

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	14-08-2025 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	14-08-2025 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Chemicals And Fertilizers
विभाग का नाम/Department Name	Department Of Fertilizers
संगठन का नाम/Organisation Name	Joint Venture Of Cil, Ntpc, Iocl, Fcil & Hfcl
कार्यालय का नाम/Office Name	Hindustan Urvarak And Rasayan Ltd
वस्तु श्रेणी /Item Category	Custom Bid for Services - AMC for Analysers system & subsystem for 03 years at HURL, Gorakhpur
समान श्रेणी/Similar Category	<ul style="list-style-type: none"> <li>Customized AMC/CMC for Pre-owned Products</li> </ul>
अनुबंध अवधि /Contract Period	3 Year(s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	7 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Exemption for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Exemption for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	<p>Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC)</p> <p>*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 t buyer</p>

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
क्रेता के लिए उपलब्ध आईटीसी/ITC available to buyer	Yes
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	5145000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	103000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	39

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई कटे के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गर है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevan

category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**लाभार्थी /Beneficiary :**

Sr.Officer

Hindustan Urvarak And Rasayan Ltd, Department of Fertilizers, Joint Venture of CIL, NTPC, IOCL, FCIL & HFCL, Ministry of Chemicals and Fertilizers  
(Prashant Samanway)

**विभाजन/Splitting**

बोली विभाजन लागू नहीं किया गया/Bid splitting not applied.

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
-------------------------------	-----

1. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

2. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which will be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

3. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost or

2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost or

3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

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

BOQ - [1754286446.xlsx](#)

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**

**Instruction To Bidder:**[1754286542.pdf](#)

**Pre Qualification Criteria ( PQC ) etc if any required:**[1754286572.pdf](#)

**Scope of Work:**[1754286580.pdf](#)

**Payment Terms:**[1754286642.pdf](#)

**Quantifiable Specification / Standards of The Service/ BOQ:**[1754286669.pdf](#)

**GEM Availability Report ( GAR):**[1754287408.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload: [1754287432.pdf](#)

## Custom Bid For Services - AMC For Analysers System & Subsystem For 03 Years At HURL Gorakhpur ( 1 )

### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	AMC for Analysers system & subsystem for 03 years at HURL, Gorakhpur
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>एडऑन /Addon(s)</b>	

### इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess
100%	NA

### अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

### परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	अतिरिक्त आवश्यकता /Additional Requireme
1	Ankur Pandey	273007,HURL-Gorakhpur, Administration Building, Fertilizer Corporation, Fertilizer Township	1	N/A

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

#### 1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 perc at the time of issue of the contract. However, once the contract is issued, contract quantity or contract durati can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

## 2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

### SECTION - IV (SCOPE OF WORK / TECHNICAL SPECIFICATION)

SI	Item description	Qty	Unit
1	1st Year 1st quarter AMC of Analyzer sys	1	LOT
2	1st Year 2nd quarter AMC of Analyzer sys	1	LOT
3	1st Year 3rd quarter AMC of Analyzer sys	1	LOT
4	1st Year 4th quarter AMC of Analyzer sys	1	LOT
5	2nd Year 1st quarter AMC of Analyzer sys	1	LOT
6	2nd Year 2nd quarter AMC of Analyzer sys	1	LOT
7	2nd Year 3rd quarter AMC of Analyzer sys	1	LOT
8	2nd Year 4th quarter AMC of Analyzer sys	1	LOT
9	3rd Year 1st quarter AMC of Analyzer sys	1	LOT
10	3rd Year 2nd quarter AMC of Analyzer sys	1	LOT
11	3rd Year 3rd quarter AMC of Analyzer sys	1	LOT
12	3rd Year 4th quarter AMC of Analyzer sys	1	LOT

#### SCOPE OF WORK:

##### OBJECTIVE:

The objective of this contract is to ensure uninterrupted operation, preventive maintenance, and troubleshooting for analyser systems installed at HURL-GKP through deputation of a qualified and expert Engineer for a period of 3 years, with an optional extension of 1 years.

## **1. DEPLOYMENT OF SERVICE ENGINEER:**

- i) The contractor shall depute company payroll qualified & expert Engineer to the HURL site as per requirement to take care of the analysers as per attached analysers list (Annexure-1) from the date of commencement of the contract.
- ii) The Service Engineer shall be fully responsible for the complete Analyzer System as well as the Fire and Gas Detection System, ensuring their overall performance, reliability, and maximum uptime.
- iii) Lodging, boarding, and travel expenses for the Service Engineer shall be entirely under the contractor's scope.
- iv) The minimum qualification for Engineer deputed for subject work is as follows.

**Designation: Site Engineer (Company payroll) Minimum Qualification: BE/BTEC / Diploma Overall Minimum Experience: 3 years/7 Years Relevant experience in Analyzer maintenance: Minimum 03 years of experience for Degree / minimum 7 years' experience for Diploma holders in Analyzer maintenance of Oil & Gas refineries/ Petrochemicals/Fertilizer industries**

## **2. SCOPE OF WORK:**

- I. Contractor to provide its services initially for a period of 3 year from the start date of contract to provide the necessary support as per the contract. The service engineer will be responsible for providing support to HURL maintenance team in diagnosis and rectification of all the analysers related problems.
- II. In case a problem remains unresolved by the Service Engineer, the contractor shall arrange OEM expert support at no additional cost to HURL.
- III. The CTR engineer shall be responsible to conduct all preventive maintenance services. The details of services under Preventive Maintenance shall be as follows:

## **3. CHECKING OF OPERATING CONDITIONS**

- I. CTR engineer to ascertain the operating conditions of the system.
- II. All Preventive and Corrective Maintenance activities shall be carried out as per the approved formats of HURL, including the Preventive Maintenance Checklist and Calibration Report.

## **4. SHELTER PLC HARDWARE & SOFTWARE:**

All maintenance activities related to the Shelter instruments, shelter PLC systems, including hardware health checks, software verification, backup management, and fault rectification, shall be under the complete scope of the contractor.

## **5. ANALYZER PANEL/SAMPLING SYSTEM:**

- I. Routine preventive and corrective maintenance of Analyzer panels accessories, primary and Secondary sampling system including cooling units/ACs installed for Mass spectrometer, Total Sulphur analyzer and any other cabinet ACs installed for analyzer system will be in the contractor's scope.
- II. All Consumables required for the preventive and corrective maintenance (Like WD 40, CRC, Teflon tape, PVC tape, Hand gloves, Tissue Paper, Cotton waste, Rustolene, Snoop solution, Particulate filter, Coalescer filter) shall be in contractor scope.

## **6. CHECKING OF GENERAL HEALTHINESS OF THE ANALYZERS AND SHELTER:**

Response check of All Analysers and Mass Spectrometers are to be done on scheduled basis and in case of any deviation in readings, calibration shall be needed to perform and in case of any kind of hardware failure, replacements are to be made from our stock (if necessary). Standard checklist of the analysers and calibration records to be maintained by the service engineer.

## **7. INVESTIGATIONS OF PROBLEMS:**

If any problems are identified by CTR engineer during testing or problems highlighted by our staff, then he has to investigate such problems and take necessary steps to resolve such problems. Contractor shall arrange for the OEM support in case contractor is not able to resolve the problem without any cost implication to HURL. RCA of the problems to be submitted by CTR.

## **8. SPECIAL TERMS & CONDITIONS:**

I. Minimum 2 Preventive maintenance visits per year are mandatory from OEM to ensure the healthiness and servicing of mass spectrometer. Additionally, vendor to arrange emergency OEM visit for mass spectrometer if downtime exceeds 48Hrs.

II. Calibration and response check of field gas detectors and Flame detectors shall be under the vendor's scope. All calibration gas cylinders required for response checks and calibration (Zero & Span) activities shall also be provided by the vendor.

III. AT1014, Moisture analyser sensor calibration required on yearly basis from OEM certified laboratories.

IV. All the analysers

V. Vendor should have hands on experience on same make model of analysers as per attached analysers list.

## **9. REPLACEMENTS OF PARTS/ SPARES**

If some parts/spares are required to be replaced then CTR engineer to replace the same if such parts are made available to him from our stock. Spare part list available in stock shall be provided to contractor, any additional spares required to be informed in advance by contractor.

## **10. SAFETY COMPLIANCE**

I) All activities shall be carried out in accordance with HURL's safety protocols and international safety standards.

II) The CTR Engineer must use all required PPE and strictly adhere to the safety guidelines issued by the Engineer-in-Charge and HURL's safety authorities. All general and job-specific PPE required for performing the assigned tasks shall be under the contractor's scope.

11. **Medical fitness:** Below mentioned medical tests to be conducted for the deployed manpower at site & its reports to be submitted for Gate pass approval.

i) Blood (CBC, ESR, Blood sugar (Random), Blood group, Rh Type)

- II) Chest (Chest-X, Ray (P.A View)
- III) Urine (Routine examination, Stool test)
- IV) Additional Tests, (Vision Test)

## **12. TOOLS AND TACKLES:**

All special tools and tackles required for carrying out preventive, corrective, and calibration activities of the analyser systems shall be in the vendors scope. The contractor shall ensure that the deputed engineer is equipped with all necessary tools to perform the job without dependency on HURL resources.

## **13. Contract Terms and Conditions:**

- I. The duration of the contract shall be initially for 3 years and extendable up to 1 years with same terms and conditions without any escalation whatsoever after satisfactory completion of three years. Decision on this matter by HURL shall be binding on the contractor.
- II. If the contractor is unable to execute the work satisfactorily, any loss incurred by the company as a result shall be borne by the contractor. Furthermore, the company reserves the right to terminate the contract by giving three days' notice if, in its opinion, the work being performed is not up to its satisfaction.

## **14. Documentation:**

The contractor shall be responsible for maintaining and submitting proper documentation to ensure traceability, compliance, and transparency throughout the contract period. The following records and documents must be maintained and submitted to HURL-

### **A. Preventive Maintenance Reports:**

- I) Duly filled preventive maintenance checklists for each analyser system as per HURL approved format.
- II) Report to include date, time, site conditions, observations, actions taken, and signatures of the Engineer and HURL representative.

### **B. Calibration Records**

Calibration records to be maintained for all analysers, field gas detectors and flame detector in approved format.

### **C. Corrective Maintenance Reports / Breakdown Records:**

- I) Description of fault, diagnostics performed, parts replaced, corrective action taken, and resolution time.
- II) RCA report shall be submitted by contractor for major or recurring issues.

### **D. Visit Log / Attendance Sheet**

Daily attendance and visit log of the deputed Engineer to be maintained and acknowledged by HURL on a monthly basis.

## **15. Inventory Consumption Report:**

- I) Record of consumables used and spare parts replaced.



II) Notification of stock shortfall or recommendation for critical spares.

### 16. Quarterly Summary Reports:

Summary of all Preventive Maintenance, Corrective maintenance, calibration, highlight of any major issues, pending actions, and improvement suggestions

### 3. Buyer Added Bid Specific ATC

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

## अस्वीकरण/Disclaimer

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

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

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

**All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

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

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

पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restriction on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---धन्यवाद/Thank You---**