontractor(s) an undertaking of confidentiality (or secrecy – as the case may be) similar to that imposed on the contractor under the above clauses.
- (iv) The obligation of the contractor under sub-clauses above, however, shall not apply to information that:

- (d) the contractor needs to share with the institution(s) participating in the financing of the contract;
- (e) now or hereafter is or enters the public domain through no fault of Contractor;
- (f) can be proven to have been possessed by the contractor at the time of disclosure and which was not previously obtained, directly or indirectly, from the Procuring Entity; or
- (g) Otherwise lawfully becomes available to the contractor from a third party that has no obligation of confidentiality.

(v) The provisions of this clause shall survive completion or termination for whatever reason of the contract.

34.12 Performance Security

- (i) Within 7 days after the issue of Letter of Award (LoA or the contract, if LoA is skipped) by the Procuring Entity, the contractor shall furnish to the Procuring Entity, performance security, valid up to six months after the date of completion of all contractual obligations by the contractor.
- (ii) The amount of Performance security shall be @ 5% of the contract Price in the form of Bank Guarantee issued by a commercial bank in India, defined as a scheduled bank under section 2I of the Reserve Bank of India Act, 1934 in the prescribed in **Format 1.2**.
- (iii) If the contractor, having been called upon by the Procuring Entity to furnish Performance Security, fails to do so within the specified period, it shall be lawful for the Procuring Entity at its discretion to annul the award and forfeit the Bid Security or enforce Bid Securing Declaration (in lieu of forfeiture of the Bid Security), besides taking any other punitive action like 'Removal from List of Registered Suppliers', etc.
- (iv) If the contractor during the currency of the Contract fails to maintain the requisite Performance Security, it shall be lawful for the Procuring Entity at its discretion -
 - (a) to terminate the Contract for Default besides availing any or all contractual remedies provided for breaches/ default, or
 - (b) without terminating the Contract:
 - i. recover from the contractor the amount of such security deposit by deducting the amount from the pending bills of the contractor under the contract or any other contract with the Procuring Entity or the Government or any person contracting through the Procuring Organisation or otherwise howsoever, or
 - ii. treat it as a breach of contract and avail any or all available any or all contractual remedies provided for breaches/ default.

(v) The Procuring Entity shall be entitled, and it shall be lawful on his part,

- (a) to deduct from the performance securities or to forfeit the said security in whole or in part in the event of:
 - (i) any default, or failure or neglect on the part of the contractor in the fulfilment or performance in all respect of the contract under reference or any other contract with the Procuring Organisation or any part thereof
 - (ii) for any loss or damage recoverable from the contractor which the Procuring Entity may suffer or be put to for reasons of or due to above defaults/ failures/ neglect
- (b) and in either of the events aforesaid to call upon the contractor to maintain the said performance security at its original limit by making further deposits, provided further that the Procuring Entity shall be entitled, and it shall be lawful on his part, to recover any such claim from any sum then due or which at any time after that may become due to the contractor for similar reasons.

(vi) Subject to the sub-clause above, the Procuring Entity shall release the performance security without any interest to the contractor on completing all contractual obligations.

34.13 Permits, Approvals and Licenses

Whenever the supply of CCAM of X-rayBaggage Inspection Systems and incidental Works/ Services requires that the contractor obtain permits, approvals, and licenses from local public authorities, it shall be the contractor's sole responsibility to obtain these and keep these current and valid. Such requirements may include but not be restricted to export licence or environmental clearance if required. If requested by the contractor, the Procuring Entity shall make its best effort to assist the contractor in complying with such requirements in a timely and expeditious manner, without any dilution of the Contractor's responsibility in this regard.

34.14 Book Examination Clause

The Procuring Entity reserves the right for 'Book Examination' as follows:

- (a) the contractor shall, whenever called upon and required to produce or cause to be produced, for examination by any Government Officer duly authorised in that behalf, any cost or other book of account, voucher, receipt, letter, memorandum, paper or writing or any copy of or extract from any such document. The Contractor shall also furnish information relating to the execution of this

contract or relevant for verifying or ascertaining the cost of executing this contract to such Government Officer in such manner as may be required. The decision of such Government Officer on the question of relevancy of any document, information of return being final and binding on the parties. The obligation imposed by this clause is without prejudice to the contractor's obligations under any other statute, rules or orders which shall be concurrently binding on the contractor.

- (b) the contractor shall, if the authorised Government Officer so requires (whether before or after the prices have been finally fixed), afford facilities to the Government Officer concerned to visit the contractor's premises to examine the processes of production and estimate or ascertaining the cost of performance of Contract. The authorised Government Officer shall have power, mutatis mutandis, to examine all the relevant books of Contractor's subcontractor, or any subsidiary or allied firm or company, if any portion of the contract is entrusted or carried out by such entities.
- (c) If on such examination, it is established that the contracted price is more than the actual cost-plus reasonable margin of profit, the Procuring Entity shall have the right to reduce the price and determine the amount to a reasonable level.
- (d) The Contractor or its agency is bound to allow examination of its books within 60 days from the date the notice is received by the contractor or its agencies calling for the production of documents under sub-clause (1) above. In the event of the contractor's or his agency's failure to do so, the contract price would be reduced and determined according to the best judgment of the Procuring Entity, which would be final and binding on the contractor and his agencies.

34.15 The contractor's status shall be that of an independent contractor and Primary Employer of staff deployed during the contract by him or his sub-contractors or other associates. The Contractor, its employees, agents, and subcontractors performing under this Contract are not employees or agents of the Procuring Organisation or Procuring Entity or Central or State Government or their agencies/ Enterprises, simply by Services delivered under this Contract.

34.16 Scope of Supply and Technical Specifications

- (i) The contract shall be for the supply of CCAM of 75 X-rayBaggage Inspection Systems for a period of 3 (three) years (extendable further for a period of 2 (two) years or part thereof at the discretion of the Procuring

Entity) at the specific locations which includes i) supply of all spare parts/ components/ accessories, ii) Monthly inspection visits, iii) quarterly preventive maintenance visits, iv) unlimited on call visits to attend to the repairs and breakdowns and v) imparting periodic training to the officials of User Commissionerates. All parts/ components/ accessories shall be repaired/ replaced by the Contractor free of cost. Towards this, the Contractor shall stock adequate new & unused spares so as to carry out repair/ replacement within the time limit stipulated in the contract.

(ii) **Shifting:** The Contractor shall not charge any money if any of the X-rayBaggage Inspection System has to be shifted within the same building/complex. However, if any of the X-rayBaggage Inspection System is required to be shifted to any other place/location, the expenses relating to shifting shall be provided by the User Commissionerate. The Contractor shall re-install and commission the machine at its new location free of cost.

(iii) **Place of Service & Certification:** The Contractor shall carry out the repairs/maintenance at the site of installation of the X-rayBaggage Inspection System or with the written permission of the concerned User Commissionerate at any other place and to the best/ entire satisfaction of the User Commissionerate regarding quality and promptness of service from whom a certificate to this effect shall have to be obtained by the Contractor and the same shall be submitted to the Procuring Entity at the time of final payment/ settlement, if any.

(iv) **Monthly inspection visits, Preventive Maintenance Visits, on Call Visits and Training:**

- i. The Contractor shall carry out monthly inspection visits as per **Annexure-II** in the first half of every calendar month in respect of all the X-rayBaggage Inspection System installed at the specific locations. A gap of three to four weeks shall be maintained between two inspection visits.
- ii. The Contractor shall carry out quarterly preventive maintenance visits as per **Annexure-III**. The preventive maintenance visit shall be once in a quarter, starting from the date of execution of CCAMC, in respect of all the X-rayBaggage Inspection System installed at the specific locations. A gap of 10 to 15 weeks shall be maintained between two preventive maintenance visits.
- iii. The Contractor shall attend all complaints, irrespective of place/location of the X-rayBaggage Inspection System, on receipt of complaint, telephonically or otherwise, and make the X-rayBaggage Inspection System fully functional to the satisfaction of the User Commissionerate within 48 hours from the time lodging such complaint. Sunday and any other

Government Holidays will not be included in the aforesaid maximum time limit.

- iv. The Contractor's Engineer shall sign the entry in respect of each such preventive visits in the LOG BOOK of each X-ray Baggage Inspection System. A Log Book as per the **Format 6** shall be maintained for each X-ray Baggage Inspection System by the User Commissionerates, wherein details of every preventive maintenance visit or on-call visit, as the case may be, shall be recorded and the same shall be signed by the Contractor's Engineer and by the Authorised Officer of the User Commissionerate.
- v. The Contractor shall train the officials of the user Commissionerates on safe operation of the X-ray Baggage Inspection System from radiation safety point of view. The Contractor shall impart training as and when required by the User Commissionerate normally twice a year. The Contractor shall also prepare the reports, as prescribed by the Atomic Energy Regulatory Board (AERB).
- vi. Supply of spare parts/ consumables/ accessories: The contractor shall maintain sufficient inventories to assure ex-stock supply of consumables/ spares/ accessories for the Maintenance so that the same is used promptly for repair and keeping the X-ray Baggage Inspection Systems in working condition.

34.17 Prices and Payments:

As per provisions of this document. (not being reproduced here for the sake of brevity).

34.18 Damages and Deductions:

- 1) In case, the X-ray Baggage Inspection System remains non-operational continuously for a period beyond the maximum time limit of 48 Hours, a prorata deduction for the concerned machine, of an amount equal to an amount accruable for such day(s) falling under respective CCAMC year from CCAM Charges (balance or/and final) or from the performance security or from security submitted against advance payment shall be made. The number of days, for the purpose of deductions, shall be counted from the day, next to the day of expiry of maximum time limit of 48 hours, till the day of making the X-ray Baggage Inspection System operational to the satisfaction of the User Commissionerate.

- 2) If the Contractor fails to undertake the quarterly preventive maintenance visits as per the time schedule or/and as per the Preventive Maintenance Checklist for X-ray Baggage Inspection Systems- **Annexure-III** prescribed in this bid, 15% of CCAM charges as per the contract, of the relevant period (concerned quarter of the respective CCAMC year) shall be deducted for the concerned machine at the time of making balance/final payment or from the performance security or from security submitted against advance payment.
- 3) If the Contractor fails to undertake the monthly inspection visit as per the time schedule or/and as per Monthly inspection Checklist for X-ray Baggage Inspection Systems- **Annexure-II**, 15% of CCAM charges as per the contract, of the concerned month(s) of the respective CCAMC year, shall be deducted for the concerned machine at the time of making balance/final payment or from the performance security or from security submitted against advance payment.
- 4) If the Contractor fails to carry out inspection of any of the X-ray Baggage Inspection System altogether during a month, 20% of CCAM charges as per the contract, per X-ray Baggage Inspection System **per month** shall be deducted at the time of making balance/final payment.
- 5) If the Contractor fails to carry out preventive maintenance of any of the X-ray Baggage Inspection System altogether during a preventive maintenance cycle of a quarter, 25% of CCAM charges as per the contract, per X-ray Baggage Inspection System **per quarter** shall be deducted at the time of making balance/final payment.
- 6) If the Contractor fails to conduct training as prescribed in the contract, 10% of CCAM charges as per the contract for the concerned machine, of the relevant period (concerned half year of the respective CCAMC year) shall be deducted at the time of making balance/final payment or from the performance security or from security submitted against advance payment.
- 7) If the Contractor fails to make the machine operational after doing the repairs, rectification, change of spares etc. and the machine remains non-operational continuously for a period beyond the maximum time limit of 48 Hours, 60% of CCAM charges as per the contract, of the relevant period (prorata basis) shall be deducted for the concerned machine at the time of making balance/final payment or from the performance security or from security submitted against advance payment.

34.19 Force Majeure

- (i) On the occurrence of any unforeseen event, beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics,

quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. Unless otherwise directed by the Procuring Entity in writing, the contractor shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. If the force majeure condition(s) mentioned above be in force for 90 days or more at any time, 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, save and except those which had occurred under any other clause of this contract before such termination.

(ii) Notwithstanding the remedial provisions contained in the bid document, none of the Party shall seek any such remedies or damages for the delay and/ or failure of the other Party in fulfilling its obligations under the contract if it is the result of an event of Force Majeure.

34.20 Resolution of disputes:

34.20.1 Disputes Excepted Matters

All disputes and differences between the parties hereto, as to the construction or operation of this contract, or the respective rights and liabilities of the parties on any matter in question; or any other account whatsoever, but excluding the Excepted Matters (detailed below); arising out of or in connection with the contract, within thirty (30) days from aggrieved Party notifying the other Party of such matters; whether before or after the completion/ termination of the contract, that cannot be resolved amicably between the Procurement Officer and the contractor within thirty (30) days from aggrieved Party notifying the other Party of such matters, shall be hereinafter called the "Dispute". The aggrieved party shall give a 'Notice of Dispute' indicating the Dispute and claims citing relevant Contractual clause to the designated authority and requesting for invoking the following dispute resolution mechanisms. The Dispute shall be resolved without recourse to courts through dispute resolution mechanisms detailed subsequently, in the sequence as mentioned below, and the next mechanism shall not be invoked unless the earlier mechanism has been invoked or has failed to resolve it within the deadline mentioned therein.

- 1) Adjudication
- 2) Conciliation
- 3) Arbitration

34.20.2 Excepted Matters

Matters for which provision has been made in any Clause of the contract shall be deemed as 'excepted matters' (matters not disputable/ arbitrable), and decisions of the Procuring Entity, thereon shall be final and binding on the contractor. The 'excepted matters' shall stand expressly excluded from the purview of the sub-clauses below, including Arbitration. However, where the Procuring Entity has raised the dispute, this sub-clause shall not apply. Unless otherwise stipulated in the contract, excepted matters shall include but not limited to:

- 1) any controversies or claims brought by a third party for bodily injury, death, property damage or any indirect or consequential loss arising out of or in any way related to the performance of this Contract ("Third Party Claim"), including, but not limited to, a Party's right to seek contribution or indemnity from the other Party in respect of a Third-Party Claim.
- 2) Issues related to the pre-award tender process or conditions
- 3) Issues related to ambiguity in contract terms shall not be taken up after a contract has been signed. All such issues should be highlighted before the signing of the contract by the contractor.
- 4) Provisions incorporated in the contract, which are beyond the purview of The Procurement Entity or are in pursuance of policies of Government, including but not limited to
 - (a) Provisions of restrictions regarding local content and Purchase Preference to Local suppliers in terms of Make in India policy of the Government
 - (b) Provisions regarding restrictions on Entities from Countries having land-borders with India in terms of the Government's policies in this regard
 - (c) Purchase preference policies regarding MSEs and Start-ups

34.20.3 Adjudication

After exhausting efforts to resolve the Dispute with the Purchasing Officer executing the contract on behalf of the Procuring Entity, the contractor shall give a 'Notice of Adjudication' specifying the matters which are in question, or subject of the dispute or difference indicating the relevant contractual clause, as also the amount of claim item-wise to Head of Procurement or any other authority mentioned in the contract (hereinafter called the "Adjudicator") for invoking resolution of the dispute through Adjudication. During his adjudication, the Adjudicator shall give adequate opportunity to the contractor to present his case. Within 60 days after receiving the representation, the Adjudicator shall make and notify decisions in writing on all matters referred to him. The parties shall not initiate, during the adjudication proceedings, any conciliation or arbitral or judicial proceedings in respect of a dispute that is the subject matter of the adjudication

proceedings. If not satisfied by the decision in adjudication, or if the adjudicator fails to notify his decision within the abovementioned time-frame, the contractor may proceed to invoke the process of Conciliation as follows.

34.20.4 Conciliation of disputes

- 1) Any party may invoke Conciliation by submitting "Notice of Conciliation" to the Head of the Procuring Organisation. Since conciliation is a voluntary process, within 30 days of receipt of "Notice of Conciliation", the Head of the Procuring Organisation shall notify a sole Conciliator if the other party is agreeable to enter Conciliation. If the other party is not agreeable to Conciliation, the aggrieved party may invoke Arbitration.
- 2) The Conciliator shall proactively assist the parties to reach an amicable settlement independently and impartially within the terms of the contract, within 60 days from the date of appointment of the Conciliator.
- 3) If the parties reach an agreement on a dispute settlement, they shall draw up a written settlement agreement duly signed by the parties and conciliator. When the parties sign the settlement agreement, it shall be final and binding on the parties. The dispute shall be treated as resolved on the date of such agreement.
- 4) The parties shall not initiate, during the conciliation proceedings, any arbitral or judicial proceedings in respect of a dispute that is the subject matter of the conciliation proceedings.
- 5) Termination of Conciliation: Disputes shall remain alive if the conciliation is terminated as follows:
 - (a) By written declaration of the conciliator, after consultation with the parties, to the effect that further efforts at conciliation are no longer justified, on the date of such declaration; or
 - (b) By a written declaration of any party to the conciliator to the effect that the conciliation proceedings are terminated, on the date of such declaration; or
 - (c) If the parties fail to reach an agreement on a settlement of the dispute, within 60 days of the appointment of Conciliator
- 6) On termination of Conciliation, if the dispute is still alive, the aggrieved party shall be free to invoke Arbitration.

34.20.5 Arbitration Agreement

1) This Agreement

- i. This Arbitration Agreement (hereinafter referred to as this “Agreement”) relating to this Contract (hereinafter called the “Main Agreement” for this agreement) is made under the provisions of The Arbitration and Conciliation Act, 1996 as amended from time to time and the rules thereunder (hereinafter called The Arbitration Act). This Agreement shall continue to survive termination, completion, or closure of the Main Agreement for 120 days after that.
- ii. Subject to aforesaid provisions, relevant clauses of the contract shall apply to the appointment of arbitrators and arbitration proceedings under this Agreement.
- iii. The Micro, Small and Medium Enterprises Development (MSMED) Act, 2006 provides parties to a dispute (where one of the parties is a Micro or Small Enterprise) to be referred to Micro and Small Enterprises Facilitation Council if the dispute is regarding any amount due under Section 17 of the MSMED Act, 2006. If a Micro or Small Enterprise, being a party to dispute, refers to the provisions in MSMED Act 2006, these provisions shall prevail over this Agreement.

2) Notice for Arbitration

- i. Authority to Appoint Arbitrator(s): For this Arbitration Agreement ‘The Appointing Authority’, to appoint the arbitrator shall be Head of the Procuring Organisation named in the contract and includes if there be no such authority, the officer who is for the time being discharging the functions of that authority, whether in addition to other functions or otherwise.
- ii. In the event of any dispute, if the Adjudicator fails to decide within 60 days, or the Conciliation is terminated then, parties to the contract, after 60 days but within 120 days of ‘Notice of Dispute’ shall request the Appointing Authority through a “Notice for Arbitration” in writing requesting that the dispute or difference be referred to arbitration.
- iii. The “Notice for arbitration” shall specify the matters in question or subject of the dispute or difference indicating the relevant contractual clause, as well as the amount of claim item-wise.

3) Reference to Arbitration

After appointing Arbitrator(s), the Appointing Authority shall refer the Dispute to them. Only such dispute or difference shall be referred to arbitration regarding which the demand has been made, together with counter-claims or set off. Other matters shall be beyond the jurisdiction of Arbitrator(s)

4) Appointment of Arbitrator

- i. **Qualification of Arbitrators:**

- (i) In the case of retired officers of the Procuring organisation, he shall have retired in the rank of Senior administrative grade (or equivalent) and shall have retired at least 1 years prior and must not be over 70 years of age on the date of Notice for arbitration.
- (iii) He/ they shall not have had an opportunity to deal with the matters to which the contract relates or who, in the course of his/ their duties as officers of the Procuring Organisation, expressed views on any or all of the matters under dispute or differences. A certification to this effect (as per **Format 1.4**) shall be taken from Arbitrators. The proceedings of the Arbitral tribunal or the award made by such Tribunal shall, however, not be invalid merely for the reason that one or more arbitrators had in the course of his service, an opportunity to deal with the matters to which the contract relates or who in the course of his/ their duties expressed views on all or any of the matters under dispute.
- (iv) An Arbitrator may be appointed notwithstanding the total no. of arbitration cases in which he has been appointed in the past.
- (v) Not be other than the person appointed by the Appointing Authority and that if for any reason that is not possible, the matter shall not be referred to arbitration at all.

ii. **Replacement of Arbitrators**

If one or more of the arbitrators appointed as above refuses to act as arbitrator, withdraws from his office as arbitrator, or in the event of the arbitrator dying, neglecting/ unable or unwilling or refusing to act for any reason, or his award being set aside by the court for any reason, or in the opinion of the Appointing Authority fails to act without undue delay, the Appointing Authority shall appoint new arbitrator/ arbitrators to act in his/ their place in the same manner in which the earlier arbitrator/ arbitrators had been appointed. Such a re-constituted Tribunal may, at its discretion, proceed with the reference from the stage at which it was left by the previous arbitrator(s).

iii. **Appointment of Arbitrator:**

- i. In cases where the total value of all claims in question added together does not exceed Rs. 50,00,000/- (Rupees Fifty Lakh only), the Arbitral Tribunal shall consist of sole Arbitrator. For this purpose, The Appointing Authority shall send to the contractor, within 60 days from the day of receipt of a written and valid notice for arbitration, a panel of at least four (4) names of retired officers, duly indicating their retirement dates.
- ii. The contractor shall be asked to nominate at least two names out of the panel for appointment as his nominee within 30 days from

the dispatch date of the request by The Appointing Authority. The Appointing Authority shall appoint at least one out of them as the sole arbitrator within 30 days from the receipt of the names of the contractor's nominees.

- iii. In cases where the total value of all claims in question added together exceeds Rs. 50,00,000/- (Rupees Fifty Lakh only), the Arbitral Tribunal shall consist of three (3) retired Officers of the Procuring Organisation. For this purpose, The Appointing Authority shall send a panel of at least four (4) names of such Officer(s) empanelled to work as Arbitrators duly indicating their retirement date to the contractor within 60 days from the day when a written and The Appointing Authority receives valid demand for arbitration.
- iv. The contractor shall be asked to nominate at least 2 names out of the panel for appointment as his nominee within 30 days from the dispatch date of the request by The Appointing Authority. The Appointing Authority shall appoint at least one out of them as the contractor's nominee. It shall also simultaneously appoint the balance number of arbitrators either from the panel or outside the panel, duly indicating the 'Presiding Arbitrator' from amongst the 3 arbitrators so appointed, within 30 days from the receipt of the names of Contractor's nominees.
- v. If the contractor does not suggest his nominees for the arbitral tribunal within the prescribed timeframe, The Appointing Authority shall proceed for appointment of the arbitral tribunal within 30 days of the expiry of such time provided to the contractor.

5) Failure to appoint Arbitrators.

If The Appointing Authority fails to appoint an arbitrator within 60 (sixty) days, then subject to the survival of this Arbitration Agreement, in international commercial arbitration, the Supreme Court of India shall designate the arbitral institution for the appointment of arbitrators. In case of national arbitrations, the High Court shall designate arbitral institutions. The Arbitration Council of India must have graded these arbitration institutions. These arbitral institutions must complete the selection process within thirty days of accepting the request for the arbitrator's appointment.

6) The Arbitral Procedure

- i. Effective Date of Entering Reference: The arbitral tribunal shall be deemed to have entered the reference on the date on which the arbitrator(s) have received notice of their appointment. All subsequent time limits shall be counted from such date.

- ii. **Seat and Venue of Arbitration:** The seat of arbitration shall be the place from which the Letter of Award or the contract is issued. The venue of arbitration shall be the same as the seat of arbitration. However, in terms of section 20 of The Arbitration Act, the arbitrator, at his discretion, may determine a venue other than the seat of the arbitration without in any way affecting the legal jurisdictional issues linked to the seat of the arbitration.
- iii. If the Adjudication and/ or Conciliation mechanisms had not been exhausted before such reference to Arbitration, the Arbitrator should ask the aggrieved party to approach designated authority for such mechanisms before the Arbitration proceedings are started.
- iv. The claimant shall submit to the Arbitrator(s) with copies to the respondent his claims stating the facts supporting the claims along with all the relevant documents and the relief or remedy sought against each claim within 30 days from the date of appointment of the Arbitral Tribunal unless otherwise extension has been granted by Arbitral Tribunal.
- v. On receipt of such claims, the respondent shall submit its defence statement and counter claim(s), if any, within 60 days of receipt of the copy of claims, unless otherwise extension has been granted by Arbitral Tribunal.
- vi. No new claim shall be added during proceedings by either party. However, a party may amend or supplement the original claim or defence thereof during arbitration proceedings subject to acceptance by the Tribunal having due regard to the delay in making it.
- vii. Statement of claims, counterclaims and defence shall be completed within six months from the effective reference date.
- viii. **Oral arguments to be held on a day-to-day basis:** Oral arguments as far as possible shall be heard by the arbitral tribunal on a day-to-day basis, and no adjournments shall be granted without sufficient cause. The arbitrator (s) may impose an exemplary cost on the party seeking adjournment without sufficient cause.
- ix. **Award within 12 (twelve) months:** The arbitral tribunal is statutorily bound to deliver an award within 12 (twelve) months from the date when the arbitral tribunal enters reference. The award can be delayed by a maximum of six months only under exceptional circumstances where all parties consent to such extension of time. The court's approval shall be required for further extension if the award is not made out within such an

extended period. During the period of an application for extension of time is awaiting before the court, the arbitrator's proceedings shall continue until the disposal of the application.

- x. **Fast Track Procedure:** The parties to arbitration may choose to opt for a fast-track procedure either before or after the commencement of the arbitration. The award in fast-track arbitration is to be made out within six months, and the arbitral tribunal shall be entitled to additional fees. The salient features of the fast-track arbitration are:
 - (a) The dispute is to be decided based on written pleadings only.
 - (b) Arbitral Tribunal shall have the power to call for clarifications in addition to the written pleadings where it deems necessary.
 - (c) An oral hearing may be held only if all the parties request or the arbitral tribunal considers it necessary.
 - (d) The parties are free to decide the fees of the arbitrator(s) for fast-track procedure.
- xi. **Powers of Arbitral Tribunal to grant Interim Relief:** The parties to arbitration may approach the arbitral tribunal for seeking interim relief on the grounds available under section 9 of the Act. The tribunal has the powers of a court while making interim awards in the proceedings before it.
- xii. **Confidentiality:** As provided in Section 42A of The Arbitration Act, all the details and particulars of the arbitration proceedings shall be kept confidential, except in certain situations like if the disclosure is necessary for the implementation or execution of the arbitral award.
- xiii. **Obligation During Pendency of Arbitration:** Performance of the contract shall, unless otherwise directed by the Procuring Entity, continue during the arbitration proceedings, and no payment due or payable by the Procuring Entity shall be withheld on account of such proceedings, provided; however, it shall be open for Arbitral Tribunal to consider and decide whether or not the performance of the contract or payment therein should continue during arbitration proceedings.

7) The Arbitral Award

- i. In the case of the Tribunal, comprising of three members, any ruling on award shall be made by a majority of members of the Tribunal. In the absence of such a majority, the views of the Presiding Arbitrator shall prevail.

- ii. The arbitral award shall state item-wise the sum and reasons upon which it is based. The analysis and reasons shall be detailed enough so that the award can be inferred from it.
- iii. It is further a term of this arbitration agreement that where the arbitral award is for the payment of money, no interest shall be payable on whole or any part of the money for any period till the date on which the award is made in terms of Section 31 (7) (a) of The Arbitration Act.
- iv. The award of the arbitrator shall be final and binding on the parties to this contract.
- v. A party may apply for corrections of any computational errors, typographical or clerical errors, or any other error of similar nature occurring in the award or interpretation of a specific point of the award to the Tribunal within 60 days of receipt of the award.
- vi. A party may apply to the Tribunal within 60 days of receiving the award to make an additional award as to claims presented in the arbitral proceedings but omitted from the arbitral award.

8) Savings

The Arbitral Tribunal shall decide any matter related to Arbitration not covered under this Arbitration Agreement as per the provisions of The Arbitration Act.

9) Cost of Arbitration and fees of the Arbitrator(s)

- a) The concerned parties shall bear the cost of arbitration in terms of section 31 (A) of the Arbitration Act. The cost shall inter-alia include fees of the Arbitrator. Further, the fees payable to the Arbitrator shall be governed by instructions issued on the subject by the Procuring Entity and/ or the Government from time to time, in line with the Arbitration and Conciliation Act, irrespective of the fact whether the Arbitrator is appointed by the Procuring Entity or the Government under this clause or by any court of law unless directed explicitly by Hon'ble court otherwise on the matter. A sole arbitrator shall be entitled to a 25% extra fee over such a prescribed fee.
- b) The arbitrator shall be entitled to a 50 percent extra fee if the award is made within 6 months in terms of provisions contained in section 29(A) (2) of The Arbitration Act.
- c) Besides the above, Arbitrator shall also be entitled to this extra fee in cases where Fast Track Procedure in terms of section 29 (B) of The Arbitration Act is followed.

34.21 Defaults, Breaches, Termination, and closure of Contract

34.21.1 Termination due to Breach, Default, and Insolvency

i. In case the contractor undergoes insolvency or receivership; neglects or defaults, or expresses inability or disinclination to honour his obligations relating to the performance of the contract or ethical standards or any other obligation that substantively affects the Procuring Entity's rights and benefits under the contract, it shall be treated as a breach of Contract. Such defaults could include inter-alia:

- (a) Default in Performance and Obligations: if the contractor fails to deliver Comprehensive Centralised maintenance of the X-ray Baggage Inspection Systems or fails to perform any other contractual obligations (including Code of Integrity or obligation to maintain eligibility and Qualifications based on which contract was awarded) within the period stipulated in the contract or within any extension thereof granted by the Procuring Entity.
- (b) Insolvency: If the contractor being an individual or if a firm, any partner thereof, shall at any time, be adjudged insolvent or shall have a receiving order or order for the administration of his estate made against him or shall take any proceeding for composition under any Insolvency Act for the time being in force or make any conveyance or assignment of his effects or enter into any assignment or composition with his creditors or suspend payment or if the firm be dissolved under the Partnership Act, or
- (c) Liquidation: if the contractor is a company being wound up voluntarily or by order of a Court or a Receiver, Liquidator or Manager on behalf of the Debenture-holders is appointed, or circumstances shall have arisen which entitle the Court or Debenture-holders to appoint a Receiver, Liquidator or Manager

ii. Notice for Default: As soon as a breach of contract is noticed, a show-cause 'Notice of Default' shall be issued to the contractor, giving two weeks' notice, reserving the right to invoke contractual remedies. After such a show-cause notice, all payments to the contractor would be temporarily withheld to safeguard needed recoveries that may become due on invoking contractual remedies.

iii. Terminations for Default:

- (a) Notice for Termination for Default: In the event of unsatisfactory resolution of 'Notice of Default' within two weeks of its issue as per sub-clause above, the Procuring Entity, if so decided, shall by written Notice of Termination for Default sent to the contractor, terminate the contract in whole or in part, without compensation to the contractor.

- (b) Such termination shall not prejudice or affect the rights and remedies, including under sub-clause below, which have accrued and/ or shall accrue to the Procuring Entity after that.
- (c) Unless otherwise instructed by the Procuring Entity, the contractor shall continue to perform the contract to the extent not terminated.
- (d) All warranty obligations, if any, shall continue to survive despite the termination.

iv. Contractual Remedies for Breaches/Defaults or Termination for Default: If there is an unsatisfactory resolution within this period, the Procuring Entity shall take one; or more of the following contractual remedies: -

- (a) Temporary withhold payments due to the contractor till recoveries due to invocation of other contractual remedies are complete.
- (b) Call back advances of payment, if any, with the levy of interest at the prevailing rate (MIBID – Mumbai Interbank Bid Rate).
- (c) Recover liquidated damages/ deductions and invoke denial clause for delays.
- (d) Encash and/ or Forfeit performance or other contractual securities.
- (e) Prefer claims against insurances, if any.

- (f) Terminate contract for default, fully or partially including its right for Risk-and-Cost Procurement as per following sub-clause.
- (g) Risk and Cost Procurement: In addition to termination for default, the Procuring Entity shall be entitled, and it shall be lawful on his part, to procure CCAM of X-ray Baggage Inspection Systems similar to those terminated, with such terms and conditions and in such manner as it deems fit at the “Risk and Cost” of the contractor. Such ‘Risk and Cost Procurement’ must be contracted preferably within six months from the breach of Contract. The Contractor shall be liable for any loss which the Procuring Entity may sustain on that account provided the procurement, or, if there is an agreement to procure, such agreement is made. The Contractor shall not be entitled to any gain on such procurement, and the manner and method of such procurement shall be in the entire discretion of the Procuring Entity. It shall not be necessary for the Procuring Entity to notify the contractor of such procurement. It shall, however, be at the discretion of the Procuring Entity to collect or not the security deposit from the firm/ firms on whom the contract is placed at the risk and cost of the defaulted firm.

Note: Regarding the CCAM of X-ray Baggage Inspection Systems which are not readily available in the market and where procurement

difficulties are experienced, the period for making risk procurement may be nine months instead of six months provided above.

- (h) Initiate proceedings in a court of law for the transgression of the law, tort, and loss, not addressable by the above means.

34.21.2 Termination for Default/ Convenience of Procuring Entity and Frustration

1) Notice for Determination of Contract

- (a) The Procuring Entity reserves the right to terminate the contract, in whole or in part for its (the Procuring Entity's) convenience or frustration of contract as per sub-clause below, by serving written 'Notice for Determination of Contract' on the contractor at any time during the currency of the contract. The notice shall specify that the termination is for the convenience of the Procuring Entity or the frustration of the contract. The notice shall also indicate inter-alia, the extent to which the contractor's performance under the contract is terminated, and the date with effect from which such termination shall become effective.
- (b) Such termination shall not prejudice or affect the rights and remedies accrued and/ or shall accrue after that to the Parties.
- (c) Unless otherwise instructed by the Procuring Entity, the contractor shall continue to perform the contract to the extent not terminated.
- (d) All warranty obligations, if any, shall continue to survive despite the termination.

2) Frustration of Contract

- (a) Notice of Frustration Event: Upon a supervening cause occurring after the effective date of the contract, including a change in law, beyond the control of either party whether as a result of the Force Majeure clause or within the scope of section 56 of the Indian Contract Act, 1872, that makes it impossible to perform the contract within a reasonable timeframe, the affected party shall give a 'Notice of Frustration Event' to the other party giving justification. The parties shall use reasonable efforts to agree to amend the contract, as may be necessary to complete its performance. However, if the parties cannot reach a mutual agreement within 60 days of the initial notice, the Procuring Entity shall issue a 'Notice for Determining the contract' and terminate the contract due to its frustration as in the sub-clause above.
- (b) However, the following shall not be considered as such a supervening cause.

- i. Lack of commercial feasibility or viability or profitability or availability of funds
- ii. if caused by either party's breach of its obligations under this Contract or failure to act in good faith or use commercially reasonable due diligence to prevent such an event.

34.21.3 No Claim Certificate and Release of Contract Securities

After mutual reconciliations of outstanding payments, the contractor shall submit a 'No-claim certificate' to the Procuring Entity requesting the release of its contractual securities, if any. The Procuring Entity shall release the contractual securities without any interest if no outstanding obligation or payments are due from the contractor. The contractor shall not be entitled to make any claim whatsoever against the Procuring Entity under or arising out of this Contract, nor shall the Procuring Entity entertain or consider any such claim, if made by the contractor, after he shall have signed a "No Claim" Certificate (Format 1.3) in favour of the Procuring Entity. The Contractor shall be debarred from disputing the correctness of the items covered by the "No Claim" Certificate or demanding a clearance to arbitration in respect thereof.

34.21.4 Closure of Contract

The contract shall stand closed upon

- (a) successful performance of all obligations by both parties, including completion of all obligations and final payment.
- (b) termination and settlements after that, if any.

34.22 Code of Integrity in Public Procurement; Misdemeanours and Penalties

34.22.1 Code of Integrity

Procuring authorities as well as bidders, suppliers, contractors, and consultants – should observe the highest standard of ethics and should not indulge in following prohibited practices, either directly or indirectly, at any stage during the Tender Process or during the execution of resultant contracts:

- (a) "Corrupt practice" – making offer, solicitation or acceptance of a bribe, reward or gift or any material benefit, in exchange for an unfair advantage in the Tender Process or to otherwise influence the Tender Process;
- (b) "Fraudulent practice" - any omission or misrepresentation that may mislead or attempt to mislead so that financial or other benefits may

be obtained or an obligation avoided. Such practices include a false declaration or false information for participation in a tender process or to secure a contract or in the execution of the contract;

- (c) “Anti-competitive practice” - any collusion, bid-rigging or anti-competitive arrangement, or any other practice coming under the purview of the Competition Act, 2002, between two or more bidders, with or without the knowledge of the Procuring Entity, that may impair the transparency, fairness, and the progress of the Tender Process or to establish bid prices at artificial, non-competitive levels;
- (d) “Coercive practice” - harming or threatening to harm persons or their property to influence their participation in the Tender Process or affect the execution of a contract;
- (e) “Conflict of interest” –participation by a bidding firm or any of its affiliates who are either involved in the Consultancy Contract to which this procurement is linked; or if they are part of more than one bid in the procurement; or if their personnel have a relationship or financial or business transactions with any official of procuring entity who are directly or indirectly related to tender or execution process of contract; or improper use of information obtained by the (prospective) bidder from the Procuring Entity with an intent to gain unfair advantage in the Tender Process or for personal gain;
- (f) “Obstructive practice” - materially impede procuring entity’s investigation into allegations of one or more of the above mentioned prohibited practices either by deliberately destroying, falsifying, altering; or by concealing of evidence material to the investigation; or by making false statements to investigators and/ or by coercive practices mentioned above, to prevent it from disclosing its knowledge of matters relevant to the investigation or from pursuing the investigation; or by impeding the Procuring Entity’s rights of audit or access to information;

34.22.2 Obligations for Proactive Disclosures:

- i. Procuring authorities, bidders, suppliers and contractors are obliged under this Code of Integrity to *suo-moto* proactively declare any conflict of interest (coming under the definition mentioned above - pre-existing or as and as soon as these arise at any stage) in any Tender Process or execution of the contract. Failure to do so shall amount to a violation of this code of integrity.
- ii. Any bidder must declare, whether asked or not in a bid-document, any previous transgressions of such code of integrity during the last three years or of being under any category of debarment by the Central Government or by the Ministry/ Department of the Procuring

Organisation from participation in Tender Processes. Failure to do so shall amount to a violation of this code of integrity.

34.22.3 Misdemeanours and Penalties

The following shall be considered misdemeanours - if a bidder/ contractor either directly or indirectly, at any stage during the Tender Process or during the execution of resultant contracts, commits any of the following misdemeanours:

I.

- (a) violates the code of Integrity or the Integrity Pact if included in the Tender/ Contract;
- (b) any other misdemeanour, e.g., supply of sub-standard quality of material/ services/ work or non-performance or abandonment of contract or failure to abide by 'Bid Securing Declaration'.

II.

- (a) has been convicted of an offence:
 - (i) under the Prevention of Corruption Act, 1988; or
 - (ii) the Indian Penal Code or any other law for the time being in force for causing any loss of life or property or causing a threat to public health as part of the execution of a public procurement contract.
- (b) is determined by the Government of India to have doubtful loyalty to the country or national security consideration
- (c) Employs a government servant, who has been dismissed or removed on account of corruption or employs a non-official convicted for an offence involving corruption or abetment of such an offence, in a position where he could corrupt government servants or employs a government officer within one year of his retirement, who has had business dealings with him in an official capacity before retirement.

34.22.4 Penalties for Misdemeanours

Without prejudice to and in addition to the rights of the Procuring Entity to other remedies as per the Tender-documents or the contract, if the Procuring Entity concludes that a (prospective) bidder/ contractor directly or through an agent has committed a misdemeanour in competing for the tender or in executing a contract, the Procuring Entity shall be entitled, and it shall be lawful on his part to take appropriate measures, including the following:

- a) if his bids are under consideration in any procurement

- i) Encashment/forfeiture of the Bid Security or enforcement of Bid Securing Declaration (in lieu of forfeiture of the Bid Security) as applicable,
- ii) calling off of any pre-contract negotiations,
- iii) rejection and exclusion of Bidder from the Tender Process
- b) if a contract has already been awarded
 - i) Termination of Contract for Default and availing all remedies prescribed thereunder;
 - ii) Encashment and/ or Forfeiture of any contractual security or bond relating to the procurement;
 - iii) Recovery of payments including advance payments, if any, made by the Procuring Entity along with interest thereon at the prevailing rate (MIBID - Mumbai Interbank Bid Rate);

34.22.5 Remedies in addition to the above:

- 1) In addition to the above penalties, the Procuring Entity shall be entitled, and it shall be lawful on his part to:
 - a. File information against Bidder or any of its successors, with the Competition Commission of India for further processing, in case of anti-competitive practices;
 - b. Initiate proceedings in a court of law against Bidder or any of its successors, under the Prevention of Corruption Act, 1988 or the Indian Penal Code or any other law for transgression not addressable by other remedies listed in this sub-clause.
 - c. Remove Bidder or any of its successors from the list of registered suppliers for a period not exceeding two years. Suppliers removed from the list of registered vendors or their related entities may be allowed to apply afresh for registration after the expiry of the period of removal.
 - d. Initiation of suitable disciplinary or criminal proceedings against any individual or staff found responsible.
 - e. Debar, a bidder/ contractor from participation in future procurements without prejudice to Procuring Entity's legal rights and remedies. Debarment shall automatically extend to all the allied firms of the debarred firm.
- 2) A Ministry/ Department (or any of its CPSUs, attached offices, autonomous bodies) may debar a bidder or any of its successors from participating in any Tender Process undertaken by all its procuring entities for a period not exceeding two years commencing from the date of debarment for misdemeanours.
- 3) Central Government (Department of Expenditure (DoE), Ministry of Finance) may debar a bidder or any of its successors from

participating in any Tender Process undertaken by all its procuring entities for a period not exceeding three years commencing from the date of debarment for misdemeanours.

Section II: Schedule of Requirements

Note for Bidders: Regarding this Schedule, Bidders must upload: 'Schedule of Requirements - Confirmation/ Deviation' with their Technical bid.

Bid Title		Centralised Comprehensive Annual Maintenance (CCAM) of XBIS			
GeM Bid No. & Date					
Minimum Local Content (%)	Description of supply	Quantity / unit	Scope of work	Delivery Requirements	Place of Annual Maintenance
1	2	3	4	5	6
50 %	Centralised Comprehensive Annual Maintenance (CCAM) of 75 X-ray Baggage Inspection Systems including inspection visits, Preventive Maintenance, on call maintenance and training Model- RAP 06 Series DV machines of Category I (620DV),	75 / number	Scope of supply includes all requirement s in this tender document under various headings.(not being reproduced here for the	CCAM for 3 years further extendable up to 2 years, only if the performance of X-ray Baggage Inspection Systems during the preceding years of CCAMC is	CCAM is to be provided at the locations where X-ray Baggage Inspection Systems are installed (including re-located place) as applicable.

	<p>Category II (627DV), Category III (628DV) & Category IV (632DV)</p>	<p>sake of brevity). The CCAM is to be provided at the locations where X-ray Baggage Inspection Systems are installed (including re-located place) on as is where is basis.</p>	<p>assessed to be satisfactory by the Procuring Entity</p>	
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- General Background of requirements: 75 X-ray Baggage Inspection Systems (Model – RAP 6 Series DV Category I (620DV), Category II (627DV), Category III (628DV) & Category IV (632DV) machines procured from M/s Rapiscan Systems Pte Ltd, Singapore were installed at various locations under User Commissionerates of CBIC, as per Annexure-I, during 2016-17 and are under CCAMC up to 05.10.2024.
- In addition to above, *any other requirement* covered elsewhere in this Tender Document is also to be complied with by the Bidder.

BIDDING FORMS

Form 1: Bid Form (Covering Letter)

(Note: To be submitted as part of Technical bid, along with supporting documents, if any)

(On Bidder's Letter-head)

(Strike out alternative phrases not relevant to you)

Bidder's Name_____

[Address and Contact Details]

Bidder's Reference No._____ Date.....

To

The President of India, through
The Principal Commissioner
Directorate of Logistics, Customs and Indirect Taxes,
4th Floor, 'A' Wing, Lok Nayak Bhawan,
Khan Market, New Delhi 110 003

Ref: Your GeM Bid No. & Date

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of 75 X-ray Baggage Inspection Systems.

Sir

Having examined the above mentioned Tender/bid Document, we, the undersigned, hereby submit/ upload our Techno-commercial and Financial bid (Price Schedule) for the supply of Centralised Comprehensive Annual Maintenance of 75 X-ray Baggage Inspection Systems Model – RAP 6 Series DV machines and incidental Works/ Services in conformity with the said Tender Documents.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

(a) Our Credentials:

We are submitting this bid: -

on our behalf, and there are no agents/ dealers involved in this tender, and hence no agency agreement or payments/ commissions/ gratuity is involved. Our company law and taxation regulatory requirements and authorization for signatories and related documents are submitted in **Form 2** (Bidder Information).

(b) We confirm that we don't have any conflict of interest as stipulated in this bid document. We shall be duty bound to proactively inform you of any change in our compliance with conflict-of-interest stipulation as soon as it occurs.

(c) Our Eligibility and Qualifications to participate

We comply with all the eligibility criteria stipulated in this Tender Document, and the relevant declarations are made along with the documents. We fully meet the qualification criteria stipulated in this Tender Document.

We hereby confirm that the particulars given for Eligibility and Qualifications are factually correct and nothing is concealed and undertake to advise any future changes to the above details. We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties as mentioned in this Tender Document.

(d) We offer to supply the subject CCAM of requisite quality and within Delivery Schedules in conformity with the Tender Document.

(e) Prices:

We hereby offer to perform the Services at our lowest prices and rates mentioned in the separately uploaded Price-Schedule. It is hereby confirmed that the prices quoted therein by us are:

- (i) based on terms of delivery and delivery schedule confirmed by us; and
- (ii) Cost break-up of the quoted cost, showing inter-alia costs (including taxes and duties thereon) of all the included incidental Goods/ Works considered necessary to make the proposal self-contained and complete, has been indicated therein, and
- (iii) based on the terms and mode of payment as stipulated in the Tender Document. We have understood that if we quote any deviation to terms and mode of payment, our bid is liable to be rejected as nonresponsive, and
- (iv) have been arrived at independently, without restricting competition, any consultation, communication or agreement with any other bidder or competitor relating to:
 - a) those prices; or
 - b) the intention to submit an offer; or
 - c) the methods or factors used to calculate the prices offered.
- (v) have neither been nor shall be knowingly disclosed by us, directly or indirectly, to any other bidder or competitor before bid opening or contract award unless otherwise required by law.

(f) Affirmation to terms and conditions of the Tender Document:

We have understood the complete terms and conditions of the Tender Document. We accept and comply with these terms and conditions without reservations. We also explicitly confirm acceptance of the Arbitration Agreement as given in the Tender Document.

(g) Bid Security (EMD) or Bid Security Declaration

We have submitted Bid Security (EMD) or the Bid Securing Declaration (BSD, in lieu of Bid Security).

(h) Abiding by the Bid Validity

We agree to keep our bid valid for acceptance for a period up to **180** days, as required in the Tender Document or for a subsequently extended period, if any, agreed to by us and are aware of penalties in this regard stipulated in the Tender Document in case we fail to do so.

(i) Non-tempering of Downloaded Tender Document and Uploaded Scanned Copies

We confirm that we have not changed/ edited the contents of the downloaded Tender Document. We realise that any such change noticed at any stage, including after the contract award, shall be liable to punitive action in this regard stipulated in the Tender Document. We also confirm that scanned copies of documents/ affidavits/ undertakings uploaded along with our Technical bid are valid, true, and correct to the best of our knowledge and belief. If any dispute arises related to the validity and truthfulness of such documents/ affidavits/ undertakings, we shall be responsible for the same. Upon accepting our Financial bid, we undertake to submit for scrutiny, on-demand by the Procuring Entity, originals, and self-certified copies of all such certificates, documents, affidavits/ undertakings.

(j) A Binding Contract/ Letter of Award (LoA):

We further confirm that, if our bid is accepted, all such terms and conditions shall continue to be acceptable and applicable to the resultant contract/LoA and the same shall be binding on us.

(k) Performance Guarantee and Signing the contract

We further confirm that, if our bid is accepted, we shall provide you with performance security of the required amount stipulated in the Tender Document for the due performance of the contract. We are fully aware that in the event of our failure to deposit the required security amount and/ or failure to execute the agreement, the Procuring Entity has the right to avail

any or all punitive actions laid down in this regard, stipulated in the Tender Document.

(I) Rights of the Procuring Entity to Reject bid(s):

We further understand that you are not bound to accept the lowest or any bid you may receive against your above-referred Tender Document.

.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of

[Name & address of Bidder and seal of company]

Form 2: Bidder Information

(Note: **To be uploaded as part of Technical bid**)

(On Company Letter-head)

(Along with supporting documents, if any)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

GeM bid No. and date _____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of 75 X-ray Baggage Inspection Systems.

Note: Bidder shall fill in this Form following the instructions indicated below. No alterations to its format shall be permitted, and no substitutions shall be accepted. Bidder shall enclose certified copies of the documentary proof/ evidence to substantiate the corresponding statement wherever necessary and applicable. Bidder's wrong or misleading information shall be treated as a violation of the Code of Integrity. Such Bids shall be liable to be rejected as nonresponsive, in addition to other punitive actions provided for such misdemeanours in the Tender Document.

(Please tick appropriate boxes or strike out sentences/ phrases not applicable to you)

1. Bidder/ Contractor particulars:

- a. Name of the Company:.....
- b. Corporate Identity No. (CIN):
- c. Registration, if any, with The Procuring Entity:
- d. Place of Registration/ Principal place of business/ manufacture
.....
- e. Complete Postal Address:
- f. Pin code/ ZIP code:
- g. Telephone nos. (with country/ area codes):
- h. Mobile Nos.: (with country/ area codes):
- i. Contact persons/ Designation:
- j. Email IDs:

Submit documents: A self-certified copy of registration certificate – in case of a partnership firm – Deed of Partnership; in case of Company – Notarized and certified copy of its Registration; and in case of Society – its Byelaws and registration certificate of the firm.

2. Taxation Registrations:

- k. PAN number:
- l. Type of GST Registration as per the Act (Normal Taxpayer, Composition, Casual Taxable Person, SEZ, etc.):

We solemnly declare that our GST rating on the GST portal/ Govt. official website is not negative/ blacklisted.

Documents to be submitted: Self-attested Copies of PAN card and GSTIN Registration.

3. Bidder's Authorized Representative Information

- (a) Full Name: _____
- (b) Designation: _____
- (c) Signing as: _____
- (d) Address: _____
- (e) Telephone/ Mobile numbers: _____
- (f) Email Address: _____

Documents to be submitted: Registration Certificate/ Memorandum of Association/ Partnership Agreement/ Power of Attorney/ Board Resolution

(Signature with date)

.....
(Name and designation)

Duly authorized to sign bid for and on behalf of

[Name & address of Bidder and seal of company]

Form 3: SelfDeclarationforLocalContent

(Note: **To be uploaded as part of Technical bid**)

DeclarationforLocalContent

This declaration has been made in reference to GeM Bid No. _____ and Date _____; Bid title: Centralised Comprehensive Annual Maintenance (CCAM) of 75 X-ray Baggage Inspection Systems.

1. We

_____[nameofsupplier] hereby confirm in respect of supply of Centralised Comprehensive Annual Maintenance (CCAM) of 75 X-ray Baggage Inspection Systems that details of local content and location(s) at which value addition is made by the OEM are as follows:

Local Content %age: _____

Location(s) of value addition: _____

Therefore, we _____ [nameofsupplier] qualify for the following category of the supplier (Please strike out options not applicable to OEM):

- Class-I Local Supplier/
- Class-II Local Supplier/
- Non-Local Supplier.

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of

[Name & address of Bidder and seal of company]

Note:

- 1) The Self-Declaration Form should be submitted on Letter Head.
- 2) Before completing this declaration, bidders must study the General Conditions, Definitions, Govt. Directives applicable in respect of Local Content & prescribed tender conditions.

Form 4: Performance Statement

Statement of Supplies During Last Three Years and Outstanding Current Orders

(Note: **To be uploaded as part of Technical bid**)

(on Company Letter-head)

Bidder's Name_____

[Address and Contact Details]

Bidder's Reference No._____ Date.....

Ref: GeM Bid No. & Date

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of 75 X-ray Baggage Inspection Systems

Note to Bidders: Fill up this Form your past performance highlighting their qualification to supply relevant CCAM of similar goods. Statements and Documents to the Performance Statement may be mentioned/ attached here. The list below is indicative only. You may attach more documents as required to showcase your past performance. Add additional details not covered elsewhere in your bid in this regard.

Order issued by	Order No. & Date	Quantity of similar goods and period for which Annual Maintenance ordered	Quantity of similar goods and period for which Annual Maintenance supplied	Price at which supplied (yearly per unit)	The total value of the order	Status as on date

.....

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of

.....

.....

[Name & address of Bidder and seal of company]

Documents to be submitted: Performance records/ contracts

Form 5: Bid Security Declaration

Note: To be uploaded as part of Technical bid, along with supporting documents, if applicable.

Bidders exempted from submission of bid security are required to submit this declaration.

Bid Security Declaration

(On Company Letter-head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____ Date.....

To

The President of India, through
The Principal Commissioner
Directorate of Logistics, Customs and Indirect Taxes,
4th Floor, 'A' Wing, Lok Nayak Bhawan,
Khan Market, New Delhi 110511

Ref: GeM Bid No. and Date _____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of 75
X-ray Baggage Inspection Systems

Sir

We, the undersigned, solemnly declare that:

We understand that according to the conditions of this Tender Document, the bid must be supported by a Bid Security Declaration in lieu of Bid Security.

We unconditionally accept the conditions of this Bid Security Declaration. We understand that we shall stand automatically suspended from being eligible for bidding in any tender in Procuring Organisation for 2 years from the date of opening of this bid if we breach our obligation(s) under the tender conditions if we:

- a) withdraw/ amend/ impair/ derogate, in any respect, from our bid, within the bid validity; or
- b) being notified within the bid validity of the acceptance of our bid by the Procuring Entity:
 - (i) refused to or failed to produce the original documents for scrutiny or the required Performance Security within the stipulated time under the conditions of the Tender Document.

(ii) fail or refuse to sign the contract.

We know that this bid-Security Declaration shall expire if the contract is not awarded to us, upon:

- a) receipt by us of your notification
- b) of cancellation of the entire tender process or rejection of all bids or
- c) of the name of the successful bidder or
- d) forty-five days after the expiration of the bid validity or any extension to it.

(Signature with date)

.....

(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[Name & address of Bidder and seal of company]

Dated on day of [insert date of signing]

Place.....[insert place of signing]

DA:.....

Form 6: Integrity Pact

(To be signed on Plain Paper)

(Note: **To be uploaded as part of Technical bid**)

Integrity Pact for GeM Bid No and date _____

This Agreement (hereinafter called the Integrity Pact) is made on _____ day of the month of _____ 202_____ at _____, India.

BETWEEN

The Principal Commissioner, Directorate of Logistics on behalf of President of India (hereinafter called the “The Principal”, which expression shall mean and include unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/ s. _____ (hereinafter called the “The Bidder/ Contractor” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

PREAMBLE

‘The Principal’ intends to award, under laid down organizational procedures, contract/ s for _____, ‘The Principal’ values full compliance with all relevant laws of the land, rules, regulations, economic use of resources and of fairness/ transparency in its relations with its Bidder(s) and/ or Contractor(s).

In order to achieve these goals, the Principal shall appoint Independent External Monitors (IEMs) who shall monitor the tender process and the execution of the contract for compliance with the principles mentioned above.

Section 1 - Commitments of the ‘The Principal’

‘The Principal’ commits itself to take all measures necessary to prevent corruption and to observe the following principles: -

(i) No employee of the Principal, personally or through family members, shall in connection with the tender for, or the execution of a contract, demand, take a promise for or accept, for self or third person, any material or immaterial benefit which the person is not legally entitled to.

(ii) The Principal shall, during the tender process, treat all Bidder(s) with equity and reason. The Principal shall in particular, before and during the tender process, provide to all Bidder(s) the same information and shall

not provide to any Bidder(s) confidential/ additional information through which the Bidder(s) could obtain an advantage in relation to the tender process or the contract execution.

(iii) The Principal shall exclude from the process all known prejudiced persons.

(iv) If the Principal obtains information on the conduct of any of its employees, which is a criminal offence under the IPC/ PC Act, or if there be a substantive suspicion in this regard, the Principal shall inform the Chief Vigilance Officer and, in addition, can initiate disciplinary actions.

Section 2 - Commitments of the 'Bidder/ Contractor'

The 'Bidder/ Contractor' commit themselves to take all measures necessary to prevent corruption. The 'Bidder/ Contractor' commit themselves to observe the following principles during participation in the tender process and during the contract execution.

a. The 'Bidder/ Contractor' shall not, directly or through any other person or firm, offer, promise, or give to any of the Principal's employees involved in the tender process or the execution of the contract or to any third person any material or other benefit which he is not legally entitled to, in order to obtain in exchange any advantage of any kind whatsoever during the tender process or during the execution of the contract.

b. The 'Bidder/ Contractor' shall not enter with other Bidders into any undisclosed agreement or understanding, whether formal or informal. This applies in particular to prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelisation in the tender process.

c. The 'Bidder/ Contractor' shall not commit any offence under the relevant IPC/ PC Act; further, the 'Bidder/ Contractor' shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information or document provided by the Principal as part of the business relationship, regarding plans, technical proposals, and business details, including information contained or transmitted electronically.

d. The 'Bidder/ Contractor' of foreign origin shall disclose the name and address of the Agents/ representatives in India if any. Similarly, the Bidder/ Contractors of Indian Nationality shall furnish the name and address of the foreign principals, if any. Further details as mentioned in the "Guidelines on Indian Agents of Foreign Suppliers" shall be disclosed by the Bidder/ Contractor. Further, as mentioned in the Guidelines, all the payments made to the Indian agent/ representative have to be in Indian Rupees only. Copy of the "Guidelines on Indian Agents of Foreign Suppliers" is placed in Appendix to this agreement.

e. The 'Bidder/ Contractor' shall, when presenting their bid, disclose any and all payments made, is committed to, or intends to make to agents,

brokers, or any other intermediaries in connection with the award of the contract.

f. Bidder/ Contractor who have signed the Integrity Pact shall not approach the Courts while representing the matter to IEMs and shall wait for their decision in the matter

g. The 'Bidder/ Contractor' shall not instigate third persons to commit offences outlined above or be an accessory to such offences.

Section 3 - Disqualification from tender process and exclusion from future contracts

If the 'Bidder/ Contractor', before award or during execution, has committed a transgression through a violation of Section 2 above or in any other form such as to put their reliability or credibility in question, the Principal is entitled to disqualify the 'Bidder/ Contractor' from the tender process or take action as per the procedure mentioned in the "Guidelines on Banning of business dealings".

Section 4 - Compensation for Damages

- a) If the Principal has disqualified the 'Bidder/ Contractor' from the tender process prior to the award according to Section 3, the Principal is entitled to demand and recover from 'Bidder/ Contractor' the damages equivalent to Earnest Money Deposit/ Bid Security.
- b) If the Principal has terminated the contract according to Section 3, or if the Principal is entitled to terminate the contract according to Section 3, the Principal shall be entitled to demand and recover from the contractor liquidated damages of the contract value or the amount equivalent to Performance Bank Guarantee.

Section 5 - Previous transgression

- a) Bidder declares that no previous transgressions occurred in the last three years with any other Company in any country conforming to the anti-corruption approach or with any Public Sector Enterprise in India that could justify his exclusion from the tender process.
- b) If Bidder makes an incorrect statement on this subject, he can be disqualified from the tender process, or action can be taken as per the procedure mentioned in "Guidelines on Banning of business dealings".

Section 6 - Equal treatment of all Bidders/ Contractors/ Subcontractors

- a) In the case of Sub-contracting, the Principal Contractor shall take responsibility for the adoption of the Integrity Pact by the Sub-contractor.
- b) The Principal shall enter into agreements with identical conditions as this one with all Bidders and Contractors.

- c) The Principal shall disqualify from the tender process all bidders who do not sign this Pact or violate its provisions.

Section 7 - Criminal charges against violating Bidder(s)/ Contractor(s)/ Subcontractor(s)

If the Principal obtains knowledge of the conduct of a Bidder, Contractor or Subcontractor, or of an employee or a representative or an associate of a Bidder, Contractor or Subcontractor which constitutes corruption, or if the Principal has substantive suspicion in this regard, the Principal shall inform the same to the Chief Vigilance Officer.

Section 8 - Independent External Monitor

- a) The Principal appoints a competent and credible Independent External Monitor for this Pact after approval by Central Vigilance Commission. The task of the Monitor is to review independently and objectively whether and to what extent the parties comply with the obligations under this agreement.
- b) The Monitor is not subject to instructions by the representatives of the parties and performs his functions neutrally and independently. The Monitor would have access to all Contract documents whenever required. It shall be obligatory for him/ her to treat the information and documents of the Bidders/ Contractors as confidential. He/ she reports to the Head of the Procuring Organisation.
- c) The Bidder(s)/ Contractor(s) accepts that the Monitor has the right to access without restriction to all Project documentation of the Principal, including that provided by the contractor. The Contractor shall also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to their project documentation. The same is applicable to Sub-contractors.
- d) The Monitor is under contractual obligation to treat the information and documents of the Bidder/ Contractor(s)/ Sub-contractor(s) with confidentiality. The Monitor has also signed declarations on 'Non-Disclosure of Confidential Information and of 'Absence of Conflict of Interest'. In case of any conflict of interest arising at a later date, the IEM shall inform the Head of the Procuring Organisation and recuse himself/ herself from that case.
- e) The Principal shall provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the Principal and the contractor. The parties offer the Monitor the option to participate in such meetings.
- f) As soon as the Monitor notices, or believes to have noticed, a violation of this agreement, he shall so inform the Management of the Principal and request the Management to discontinue or take corrective action or to

take other relevant action. The monitor can, in this regard, submit non-binding recommendations. Beyond this, the Monitor has no right to demand from the parties that they act in a specific manner, refrain from action, or tolerate action.

- g) The Monitor shall submit a written report to the Head of the Procuring Organisation within 8 to 10 weeks from the date of reference or intimation to him by the Principal and, should the occasion arise, submit proposals for correcting problematic situations.
- h) If the Monitor has reported to the Head of the Procuring Organisation, a substantiated suspicion of an offence under relevant IPC/ PC Act, and Head of the Procuring Organisation has not, within the reasonable time, taken visible action to proceed against such offence or reported it to the Chief Vigilance Officer, the Monitor may also transmit this information directly to the Central Vigilance Commissioner.
- i) The word 'Monitor' would include both singular and plural.

Section 9 - Pact Duration

This Pact begins when both parties have legally signed it. It expires for the contractor 12 months after the last payment under the contract and for all other Bidders 6 months after the contract has been awarded. Any violation of the same would entail disqualification of the bidders and exclusion from future business dealings.

If any claim is made/ lodged during this time, the same shall be binding and continue to be valid despite the lapse of this pact as specified above unless it is discharged/ determined by the Head of the Procuring Organisation.

Section 10 - Other provisions

- a) This agreement is subject to Indian Law. The place of performance and jurisdiction is the Registered Office of the Principal, i.e., New Delhi.
- b) Changes and supplements, as well as termination notices, need to be made in writing. Side agreements have not been made.
- c) If the contractor is a partnership or a consortium, this agreement must be signed by all partners or consortium members.
- d) Should one or several provisions of this agreement turn out to be invalid, the remainder of this agreement remains valid. In this case, the parties shall strive to come to an agreement with their original intentions.
- e) Issues like Warranty/ Guarantee etc. shall be outside the purview of IEMs.
- f) In the event of any contradiction between the Integrity Pact and its Appendix, the Clause in the Integrity Pact shall prevail.
- g) For and on behalf of the Principal

(Name of the Officer and Designation)

(Office Seal)

For and on behalf of 'Bidder/ Contractor'

(Name of the Officer and Designation)

(Office Seal)

For and on behalf of the Principal

Place

Date

Witness 1:

(Name & Address)

Witness 2:

(Name & Address)

Form 7: Check-List for Bidders

(Note: **To be uploaded as part of Technical bid**)

(on Company Letter-head)

Bidder's Name_____

[Address and Contact Details]

Bidder's Reference No._____ Date.....

Ref: GeM Bid No. & Date

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of 75 X-ray Baggage Inspection Systems

Note to Bidders: *This check-list is merely to help the bidders to prepare their bids, it does not over-ride or modify the requirement of the tender. Bidders must do their own due diligence also.*

Sr	Documents submitted, duly filled, signed	Yes/ No/ NA
1.	Form 1: Bid Form (to serve as covering letter and declarations applicable for both the Techno-commercial bid and Financial bid) along with supporting documents	
2.	Form 2: Bidder Information along with Power of attorney and Registration Certificates etc.	
3.	Self-attested copy of Registration certificates etc. of the bidder	
4.	Self-attested copy of Bidder's PAN	
5.	Self-attested copy of Bidder's GSTIN registration(s)	
6.	Self-attested copy of Bidder's MSME registration	
7.	Self-attested copy of Bidder's Start-up registration/ status	
8.	Bid Security in Format 1.1	
9.	Form 3: Self declaration for Local Content regarding Make in India policy	
10.	Form 4: Performance Statement	
11.	Documents/ contracts supporting the performance statement/ Compliance	
12.	Terms and Conditions - Compliance	

13.	Schedule of Requirements - <i>Confirmation/ Deviation'</i> Compliance	
14.	Documents Attached supporting the compliance to qualification criteria including documents related to experience, turnover etc.	
15.	Relevant documents like technical data, literature, drawings, and other documents, at the option of Bidder	
16.	Form 5: Bid Security Declaration.	
17.	Documents, if any at the option of Bidder, supporting deviation	
18.	Form 6: Duly signed Integrity Pact	
19.	Format 2: Authorization for Attending Pre-bid Conference	
20.	Format 3: Verification Report- compliance	
21.	Format 4: Details w.r.t. Complaint Reporting Centres	
22.	Format 5: Details w.r.t. Maintenance Service Centres	
23.	Format 6: Log Book Format	
24.	Annexure-II: Monthly inspection checklist	
25.	Annexure-III: Preventive maintenance checklist	
26.	Furnished Price Schedule on GeM	
27.	Form 7: Checklist	
28.	Any other requirements if considered relevant by the Bidder	

.....
(Signature with date)

.....
(Name and designation)

Duly authorized to sign bid for and on behalf of.....

[name & address of Bidder and seal of company]

FORMATS

Format 1.1: Bank Guarantee Format for Bid Security/EMD

To

The President of India, through
The Principal Commissioner
Directorate of Logistics, Customs and Indirect Taxes,
4th Floor, 'A' Wing, Lok Nayak Bhawan,
Khan Market, New Delhi 110511

Whereas..... (name and address of the bidder) (hereinafter called "the Bidder") has undertaken, in pursuance of GeM Bid no date..... to offer supply of Comprehensive Centralised Annual Maintenance of 75 X-ray Baggage Inspection Systems Model – RAP 6 Series DV for three years extendable by further two years (hereinafter called "the Bid").

And Whereas you have stipulated it in the said bid that the bidder shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as bid security as per the Bid;

And Whereas we have agreed to give the bidder such a bank guarantee.

Now Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the bidder, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the Bidder to be in default under the bid and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the bidder before presenting us with demand.

We further agree that no change or addition to or other modification of the terms of the bid thereunder or of any of the bid documents which may be made between you and the bidder shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until theday of20.....

Our.....branch at.....*(Name & Address of the*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us at our* branch on or before Dt..... otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of Branch

*Preferably at the headquarters of the authority competent to sanction the expenditure for the procurement of goods or at the concerned district headquarters or the state headquarters.

Format 1.2: Bank Guarantee Format for Performance Security

To

The President of India, through
The Principal Commissioner
Directorate of Logistics, Customs and Indirect Taxes,
4th Floor, 'A' Wing, Lok Nayak Bhawan,
Khan Market, New Delhi 110511

Whereas..... (name and address of the contractor) (hereinafter called "the contractor") has undertaken, in pursuance of contract no date..... to supply Comprehensive Centralised Annual Maintenance of 75 X-ray Baggage Inspection Systems Model – RAP 6 Series DV for three years extendable by further two years (hereinafter called "the contract").

And Whereas you have stipulated it in the said contract that the contractor shall furnish you with a bank guarantee by a Commercial bank for the sum specified therein as security for compliance with its obligations as per the contract;

And Whereas we have agreed to give the contractor such a bank guarantee.

Now Therefore we hereby affirm that we are guarantors and responsible to you, on behalf of the contractor, up to a total of(amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the contractor to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the contractor before presenting us with demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the contractor shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition, or modification.

This guarantee shall be valid until theday of20.....

Our.....branch at.....*(Name & Address of the)*(branch) is liable to pay the guaranteed amount depending on the filing of a claim and any part thereof under this Bank Guarantee only and only if you serve upon us at our* branch a written claim or demand and received by us at our* branch on or before Dt..... otherwise, the bank shall be discharged of all liabilities under this guarantee after that.

(Signature of the authorized officer of the Bank)

.....

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of Branch

*Preferably at the headquarters of the authority competent to sanction the expenditure for the procurement of goods or at the concerned district headquarters or the state headquarters.

Format 1.3: No Claim Certificate

(On company Letter-head)

Contractor's Name _____

[Address and Contact Details]

Contractor's Reference No._____ Date.....

To

The Principal Commissioner

Directorate of Logistics, Customs and Indirect Taxes,
4th Floor, 'A' Wing, Lok Nayak Bhawan,
Khan Market, New Delhi 110511

No Claim Certificate

Sub: Contract Agreement no._____ dated_____ in
reference to GEM Bid No. & Date_____ for the supply of

We have received the sum of Rs. _____/- (Rupees _____ only)
as final settlement due to us for the supply of supply Comprehensive
Centralised Annual Maintenance of 75 X-ray Baggage Inspection Systems
Model – RAP 6 Series DV under the abovementioned contract agreement.

We have received all the amounts payable to us with this payment and have
no outstanding dispute of any description whatsoever regarding the amounts
worked out as payable to us and received by us.

We hereby unconditionally and without any reservation whatsoever, certify
that we shall have no further claim whatsoever, of any description, on any
account, against the Procuring Entity, under contract above. We shall
continue to be bound by the terms and conditions of the contract agreement
regarding its performance.

Yours faithfully,

Signatures of contractor or

Officer authorised to sign the contract documents.

on behalf of the contractor

(Company Seal)

Date: _____

Place: _____

Format 1.4: Certification by Prospective Arbitrators

To

The Principal Commissioner

Directorate of Logistics, Customs and Indirect Taxes,
4th Floor, 'A' Wing, Lok Nayak Bhawan,
Khan Market, New Delhi 110511

Certification by Prospective Arbitrators

1. Name: _____
2. Contact Details: _____
3. I hereby certify that I am retired officer of *[Name of Organisation]* retired as _____ in _____ grade.
4. I have no past or present relationship concerning the subject matter in dispute, whether financial, business, professional or another kind.

Or

I have past or present relationships concerning the subject matter in dispute, whether financial, business, professional or another kind. The list of such interests is as under:-----

5. I have no past or present relationship/ interest financial, business, professional or other, in any of the parties, which may raise justifiable doubts about my independence or impartiality in terms of the Arbitration and Conciliation Act 1996 amended from time to time.

Or

I have past or present relationship/ interest financial, business, professional or other, in any of the parties, which may raise justifiable doubts about my independence or impartiality in terms of the Arbitration and Conciliation Act 1996 as amended from time to time. The details of such relationship or interest are as under:-----

6. There are no concurrent circumstances that are likely to affect my ability to devote sufficient time to the arbitration and finish the entire arbitration within twelve months.

Or

Some circumstances are likely to affect my ability to devote sufficient time to the arbitration and finish the entire arbitration within twelve months. The list of such circumstances is as under:-----

(Signature)

(Name & Designation)

Format 2: Authorization for Attending Pre-bid Conference

(Note: **To be uploaded as part of Technical bid**)

(On Company Official Letter Head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No._____

Date.....

To

The President of India, through
The Principal Commissioner
Directorate of Logistics,
Indirect Taxes and Customs,
4th Floor, 'A' Wing, Lok Nayak Bhawan, Khan Market, New Delhi 110511

Ref: GeM Bid No. & Date_____

Bid title : Centralised Comprehensive Annual Maintenance (**CCAM**) of 75 X-ray
Baggage Inspection Systems

Subject: Authorization for attending Pre-bid Conference on 12.09.2024.

Following representatives are hereby authorized to attend the Pre-bid Conference for
the GeM Bid mentioned above on behalf of _____ (Bidder) in order of preference given
below.

Sr.	Name	Designation in the Bidders firm	Government Photo ID Type/ Number
I.			
II.			

Note:

1. Maximum of two representatives (carrying valid Government photo IDs) shall be permitted to attend the Pre-bid opening. An alternate representative shall be permitted when regular representatives are not able to attend.
2. Permission to enter the hall where the pre-bid conference is conducted may be refused if authorization as prescribed above is not submitted.

Signature of bidder /Bidder firm's authorized officer

Documents on behalf of the bidder

[Name & address of Bidder and seal of company]

Format 3: Verification Report

To

The Principal Commissioner
Directorate of Logistics,
Indirect Taxes and Customs,
4th Floor, 'A' Wing, Lok Nayak Bhawan, Khan Market, New Delhi 110511

Ref: GeM Bid No. & Date _____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of 75 X-ray
Baggage Inspection Systems

Contract No. & Date:

Subject: Centralised Comprehensive Annual Maintenance Contract for the period
from _____ to _____.

VERIFICATION REPORT

This is to certify that.....
(hereinafter referred to as the 'Contractor' also) have satisfactorily maintained the following X-ray Baggage Inspection Systems installed under the jurisdiction of this Commissionerate in terms of the Comprehensive Centralised Annual Maintenance Contract (CCAMC) entered into with them by Directorate of Logistics, New Delhi.

S.No.	Location	Machine Sr. No.	Period of CCAMC	
			From	To
1.				
....				
....				

2. The Contractor has not adhered to the prescribed maximum time limit as mentioned in the Contract for attending to the complaints and making the instruments operational. Therefore, invocation of the penal provisions in respect of the following instances is recommended.

S. No.	Model and Machine SI. No.	Date of registration of complaint	Date of repairs of the Machine	Type of fault i.e. Generator/other	Delay in No. of Days

--	--	--	--	--	--

3.1 The Contractor has not carried out monthly inspection in respect of the following Instruments within the period stipulated i.e. by 15th day of every month. Therefore, invocation of penal provisions in respect of following instruments is recommended:

S. No.	Model & Machine Serial No.	Months during which monthly inspection visit not carried out within the period stipulated i.e. by 15 th day of every month
1.		
....		

3.2 The Contractor has altogether failed to undertake monthly inspection in respect of the following instruments during the month. Therefore, invocation of penal provisions in respect of following instruments is recommended:

S. No.	Model & Machine Serial No.	Months during which monthly inspection visit not carried out even after 15 th day of every month
1.		
....		

3.3 The Contractor has not carried out preventive maintenance in respect of the following Instruments within the period stipulated i.e. once in every quarter. Therefore, invocation of penal provisions in respect of following instruments is recommended:

S. No.	Model & Machine Serial No.	Quarters during which preventive maintenance visit not carried out within the stipulated time limit
1.		
....		

3.4 The Contractor has altogether failed to undertake the preventive maintenance in respect of the following X-ray Baggage Inspection Systems during the quarter. Therefore, invocation of penal provisions in respect of following X-ray Baggage Inspection Systems is recommended:

S. No.	Model & Machine Serial No	Quarters during which preventive maintenance visit not carried out
1.		
.....		

4. This is to confirm that no payment on account of the maintenance charges or on account of replacement of the any parts/ components/ spares in respect of any of X-ray Baggage Inspection Systemshas been made by this Commissionerate to M/s.....

During the period from.....

5. It is to certify that during the current financial year the X-ray Baggage Inspection Systemsas shown below have run smoothly:

S.No.	Type & Sl. No. of the Instrument	Corresponding period
1.		
....		

Signature_____

Name of the Officer_____

Designation_____

Dated

SEAL

NOTE:

- (i) All paras may be read carefully and complied with. No entry must be left blank while submitting report.
- (ii) Seal of the user Commissionerate must be affixed at the time of submission of Verification Report.
- (iii) The officer signing the report should be of the rank not below Assistant / Deputy Commissioner. In case, the place where the X-ray Baggage Inspection System is installed is headed by officer-in-charge below the rank of Assistant / Deputy Commissioner, may sign the report.

Format 4: Details w.r.t. Complaint Reporting Centres

(Note: **To be uploaded as part of Technical bid**)

(On Company Official Letter Head)

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No._____

Date.....

To

The President of India, through
The Principal Commissioner
Directorate of Logistics,
Indirect Taxes and Customs,
4th Floor, 'A' Wing, Lok Nayak Bhawan, Khan Market, New Delhi 110511

Ref: GeM Bid No. & Date_____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of 75
X-ray Baggage Inspection Systems

Contract No. & Date:

Subject: Details w.r.t. Complaint Reporting Centres -reg.

S.No.	Contact details of the person concerned			Place	Postal address	Jurisdiction
	Level-I					
	Name & Designation	Mob. No.	E-mail			
1						
2						
3						
4						
....						

Contact details of the person concerned **Level-II** :-

S.No.	Name & Designation	Mob. No.	E-mail	Place	Postal address	Jurisdiction
1						
2						
3						
4						
....						

Contact details of the person concerned **Level-III (Apex/National level)**:-

Name & Designation	Mobile No.	E-mail	Place	Postal address

Signature of bidder /Bidder firm's authorized officer

Documents on behalf of the bidder

[Name & address of Bidder and seal of company]

Format 5: Details w.r.t. Maintenance Service Centres

(Note: **To be uploaded as part of Technical bid**)

(On Company Official Letter Head)

Bidder's Name_____

[Address and Contact Details]

Bidder's Reference No._____ Date.....

To

The President of India, through
The Principal Commissioner
Directorate of Logistics,
Indirect Taxes and Customs,
4th Floor, 'A' Wing, Lok Nayak Bhawan, Khan Market, New Delhi 110511

Ref: GeM Bid No. & Date_____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of X-ray Baggage Inspection Systems

Contract No. & Date

Subject: Details w.r.t. Maintenance Service Centres -reg.

S.No.	Place	Postal address	Contact details of in-charge			Jurisdiction
			Name & Designation	Mobile No.	E-mail	
1						
2						
3						
4						
....						

Signature of bidder /Bidder firm's authorized officer

Documents on behalf of the bidder

[Name & address of Bidder and seal of company]

Format 6: Log Book Format

Ref: GeM Bid No. _____ & Date _____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of X-ray Baggage Inspection Systems

Contract No. _____ & Date _____

Machine's Model No. _____

Date of Installation _____

Machine's Serial No. _____

Place of Installation _____

Sr. No.	Nature of visit Training/ Monthly Inspection/ Preventive Maintenance/ Visit on Complaint	Date & Time of Visit	Observation of & repairs, if any, done by Firm's Engineer during Monthly inspection / Preventive Maintenance	Date & Time of lodging of complain t with the Firm	Date & Time from which the machine became faulty	Date & Time from which the machine became Fully Operational (without any fault)	Maximum time limit prescribed for attending the machine and make it operational as per the contract	Name & Signature of		Remarks
								Firm's Engineer	Authorised Signatory of the User Commissioner ate	
1										
2										

Note: N.A. may be marked whichever column is not applicable.

Suitable remarks must be entered.

Annexures

Annexure-I:

Present deployment of 75 X-ray Baggage Inspection Systems

Ref: GeM Bid No. & Date _____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of X-ray Baggage Inspection Systems:

Contract No. & Date

S.No.	Place of Installation	Model & Machine S.No.	Date of certificate of delivery & Acceptance
1	Jawahar jetty Ghatty Kakinada	627DV-6162433	13.01.2017
2	Int'l Arr Hall, Coimbatore	627DV-6161931	12.01.2017
3	Inline (Belt) Int Arr-In OperationArea, Coimbatore	627DV-6161932	12.01.2017
4	Madurai Int'l Airport	627DV-6161930	13.01.2017
5	Krishnapatnam (KPVT) port, Nellore, Vijaywada	627DV-6162020	13.01.2017
6	Arr Hall, Trichy Int'l Airport	627DV-6163401	11.03.2017
7	Arr Hall, Trichy Int'l Airport	620DV-6163809	12.01.2017
8	AIT Arrival, Belt3, Chennai	627DV-6161928	20.01.2017
9	AIT Arrival, Belt2, Chennai	627DV-6163403	01.02.2017
10	AIT Arrival, Belt1, Chennai	627DV-6163404	01.02.2017
11	AIT Arrival, H.B., Chennai	627DV-6161905	17.01.2017
12	AIT Arrival, Green	627DV-6161927	17.01.2017

	Channel, Chennai		
13	AIT Arrival, Belt4, Chennai	627DV-6161929	20.01.2017
14	ICD marripalem, Guntur	632DV-6161911	07.01.2017
15	Visakhapatnam Airport	627DV-6162115	09.01.2017
16	Int'l AP, Green Channel, mangalore	627DV-6163417	11.01.2017
17	Airport, AI SATS	632DV-6163425	10.01.2017
18	Airport, Menzies Bobba Bangalore	632DV-6162111	10.01.2017
19	AP Arr KIAL Bengaluru AP	627DV-6161935	13.01.2017
20	Karwar port Mangalore	620DV-6163810	12.01.2017
21	ACC sahar, Mumbai	628DV-6162009	10.01.2017
22	ICD Mulund, Mumbai	632DV-6163414	10.01.2017
23	ICD, Dighi , Pune	632DV-6162131	12.01.2017
24	ICD Talegaon	632DV-6162112	12.01.2017
25	Pipavav Port Jamnagar	628DV-6162015	10.01.2017
26	NCH, Ballard Pier, Mumbai	620DV-6163807	10.01.2017
27	A Division, MPT (North Shed) Mumbai	632DV-6161912	10.01.2017
28	ACC, Dabolim Int AP	627DV-6162116	14.01.2017
29	Container (Sea) Baggage	627DV-6162117	18.02.2017
30	Custom House, Bhavnagar	628DV-6162014	21.01.2017
31	Arr Hall, Int'l AP	620DV-6163808	06.01.2017
32	ACC Sahar, Mumbai	628DV-6162010	10.01.2017
33	ACC Sahar, Mumbai	628DV-6162011	10.01.2017
34	Intl Arr Hall, Belt 2, Calicut Airport	627DV-6163415	01.02.2017

35	Intl Arr, Belt 1, Calicut Airport	627DV-6163416	20.01.2017
36	Intl Arr Hall, Calicut Airport	627DV-6163407	06.01.2017
37	ACC (UB) Customs, Trivendrum	628DV-6162016	17.01.2017
38	ACC Baggage Sec., Cochin	627DV-6162003	11.01.2017
39	CFS, MIV, Warehouse	627DV-6163402	11.01.2017
40	CFS, KSIEL	627DV-6161907	11.01.2017
41	Arr Hall, RGI AP, Hyderabad	627DV-6163419	23.01.2017
42	Intl Dep, RGI AP, Hyderabad	627DV-6163420	23.01.2017
43	UB Cargo, RGI AP, Hyderabad	627DV-6163421	23.01.2017
44	Chandigarh Int'l Airport	627DV-6161909	17.01.2017
45	SGRD Int'l Airport, Amritsar	627DV-6161906	16.01.2017
46	FPO Delhi	620DV-6161917	16.01.2017
47	FPO Delhi	620DV-6161918	16.01.2017
48	FPO Delhi	620DV-6163806	16.01.2017
49	FPO, Jaipur	620DV-6161916	16.01.2017
50	Arr Hall, Int'l AP, Jaipur	620DV-6161915	12.01.2017
51	CCSI AP, Lucknow	627DV-6162401	09.02.2017
52	Import Shed, ACC Imp, IGI AP, Delhi	628DV-6162013	13.01.2017
53	LCS Attari Rail	627V-6161908	18.01.2017
54	BPIA Airport	620DV-6163812	10.02.2017
55	Dep Belt1, BPIA Airport	620DV-6163813	10.02.2017
56	Dep Belt1, BPIA Airport	627DV-6161933	10.02.2017
57	Cargo, Airport, Bhubaneswar	627DV-6161934	10.02.2017

58	Int Arr Exit Gate, NSCBI AP, Kolkata	627DV-6162023	27.02.2017
59	FPO (PAD), Kolkata	627DV-6163418	14.03.2017
60	LCS, Ghojadanga	627DV-6162123	15.02.2017
61	Baggage Room, LCS, Mahadipur	627DV-6162122	07.03.2017
62	Arr Hall, Guwahati AP	620DV-6161914	13.02.2017
63	Guwahati AP, APRON	627DV-6162021	13.02.2017
64	Arr Hall, Bagdogra AP	620DV-6163811	08.02.2017
65	Int Arr Belt, Gaya Intl AP	628DV-6162012	26.03.2017
66	FPO Agra	627DV-6161910	27.03.2017
67	Container Terminal, Visakhapatnam	627DV-6162114	18.05.2017
68	Basement Belt No.16, NSCBI AP, Kolkata	627DV-6162118	05.07.2017
69	Basement Belt No.11, NSCBI AP, Kolkata	627DV-6162119	05.07.2017
70	Basement Belt No.12, NSCBI AP, Kolkata	627DV-6162022	05.07.2017
71	Basement Belt No.13, NSCBI AP, Kolkata	627DV-6162120	05.07.2017
72	Basement Belt No.15, NSCBI AP, Kolkata	627DV-6162025	05.07.2017
73	Basement Belt No.14, NSCBI AP, Kolkata	627DV-6162024	05.07.2017
74	LCS Raxaul	627DV-6136406	22.02.2018
75	Baggage Room, Nepali Railway Stn. Jaynagar	627DV-6163405	19.10.2019

Annexure-II:

Periodic Inspection Checklist For X-ray Baggage Inspection Systems

(Monthly Visits)

Ref: GeM Bid No. & Date _____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of X-ray Baggage Inspection Systems

Contract No. & Date

Machine Sl.		Service Call No		Date Of Visit	
Address & Telephone					
Name Of Operator					
Month & Year of Visit					
Checks/ Inspections	Working		Observations/ Comments		
	Yes	No			
Power/Electrical Connections					
Earthing, Cabling, Wiring					
Room Temperature Control					
Isolation Transformer					
UPS					
Data Transport to External Devices					
Internet Connectivity					
Hardware					
X-Ray Generator					
Detector Array					
Door Sensor					
Sample Holder					
SMPS					
Security Key					

X-Ray on Indicators			
Fan			
Computer System			
Camera /Model			
Printer			
Maintenance Spares			
Software			
Test Time			
System & Machine Operation			
Collimators:			
0.1, 0.5, 1.0, 2.0, 4.0, 6.0			
Machine Upkeep – Internal & External			
Verifications of Results on Test Objects	If Not Correct, Suggest Remedial Actions		
General Cleanliness			
Maintenance Done (If Any):			
Suggestions/Advice to Customer:			
Name & Signature of Service Engineer			
Customer			
Name			
Designation			
Signature With Seal			

Annexure-III:

Preventive Maintenance Checklist For Baggage X-ray machine

(Quarterly visits)

Ref: GeM Bid No. & Date _____

Bid title: Centralised Comprehensive Annual Maintenance (**CCAM**) of Baggage X-ray machines

Contract No. & Date:

In order to minimize the downtime of the System and to ensure proper operation of the system, a thorough checking of the system hardware will be undertaken by the Contractor regularly at the prescribed intervals.

During such preventive maintenance visit, it will be required to stop the normal routine operation of the System for a day or two or as needed. The Contractor undertakes to carry out the following checks, but not limited to during such preventive maintenance visit.

1. **PHYSICAL**- Check the machine for physical damage and unusual wear. Check that all panels are properly screwed and secured. Also check the radiation worthiness of the Leadflaps.
2. **MAINS VOLTAGE** - Check for proper Mains L-N Voltages as well as that E-N Voltage is not over 3 V. Ensure Stabilizer is in the circuit of the machine with Auto correction feature.
3. **CLEAN**- Open all service panel and remove accumulated dust and foreign objects. Clean all cards, computer from inside and outside, clean the exterior of all panels.
4. **CONVEYOR** - Check Conveyor belt for centre alignment and tensions, adjust as necessary. Check conveyor drive motor for oil leaks, noise and excessive wear. Check conveyor belt for signs of wear and damage. Check all rollers for wear, noise and accumulation of dirt & clean.
5. **X-RAY GENERATOR** - Check for signs of oil leakage, check that Generator is properly clamped. Check and record KV and mA as appropriate for System type. Check collimator and adjust as necessary. Check and correct Diode array response either through mechanical adjustment of X-Ray Generator or electronically.

6. SENSOR - Check Opto sensors and reflectors for accumulation of dust, foreign matter and alignments, adjust and clean as required.
7. DIODE ARRAY - Check clamping and clean as appropriate. Check for any light leakage.
8. CONNECTIONS - Check and ensure that all P.C.B's connectors and cables are fully mated. Remove all dust.
9. ELECTRONICS CHECK - Carry out full electronics checks in accordance with the manufacturer's recommendations as detailed in the appropriate section of the System handbook and record as appropriate.
10. CONSOLE / KEYBOARD - Check and clean, replace lamps, lenses and covers as appropriate.
11. SYSTEM AND IMAGE QUALITY - Check the operation of all facilities. Carry out CTP test.
12. RADIATION LEVEL TEST - Check radiation levels as per procedure. Ensure that Radiation leak is below prescribed limits.
•
13. PREVENTIVE MAINTENANCE LOG SHEET –To be duly filled by the supplier at the time of Preventive Maintenance visits.

PREVENTIVE MAINTENANCE LOG SHEET			
Ref.: No.:	Issue No.: 01	Rev.:00	Date:

GENERAL DEATILS					
Customer:					
DAte		Time		MACHINE code	
Machine make & Model		Machine Sl. No.		Service Engineer	

CHECK-LIST		
Item	Details- To be checked	Tick
Mains Voltage	Mains supply voltage (neutral to earth voltage should be less than 3.5 V)	Done/Not done
Physical	Damage/unusual wear (finding & reasons to be recorded)	Done/Not done
Cleaning	Remove accumulated dust/foreign matter	Done/Not done
Conveyor	Adjust conveyor belt tension/tracking conveyor/roller for oil leaks	Done/Not done
X-ray Generator	Oil leakage/collimation/overheating/Kv & mA (160/180/200 Kv,1.0mA)	Done/Not done
Sensors	Clean sensors/reflection & alignment	Done/Not done
Diode Array	Light leakages/Response	Done/Not done
Connections	Proper mating/cleaning	Done/Not done
Electronic Checks	As per manufactures' specifications	Done/Not done
Lamps & Lenses	Replace fused lamps, defective lenses	Done/Not done
Key Board/Monitor	Check for operation, replace defective components	Done/Not done
Lead Flaps	Availability, wear/damage, alignment (for customer supplied cases-give quotation for missing, damaged/ worn	Done/Not done

	lead flaps)	
System & Image quality	Operations using different features (high, low, Inverse, zoom, tip, etc.)	Done/Not done

RADIATION LEVEL CHECK			
Maximum permitted	Actual recorded, max, (location)	Radiation meter Sl. No.	Celebration due on
1 u Sv/hr (0.1 mR/hr)			
