

## Bid Corrigendum

GEM/2026/B/7368694-C3

Following terms and conditions supersede all existing “Buyer added Bid Specific Terms and conditions” given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

### Buyer Added Bid Specific Additional Terms and Conditions

1. OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be  $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$ , subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.
2. Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods
3. Buyer uploaded ATC document [Click here to view the file](#).

### Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.

8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

\*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)



भारतीय प्रौद्योगिकी संस्थान रोपड़  
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File No.: 2105-26/JE-C&P/Deptt/GEM/PS/ 1191

Dated: 20.04.2026

**CORRIGENDUM**

Reference to the GeM Bid ID: GEM/2026/B/7368694 dated 30-03-2026 for “Supply and Installation of SAB Conference Room Furniture” at IIT Ropar, the following modifications are made in the Bid document:

S No.	Existing Specification in the bid document	Modified as
1	<b>Oval Shaped customized Conference Table (24 Seater)</b>	
	<b>Edge Material Lipping:</b> 2 mm thick PVC edge banding on all the sides.	2 mm thick PVC edge banding on all the sides of approved shade / Veneer Finished edges of shade as approved by the Institute.
2	<b>Semi-Oval Shaped Conference Table ( 8 seater)</b>	
	<b>Edge Material Lipping:</b> 2mm thick PVC edge banding on all the sides.	2 mm thick PVC edge banding on all the sides of approved shade / Veneer Finished edges of shade as approved by the Institute.
3	<b>Rectangular Shape Table (3 Seater)</b>	
	<b>Edge Material Lipping:</b> 2mm thick PVC edge banding on all the sides.	2 mm thick PVC edge banding on all the sides of approved shade / Veneer Finished edges of shade as approved by the Institute.
	<b>Port for Internet and Electrical Wire round:</b> Total 2 Units to be provided. The unit shall be suitable for 230V AC, 50 Hz supply and shall comprise two 5/6 Amp switched socket outlets and one 15/16 Amp switched socket outlet conforming to IS 1293, all controlled through a single-pole operated switch. The internal wiring shall be with insulated copper conductors of appropriate rating, complete with proper earthing. The unit shall also provide modular AV, LAN port and data ports including HDMI, RJ45 (Cat 6), and USB charging, with replaceable modules. The complete assembly shall be housed in a suitable modular gang box and securely mounted on the underside of the conference table near the gable end, with adequate cable management to ensure safety, accessibility, and a neat finish. The mounting shall be secure and properly aligned, with adequate cable management arrangements to maintain safety, convenience, and a neat finish.	Total 2 Units to be provided. The unit shall be suitable for 230V AC, 50 Hz supply and shall comprise two 5/6 Amp switched socket outlets and one 15/16 Amp switched socket outlet conforming to IS 1293, all controlled through a single-pole operated switch. The unit shall also provide modular AV, LAN port and data ports including HDMI, RJ45 (Cat 6), and USB charging, with replaceable modules. The complete assembly shall be housed in a suitable modular gang box and securely mounted on the underside of the conference table near the gable end, with adequate cable management to ensure safety, accessibility, and a neat finish. The mounting shall be secure and properly aligned, with adequate cable management arrangements to maintain safety, convenience, and a neat finish.

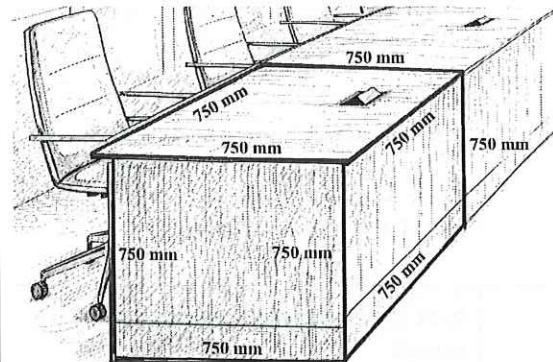
4 Submission of samples: Prospective bidders are required to submit the samples (chair + polished segment) within 15 days of the last date of submission of bids.

Submission of samples: Prospective bidders are required to submit the samples (chair + prototype) within 15 days of the last date of submission of bids. Bidders must submit a prototype (refer image below) with each side having a minimum dimension of 750 mm which will be a representation of works to be undertaken for Item Nos. 1, 2, and 3 in the Specification Document referred to in the GeM Bid.

The prototype should clearly demonstrate:

- The joinery between the table top and the gable end on one side
- The joinery between the table top and the modesty panel on the other side
- Finishing at the edges/ ends
- PU polish finish

Bidders must also ensure that all material specifications, polishing, edge finishing etc are properly completed and clearly visible in the prototype. The prototype sample should be as per the Technical Specifications prescribed for Item Nos. 1, 2, and 3 in the Specification Document referred to in the GeM Bid.




*Albani C*  
Assistant Registrar  
Stores and Purchase Section  
*H-11 Pan*

### **Additional Terms & Conditions (ATC)**

1. All MS items should have a minimum 50-micron powder coating with a 7-tank process and Anti Rust treatment, & All Wooden/Ply/MDF Board with Anti-termite treatment.
2. The Green Guard/Green Pro certificate should be provided along with proof of validation and an authentication from the issuing agency.
3. The warranty period of all products / items is a minimum of 05 years. Spares part of the product should be available for a minimum of 10 years from the issue of the purchase order.
4. ISO Certification should be submitted by the bidder.
  - (a) ISO 9001:2015 (Quality Management).
  - (b) ISO 14001:2015 (Environmental Management).
5. The test certificate of the materials used should be from an NABL-certified lab.
6. The BIFMA membership certification should be submitted by the bidder.
7. The bidder should submit a soft drawing and auto CAD drawing of the furniture for approval. The bidders are to provide a design of the furniture arrangement.
8. Product and foam samples should be submitted along with the technical bid for quality check and product assurance. Bidders who fail to comply with this clause will be disqualified from further evaluation.
9. The bidders are required to submit supporting documentation, including the certification and details of the manufacturing materials.
10. Initially, the documents of the bidders will be checked & verified.
11. The supplier shall provide the soft copy of the furniture layout for conference room in AutoCAD (DWG) format, showing the arrangement of their proposed furniture along with all dimensions.
12. The Institute will provide the layout drawings of conference room to the supplier for reference and preparation of the furniture arrangement drawings.
13. The bidders are required to carefully go through the technical specifications, dimensions before applying for bids. Ineligible, incomplete bids and bids without sample would be summarily rejected.
14. Experience: The bidder should have atleast supplied once conference room furniture to centrally funded institutions such as IITs, NITs, IIITs , IISERs IISc, IIMs, NIPERs etc., past three years from the last date of opening tender.  
Note: Work Completion Certificate should be attached as proof of work done. In case the Work Completion Certificates are not issued, proof of payment received from the client shall be submitted – highlighting the related payment.
15. Turnover: The **average** turnover of Rs. 1 crore **per year** in the last 3 years certified by the Chartered Accountant.

16. Pre-bid meeting: The prospective bidder(s) can attend the pre-bid meeting in person as per schedule given in the bid document.
17. Submission of samples: Prospective bidders are required to submit the samples (chair + polished segment) within 15 days of the last date of submission of bids.
18. IIT Ropar reserves the right to inspect the production / factory unit as indicated by the bidder(s).

<b>Other T&amp;C</b>	
<b>1. Earnest Money Deposit (EMD)</b>	<b>Rs. 56690/-</b>
	<p>GO TO onlinesbi.sbi  SELECT → SB Collect  SELECT → Educational Institutions  SEARCH → ROPAR AND SELECT → I I T ROPAR  SELECT → Category "EMD Collection Purchase Section IIT ROPAR"</p> <p><b><u>Make the payment of the EMD as notified in the tender/bid/NIQ and share the transaction receipt in the technical bid.</u></b></p>
<p><b>2. Taxes:</b> Suppliers shall be entirely responsible for all taxes, duties, license fees, octroi, road permits, etc., incurred until delivery of the contracted Goods to the buyer. However, GST etc, in respect of the transaction between the Purchaser and the Supplier shall be payable extra, if so stipulated in the Purchase Order.</p>	
<p><b>3. Rates Comparison:</b> Bidders are requested to send their rates on FOR, IIT Ropar basis in case of indigenous items.</p>	
<p><b>4. Payment Terms:</b> 100% payment will be made within 30 days from the date of receipt of material at IIT Ropar.</p>	
<p><b>5. Acceptance of Terms &amp; Conditions:</b> Bidders must confirm the acceptance of all the terms and conditions of this bid. Any non-acceptance or deviations from the terms and conditions must be clearly mentioned. However, bidders must note carefully that any conditional offer or any deviation from the terms and conditions of this bid may render the quotation liable for rejection.</p>	
<p><b>6. Country of origin:</b> Country of origin of the quoted item should be mentioned in the offer in case of imported item.</p> <p><b>Note:</b> As per Ministry of Finance, Deptt. of Expenditure, Public Procurement Division Order (Public Procurement No.1) issued from file No.6/18/2019-PPD dated 23rd July, 2020 regarding Restrictions under Rule 144 (xi) of the General Financial Rules (GFRs) 2017, it is directed that any bidder from a country which shares a land border with India will be eligible to bid in any procurement whether of goods, services (including consultancy services and non-consultancy services) or works (including turnkey projects) only if the bidder is registered with the Competent Authority i.e. the Deptt. for Promotion of Industry and Internal Trade (DPIIT). The said order will not apply to bidders from those countries (even sharing a land border with India) to which the Government of India has extended lines of credit or in which the Government of India is engaged in development projects</p>	

(updated lists of the countries are given in the Ministry of External Affairs)
<b>7. Banker's details:</b> Name and address of the banker of your company should be mentioned.
<b>8. Arbitration:</b>
<b>8.1</b> In the event of failure to carry out the contractual obligations, within the stipulated period or extended period and determination of the contract for any reason, violation of warranties etc. the IIT Ropar shall have the right to carry out the unfinished obligation at the exclusive cost and risk of the bidder/firm, after due notice and the difference so accrued shall be recoverable from the bidder/firm.
<b>8.2</b> The provision of the Arbitration and Conciliation Act, 1996 or as at the relevant time and of rules framed there under and any statutory modifications thereof shall be deemed to apply and be incorporated in this agreement.
<b>8.3</b> Upon every or any such reference, the cost of any incidentals to the reference and award(s) respectively shall be at the reasonable discretion of the Arbitrators or in the event of their not agreeing, of the Umpire appointed by them who may determine the amount thereof or direct the same to be fixed as between solicitors and client or as between parties and shall direct by whom and in what manner the same shall be borne and paid.
<b>8.4</b> Panel of arbitrators will be provided by IIT Ropar out of which the bidder will have to select one.
<b>8.5</b> The bidder shall have no objection if the officer who has dealt with the case at any stage is nominated as an arbitrator. Further, that one of the arbitrator's shall be Accounts Expert.
<b>8.6</b> In case of vacancy being caused due to resignation, death or incapacity of the arbitrator(s) to function as such, the same shall be provided in the aforesaid manner and the new arbitrator(s) shall proceed from the stage at which vacancy is caused.
<b>9. Jurisdiction:</b> The Courts of Ropar alone will have the jurisdiction to try any matter, dispute or difference between the parties arising out of this tender/contract. It is specifically agreed that no Court outside and other than Ropar court shall have jurisdiction in the matter.
<b>10. Force Majeure:</b> Any failure of omission or commission to carry out the provision of this contract by the supplier shall not give rise to any claim by one party, one against the other, if such failure of omission or commission arises from an act of God; which shall include all acts of natural calamities such as fire, flood, earthquake, hurricane, or nay pestilence or from civil strikes, compliance with any statute and/or regulations of the Government, lockouts and strikes, riots, embargoes or from any political or other reason beyond the supplier's control including war (whether declared or not) civil war or stage of insurrection, provided that notice of the occurrence of any event by either party to the other shall be given within two weeks from the date of occurrence of such an event which could be attributed to Force Majeure conditions.
<b>11. Risk &amp; Cost:</b> In the event of failure to carry out the contractual obligations, within the stipulated period or extended period and determination of the contract for any reason, violation of warranties etc. the IIT Ropar shall have the right to carry out the unfinished obligation at the exclusive cost and risk of the bidder/firm, after due notice and the difference so accrued shall be recoverable from the bidder/firm.
<b>12. Guarantee/Warranty:</b> Duly signed and stamped certificate of at least 5 years comprehensive onsite warranty as per Annexure-F should be attached with the technical bid. Successful firm will be required to agree for payment of penalty for exceeding permissible downtime during Guarantee /Warranty period.
<b>13.</b> The material found defective upon opening by the supplier representative in presence of Central stores personnel/indenter of IIT Ropar or not as per tendered specifications will be lifted back at the cost and risk of the supplier. The material lying in the IIT Ropar premises would be at supplier's risk and cost.

**Note:** The Director, IIT Ropar reserves the right to accept/reject any or all tenders without assigning any reasons thereof and also to reject the material if the same is not found conforming to the specifications, with further right to affect risk and cost of the purchases.

**Documents required:**

1. Certificate for Manufacturer's Authorization Certificate (Annexure – A)
2. Certificate for Non Blacklisting (Annexure – B)
3. Declaration for sharing of land border with India (Annexure – C)
4. Declaration of Local Content (Annexure – D)
5. Declaration of Country of Origin (Annexure – E)
6. Client List (Annexure-F)
7. RTGS/NEFT details (Annexure-G)
8. Declaration Sheet (Annexure-H)
9. Warranty Certificate (Annexure-I)

**FORMAT FOR MANUFACTURER'S AUTHORISATION CERTIFICATE**

**To,  
The Assistant Registrar,  
Indian Institute of Technology Ropar,  
Rupnagar, Punjab - 140001**

**Sub. : Tender for "\_\_\_\_\_".**

Dear Sir/Madam,

We manufactures of original Furniture at (.....address of factory.....) do hereby authorize M/s (Name and address of Agent) to submit a bid, negotiate and receive the order format against your tender enquiry.

M/s. .... is authorized to bid and conclude the contract in regard to this business.

We hereby extend our full guarantee and warranty as per clause ..... conditions NIQ for the goods and services offered by the above firm.

Yours faithfully,

[Name & Signature]

For and on behalf of M/s. \_\_\_\_\_ [Name of manufacturer]

Note:

1. Items of indigenous nature or quoted in INR, more than 1 authorized representative may participate in the same tender and submit their bids on behalf of their OEM/Principal/Manufacturer if the OEM permits more than one authorized bidder in such case as per their policy.
2. In cases of agents quoting in offshore procurements, on behalf of their principal manufacturers, one agent cannot represent two manufacturers or quote on their behalf in a particular tender enquiry. One manufacturer can also authorize only one agent/dealer
3. The letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The same should be included by the bidder in its techno-commercial unpriced bid.

**ANNEXURE- B**

**FORMAT FOR NON BLACKLISTING OF SUPPLIER**

I/ We \_\_\_\_\_Manufacturer/partner/Authorized  
Distributor/Agent (strike out which is not applicable) of (Supplier)  
\_\_\_\_\_ do hereby declare and solemnly affirm that the  
individual/firm/company is not black-listed by the Union/State  
Government/Autonomous body.

Deponent  
Address \_\_\_\_\_

I/ We hereby solemnly declare and affirm that the above declaration is  
true and correct to the best of my knowledge and belief. No part of it is false  
and nothing has been concealed.

Deponent  
Dated: \_\_\_\_\_

(Note: To be furnished on non-judicial stamp paper duly attested by the  
Oath Commissioner.)

<On Organization Letter Head>

(For Goods/ Services Contracts)

<CERTIFICATE>

Tender No. :- .....

Date:- .....

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that this bidder is not from such a country.

**OR (whichever is applicable)**

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and hereby certify that this bidder is from \_\_\_\_\_ (Name of Country) and has been registered with the Competent Authority. I also certify that this bidder fulfills all the requirements in this regard and is eligible to be considered.

(Copy/ evidence of valid registration by the Competent Authority is to be attached)

**Signature of Bidder/ Agent**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Organization Name:** \_\_\_\_\_

**Contact No. :** \_\_\_\_\_

**DECLARATION OF LOCAL CONTENT**

**(To be given on Company Letter Head – For tender value below Rs.10 Crores)**

**(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for tender value above Rs.10 Crores)**

To,

**The Assistant Registrar,**

**Indian Institute of Technology Ropar,**

**Rupnagar, Punjab - 140001**

Subject: - Declaration of Local Content

Tender Reference No:

Name of Tender/ Work:

1. We hereby declare that items offered has \_\_\_\_\_% local content (DPIIT OM No. P-45021/2/2017-PP (BE-II) dated 16.09.2020) & (DPIIT OM No. P-45021/102/2019-BE-II-Part(1) (E-50310) dated 04.03.2021)

2. Class of Supplier:	FALSE	Class - I
	FALSE	Class - II

“Local Content” means the amount of value added in India which shall, be the total value of the item being offered minus the value of the imported content in the item (including all customs duties) as a proportion of the total value, in percent.

The bidders cannot claim services such as transportation, insurance, installation, commissioning, training and

after sales service support like AMC/CMC etc as local value addition.

“\*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.”

**Yours faithfully,**

**(Signature of the bidder, with Official Seal)**

**<TO BE PROVIDED BY OEM ON LETTERHEAD>**

**DECLARATION OF COUNTRY OF ORIGIN**

**(To be given on Company Letter Head – For tender value below Rs.10 Crores)**

**(To be given by Statutory Auditor/ Cost Auditor/ Cost Accountant/ CA for tender value above Rs.10 Crores)**

**To,**

**The Assistant Registrar,**

**Indian Institute of Technology Ropar,**

**Rupnagar, Punjab - 140001**

Subject: - Declaration of Country of Origin

Tender Reference No:

Name of Tender/ Work:

1. Country of Origin of Goods being offered: \_\_\_\_\_ (OM No. 6/18/2019-PPD dated 23.07.2020)

“\*False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151(iii) of the General Financial Rules along with such other actions as may be permissible under law.”

**Yours faithfully,**

**(Signature of the bidder, with Official Seal)**



**ON THE COMPANY/FIRM LETTER HEAD**

To,  
The Assistant Registrar,  
Indian Institute of Technology Ropar,  
Rupnagar, Punjab - 140001

**SUBJECT: Submission of RTGS/NEFT details**

Sir/Madam,

As per your instructions, the detail of RTGS/NEFT in respect of  
M/s \_\_\_\_\_ is as follows:

BENEFICIARY NAME :-	
BANK NAME:-	
BRANCH NAME:-	
BRANCH CODE:-	
BANK ADDRESS:-	
TYPE OF A/C.:-	
BANK A/C.NO.:-	
IFS CODE:-	
MICR NO:-	
PAN OF BENEFICIARY:-	
SERVICE TAX NO.:-	
TIN NO.:-	
NAME OF CONTACT PERSON:-	
TELEPHONE/MOBILE NO.:-	
EMAIL ID:-	

Certified that above mentioned details are true and correct.

**For M/s \_\_\_\_\_**  
**(Authorised signatory)**

FOR BANK USE ONLY

Verified the above mentioned detail and signature as per the records  
maintained by \_\_\_\_\_ (bank name).

**Signature (with bank seal)**

**DECLARATION SHEET**

We, \_\_\_\_\_ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification. This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty. The prices quoted in the financial bids are subsidized due to academic discount given to IIT Ropar

<b>We, further specifically certify that our organization has not been Black Listed/De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking.</b>		<b>NAME &amp; ADDRESS OF THE Vendor/ Manufacturer / Agent</b>
<b>1</b>	<b>Phone</b>	
<b>2</b>	<b>Fax</b>	
<b>3</b>	<b>E-mail</b>	
<b>4</b>	<b>Contact Person Name</b>	
<b>5</b>	<b>Mobile Number</b>	
<b>6</b>	<b>GST Number</b>	
<b>7</b>	<b>PAN Number</b>	

**(Signature of the Tenderer)**  
Name: \_\_\_\_\_

**Seal of the Company**

**CERTIFICATE OF WARRANTY**

1. I/We certify that the product warranty shall be for a period of at least 5 years comprehensive onsite warranty (not from the date of delivery) starting from the date of satisfactory installation, commissioning and handing over of the product. During the warranty period, I/we shall provide free “after sale service” and the replacement of any part(s) of the product or rectification of defects of work of the product will be free of cost. The replacement of the parts shall be arranged by us, at our own cost and responsibility. The benefit of change in dates of the warranty period shall be in the interest of the use/your organization.
2. During the warranty period, we shall provide at least 01 preventive maintenance visit annually.
  - a) All complaints will be attended by us within 1 week of receipt of the complaint in our office.
  - b) In case there is delay of more than 1 week in attending to a complaint from our side then you can count the number of days in excess of the permissible response time in the downtime. The above said response time of 1 week for attending to a complaint by us will not be counted in the downtime.
  - c) Penalty: We shall pay a penalty equivalent to 0.5 % of the awarded value of the product for every week or part thereof delay in rectifying the defect.

**Note: The right to accept the reason (s) for delay and consider reduction or waive off the penalty for the same shall be at the sole discretion of the Director, IIT Ropar**

3. We certify that the product being/quoted is as per the requirement and that spares for the product will be available for a period of at least 10 years.
4. We guarantee that in case we fail to carry out the maintenance within the stipulated period, IIT Ropar reserves the right to get the maintenance work carried out at our risk, cost and responsibility after informing us. All the expenses including excess payment for repairs/maintenance shall be adjusted against the Performance Bank Guarantee. In case the expenses exceed the amount of Performance Bank Guarantee, the same shall be recoverable from us with/without interest in accordance with the circumstances.
5. We guarantee that we will supply spare parts if and when required on agreed basis for an agreed price. The agreed basis could be an agreed discount on the published catalogue price.
6. We guarantee the entire unit against defects of manufacture, workmanship and poor quality of components.

**(Signature of the bidder, with Official Seal)**