



**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**  
(An ISO 9001 : 2015 & 14001 : 2015 “Mini Ratna” Central Public Sector Enterprise)  
2, KANAKPURA INDUSTRIAL AREA, SIRSI ROAD,  
JAIPUR-302034

Tel No: 0141- 2471083,  
e-mail: [deepak.gupta@reil.co.in](mailto:deepak.gupta@reil.co.in) website: [www.reiljp.com](http://www.reiljp.com)

**“NOTICE INVITING TENDER FOR SOLAR CHARGE CONTROLLER 24V, 10 AMP  
FROM APPROVED VENDOR”**

<b>TENDER NO. REIL/MM/21-22/E PROC/BOS-EL/017 DATED 7.05.2021</b>
---

**Important Dates**

**Last Date & Time for submitting e- tender: 17.05.2021 up to 05.00PM**

**Date & Time for opening of e-tenders 18.05.2021 at 05.00PM**

**Kindly note that only online bid will be considered against this tender**

**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**

**THIS TENDER DOCUMENT CONTAINS**

Sr No	Document	Item Detail
1	NIT	Notice Inviting Tender
2	Annexure -I	Process Compliance Form
3	Annexure –II	Technical Specifications for Solar Charge Controller 24V 10 Amp
4	Annexure - III	Format of Commercial Terms and Conditions
5	Annexure -IV	Format of General Terms and Conditions
6	Annexure-V	Service Level Agreement
7	Annexure-VI	Manufacturer Authorization Certificate format
8	Annexure-VII	Certificate for non blacklisting
9	Annexure-VIII	Format of Undertaking by No Near Relative
10	Annexure-IX	CA Certificate for MSME firms
11	Annexure-X	Check list

**NOTICE INVITING TENDER REIL/MM/21-22/E PROC/BOS-EL/017**

This is a Notice Inviting Tender (NIT) for rate contract of **Solar Charge Controller 24V 10 Amp** as per description and terms & conditions specified hereinafter:

**LX.1 Item Description & Quantity:**

S/No	P/No	Description	Qty (Nos)
01	473030	Solar Charge Controller 24V, 10Amp (As per specifications enclosed at annexure IIA)	500

**1.2 e-Tendering Procedure:** The procurement shall be carried out through submission of online tenders only. No offer in physical form will be accepted and any such offer if received by REIL will be out rightly be rejected. Tender documents can be downloaded from our website [www.reiljp.com](http://www.reiljp.com) or website of CPPP [www.eprocure.gov.in](http://www.eprocure.gov.in). Final bids are to be submitted on website. [www.eprocure.gov.in](http://www.eprocure.gov.in) . Any changes modification in the tender enquiry will be intimated through above Websites only. Tendered are therefore, requested to visit our Websites regularly to keep themselves updated.

The bidder should have a valid Digital Signature certificate issued by any of the valid certifying Authorities to participate in the online tender. The bids shall be uploaded in electronic form only through e-tendering system on website [www.eprocure.gov.in](http://www.eprocure.gov.in)

**1.3 Bid should be submitted as per following instructions only:**

**Documents (duly signed on each page) to be uploaded in the e-tender portal as per checklist.**

**Note: e-Procurement system does not allow submission of documents after due date of tender. Incomplete form or non-submission of documents to verify details may results into rejection of your offer and no Communication shall be done for submission of documents.**

**Price Bid:-** Price Bid i.e. item rate BOQ given with tender is to be uploaded after filling all relevant information like basic prices, GST etc. The priced BOQ should be uploaded strictly as per the format available with the tender failing which the offer is liable for rejection (renaming or changing format of BOQ sheet will not be accepted by the system)

**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**

**Process Compliance Form**

(Tenders are required to print on their company's letter head and signed, stamp before uploading )

To

*M/s. Rajasthan Electronics & Instruments Limited  
2, Kanakpura Industrial Area, Sirsi Road,  
Jaipur-302034*

*Sub:-Acceptance to the process related Terms and Conditions for the e-Tendering*

Dear Sir,

**This has reference to the Terms & Conditions for e-Tendering mentioned in the tender No.:-  
REIL/MM/21-22/E PROC/BOS-EL/017**

We hereby confirm the following:-

- 1) The undersigned is authorized representative of the company.
- 2) We have carefully gone through the NIT, Tender Documents and the Rules governing the e-tendering as well as this document.
- 3) We will honor the Bid submitted by us during the e-tendering.
- 4) We undertake that if any mistake occurs while submitting the bid from our side, we will honor the same.
- 5) We are aware that if REIL has to carry out e-tender again due to our mistake, REIL has the right to disqualify us for this tender.
- 6) We confirm that REIL shall not be liable & responsible in any manner whatsoever for my/our failure to access & submit offer on the e-tendering site due to loss of internet connectivity, electricity failure, virus attack, problem with the PC, digital signature certificate or any other unforeseen circumstances etc.

With regards

Signature with company seal

Name-

Designation

E-mail Id:

## RAJASTHAN ELECTRONICS &amp; INSTRUMENTS LIMITED, JAIPUR

**TECHNICAL SPECIFICATION**

(Note: Bidder has to confirm their acceptance in given sheet and for technical evaluation, this Annexure to be submitted in Technical Specifications in e-Tender)

Name of Bidder:-							
S/ No	P/No	Description	Pl. specify offered Make	Specify Six Digit HSN Code	Qty (Nos)	Offer Status	
						Complied	Deviation if any
01	473030	Solar Charge Controller 24V, 10Amp (As per specifications enclosed at annexure IIA)			500		
<b>SIGNATURE WITH STAMP</b>							

Specification of Solar Charge Controller 24V

### SOLAR CHARGE CONTROLLER 24V, 10 A

#### TECHNICAL SPECIFICATIONS

<b>General</b>	
Application	Solar Electrification
Use	Indoor, battery charging using solar module
Model	24V10
Operating temperature	0°C to 50°C
Storage temperature	-10°C to 60°C
Charge controller type	Multi-Steps charging algorithm
Temperature compensation	-4mV to -5mV/°C/cell
Indicators	Charging Status
<b>Electrical</b>	
System Voltage	24V DC
Charging current (Solar)	10A
Charge controller efficiency	>90%
Self consumption	<10mA
Protection	Against module reverse current flow, reverse battery and short circuit battery undervoltage, over voltage
<b>Mechanical</b>	

## RAJASTHAN ELECTRONICS &amp; INSTRUMENTS LIMITED, JAIPUR

Commercial Terms and Conditions

S. N	Term	Term Status	Description	Complied / Not Complied	Deviation if any
1	Terms of Delivery	Required	F.O.R. Kanakpura Jaipur (Inclusive of Freight, Insurance, Packing, Forwarding & Unloading)		
2	GST	Required	Extra as applicable. <b>Please specify the current rate.</b>		
3	Terms of payment	Required	95% on 45 days clean credit and balance 5% against PBG after receipt of material subject to acceptance by REIL. ( <b>Loading factor for payment terms deviation as per Note:-2</b> )		
4	PBG	Required	5% of Invoice value for warranty period		
5	Warranty	Required	24 month warranty from date of supply		
6	Rate	Required	Firm rate for contract period.		
7	Rates	Required	L1 rate will be considered item wise and not on the total amount of BOQ		
8	Delivery Time	Required	Within 2 weeks after release of delivery clearance against our rate contract.		
9	Contract period	Required	Upto 30.04.2022 & same can be extended if mutually agreed for balance quantity, if any.		
10	Contract qty.	Required	Quantities mentioned are estimated .Rate Contract quantity. Purchase Order/ Delivery Clearance will be released time to time on requirement against rate contract. REIL will not be bound to take full qty of awarded Rate Contract .REIL will be bound to take Purchase order / delivery clearance qty only. As mentioned above.		
11	Supply	Required	Supply of material will be initiated strictly against our delivery clearance.		
12	Lot size	Required	Confirm normal lot size which can be delivered on 2 week lead time basis.		
13	Marking	Required	Manufacture name, sr. no month of manufacturing should be marked on item. Packing list is to be provided with invoice.		
14	SLA	Required	Service Level Agreement is to be signed for service execution, if not signed earlier.		
15	Packing	Required	Supplied items should be packed properly to avoid physical damage / scratches etc.		
16	Offer validity	Required	45 days from due date.		
17	Catalogue	Preferred	Latest Product catalogue is required		
18	Copy of Authorization Certificate	Required	Required for Dealer. Offer will not be considered without valid authorization from manufacturer.		
19	RoHs Compliance	Preferred	Confirm product is having RoHs compliance. If YES then supporting is required. Preference will be given to parties having RoHs complied product.		
20	Quantity Variation	Required	Quantity may increase or decrease depending upon the requirement.		
21	GST No:	Required	GST no is essential for participating in this Tender. Kindly provide your GST No:		
22	<b>MSME and Startups Clause</b>	<b>Required</b>	<b>1) It is mandatory for MSE bidders to declare their Udhya Registration/ UdhyaAadhar number on CPP Portal, failing which such bidders will not able to enjoy the benefits of procurement policy for MSE., CA certificate is mandatory for confirmation of MSE status as per recent Government guidelines of Turnover ,investment in plant &amp; Machinery and manufacturer of tendered items . If Udhya registration is not available then confirmation is needed that you have applied for Udhya Registration.</b> <b>2) Startup bidders should submit valid certification of recognition from department for Promotion of Industry and Internal Trade (formerly DIPP) on CPP Portal failing which such bidders will not able to enjoy the benefits of Procurement policy for startups and also attach the certificate along with this Annexure.</b>		
23	Udhya Registration	Required	As per recent Government guide line, manufacturer / Service provider has to take Udhya registration to avail benefit of MSME. Attach your copy of <b>Udhya Registration</b> with tender. Latest policy of MSME will be applicable		
24	Rejection	Required	Supplier has to supply material as per specification. In case It is found rejected than supplier will get clear rejection by repair/replacement		

			within 2 week of information or lift the material. After 4 week rejected material will be sent to scrap store.		
25	Delivery	Required	REIL is working in project mode . Therefore delivery is the essence of the order. The order of any part of it is liable to be cancelled at our option if not executed according to the delivery schedule. In that case the company reserves the right to procure its requirements from other sources at supplier's cost and risk and supplier shall be liable for direct & indirect damage suffered by the company.		
26	Submission by Associate Firms	Required	Two associate firms can not submit offer in same tender for same item. If at any stage it is found than offer of both parties will be not considered.		
27	ISO Clause	Preferred	Manufactured by following ISO 9001:2015 and ISO 14001:2015 standards. Preference will be given to parties having ISO complied product.		
28	Corrigendum and extension	Required	Corrigendum and extension if any will be hosted on the following website ( <a href="http://www.eprocure.gov.in">www.eprocure.gov.in</a> ) only. Please check regularly for further information update.		
29	L.D. Clause	Required	If the delivery of the items is not made by the stipulated date, the party shall have to pay liquidated damages @ 1% of the value of the items per week, subject to a maximum of 10% of the unit delivered price of each unit so delayed.		
30	Other (BOQ)	Required	<b>While filling BOQ, kindly mention total amount applicable (in number) of GST (in excise column) and Freight in freight column, any other taxes and third party inspection charges corresponding to that item.</b>		
31	Other	Required	<b>Part-I</b> (Technical and Commercial Offer) to be opened by the REIL committee. <b>Part-II</b> (Price Offer): Only those bidders whose offers are technically and commercially acceptable after evaluation of the technical and commercial offer will be opened & evaluated by the committee.		
32	Vendor / Sample approval	Required	<b>New Make / New Vendor</b> will be considered for trial order after successful sample evaluation & completion of vendor registration process and SLA.		
33	New Vendor	Required	In the case of new vendor trial order will be released with condition of 10% PBG or 10% retention payment for 1 year/warranty period whichever is higher.		
<b>SIGNATURE WITH STAMP</b>					

**Note :- 1. Offer Status is to be mentioned in form of Complied or Not Complied. If it is not complied then please mention deviation in deviation column.**

**\*Note:- 2. Loading Factors -**

**Loading factors as detailed below will be added to the quoted price (basic) to evaluate the lowest quote for non-compliance of REIL Standard terms.**

S. No.	Standard Terms and Condition	Deviation Terms	Loading Factor
1.	Payment Terms: x% on y days clean credit	x% on y days credit through Bank or through LC	5% on quoted rate
2.	Payment Terms: x% on y days clean credit	x% on z days clean credit	Interest charges @24% for (y-z) days
3.	Onsite Warranty	Offsite Warranty at nearest service centre	For 1 Year- 5% For >=3 Year - 10%
4.	Deviation on required Delivery Period	Deviation on delivery period be accepted by tendering authority if it does not effect project schedule.	For additional 2 week- 2% For additional 4 week – 5%

**# If contract is furnished on LC terms, Bank charges shall be to respective accounts. REIL bank charges to REIL account and beneficiary bank charges to beneficiary account.**



## RAJASTHAN ELECTRONICS &amp; INSTRUMENTS LIMITED, JAIPUR

**GENERAL TERMS AND CONDITIONS**

- 1) **AMENDMENT**  
Except as otherwise provided herein, no addition, amendment to or modification of the Contract shall be effective unless it is in writing and signed by and on behalf of both parties.
- 2) **SEVERABILITY**  
In the event that any or any part of the terms conditions or provisions contained in the Contract shall be determined invalid, unlawful or unenforceable to any extent such term, condition or provision shall be served from the remaining terms, conditions and provisions that shall continue to be valid and enforceable to the fullest extent permitted by law.
- 3) **CONFIDENTIAL TREATMENT**  
It is understood and agreed that data, know-how and other such proprietary information that was provided or will be provided by either party, will remain confidential.
- 4) **CONSTITUTION OF THE FIRM**  
(1.1) The bidder should be registered under any of the following categories as on date of floating of tender.
  - A. Company
  - B. Sole Proprietor firm
  - C. Partnership firm
  - D. Joint Venture (JV)
 (1.2)
  - A. In case of company, tender document must be signed and sealed by Chief Executive of Company or any person authorized by CEO or by any person authorized by resolution of board of directors. Memorandum of Association and notarized Power of Attorney should be uploaded with tender.
  - B. In case of Sole Proprietor firm, the bidder must submit (Original / Notarised) affidavit certifying the Sole Proprietorship of firm before date of opening of bid. The bid document must be signed and sealed by authorized person.
  - C. In case of Partnership firm this firm should be registered with registrar of firms. The bid document must be sealed and signed by any authorized person. The authorization given in partnership deed or other notarized document must be uploaded.
  - D. In case of Joint Ventures, Signed and Sealed bid document by any authorized person duly authorized by all JV members must be uploaded. Original copy or duly notarized copy of JV agreement must be uploaded.
- 5) **RELATIONSHIP OF THE PARTIES**  
REIL relationship with Supplier will be that of a Business Associate, and nothing in this Contract shall be construed to create a relationship, joint venture, partnership.
- 6) **INDEMNITY**  
REIL and the Supplier will indemnify, defend, and hold harmless each other and its divisions, successors, subsidiaries and affiliates, the assigned of each and their directors, officers, agents and employees from and against all liabilities, claims, losses, and damages of any nature, including, without limitation, all expenses (including attorney's fees), cost, and judgments incident there to REIL and REIL's obligations under this indemnity will survive the expiration, termination, completion or cancellation of this Contract or an order hereunder.
- 7) **FORCE MAJEURE**  
REIL and the Supplier shall not be under any liability to each other or to any other party in any way whatsoever for the destruction, damage, delay or any other matters of the nature arising out of reasons beyond the control of either party, including but not limited to a war, rebellion, civil commotion, strikes, lock-outs and industrial disputes; fire, explosion, earthquake, Act of God, flood, drought, bad weather, requisitioning or other act or order by any government department, council or other constituted body, and similar other reasons.
- 8) **RESTRICTIN ON EMPLOYMENT**  
Both the parties have agreed that they will not recruit any members of staff of other party directly or indirectly.
- 9) **ARBITRATION**  
All disputes arising out of this contract and questions relating to its interpretation etc. shall be referred to the contract committee headed by ED/GM and if not resolved shall be referred to the sole arbitration of Managing Director, Rajasthan Electronics & Instruments Ltd., for his decision, which shall be final and binding on both parties. The Venue of Arbitration proceedings shall be at Jaipur.
- 10) **RISK AND COST**  
In the event of failure on the part of the contractor in the supply, installation and commissioning of goods and services, which is required in view of the pending orders, REIL shall be entitled to cancel the remaining order and procure the outstanding quantity through other sources at risk and costs of the contractor.
- 11) **TERMINATION OF CONTRACT:**  
REIL shall be entitled to terminate this Contract, in the event of any or all or any of the following events, with a written notice of 15 days with due consent of the supplier:-
  - i. has abandoned the Contract
  - ii. has without valid reason failed to supply the goods in respect of the contract or has suspended the progress of supply of equipment
  - iii. persistently fails to execute the Contract in accordance with the Contract or persistently neglects to carry out its obligations under the Contract without just and proper cause
- 12) **DURATION OF CONTRACT**  
This contract shall take effect on the day of execution of this contract and shall endure for the period of 30-04-2022 and renewable as per mutual agreement.
- 13) **GOVERNING LAW**  
This contract and its validity, interpretation and performance will take effect and be governed under the laws of India. Venue in any action in law or equity arising from the terms and conditions of this contract shall be the court of appropriate jurisdiction in Jaipur, Rajasthan (India)
- 14) **SPLITTING OF TENDER QUANTITY BETWEEN BIDDERS**  
REIL reserve the right to split the quantity and award on two or more vendors as per the production/ project requirement. The following norms would be adopted in case of split of quantity:  
If the lowest quoting vendor is an approved vendor and the second lowest is also approved vendor to REIL, 100% of the tender quantity would be split amongst the approved vendors only in the ratio of 70:30 at the rate and terms applicable in the tender, keeping in view the objective that the per unit landed cost to REIL in case of purchase from L1 or L2 approved vendor remains same. In exceptional cases quantity may be split between L1, L2 and L3 in the ratio as per the requirement on case to case basis.
- 15) **PREFERENCE TO MSE**
  1. 20% of the tendered quantity is earmarked for MSE suppliers in this tender
  2. Out of the 20% tendered quantity reserved for MSE suppliers, 4% shall be earmarked for procurement from MSE owned by SC/ST entrepreneurs.
  3. In case MSE vendor participating in the tender quotes within the price band of L1+15%, they will be allowed to supply the portion of the requirement subject to acceptance of L1 price by MSE vendor. In case of more than one such MSE, the supply shall be shared proportionately.
- 16) **INDIGENOUS MANUFACTURER**  
Indigenous manufacturer shall be given preference for promotion of indigenous products to maximum subject to meeting quality standards and specifications.
- 17) **NO NEAR RELATIVE CLAUSE:**  
The bidder should give a certificate that none of his/her near relative is working in REIL as defined below along with their technical bid as per Annexure-. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and REIL will not pay any damage to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in the REIL Tenders. The near relatives for this purpose are defined as:- (a) Members of a Hindu undivided family. (b) They are husband and wife. (c) The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).

**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**

**SERVICE LEVEL AGREEMENT**

(On Rs. 500/- Non – Judicial Stamp Paper)

M/s. \_\_\_\_\_ a company incorporated and having its registered office at \_\_\_\_\_, hereinafter called “\_\_\_\_\_”, which expression shall, unless it be repugnant to the subject or context thereof, include its successors and assign, of the One Part.

**AND**

Rajasthan Electronics & Instruments Limited, a company incorporated under the Companies Act, 1956 and having its office at 2, Kanakpura Industrial Area, Jaipur - 302034, and its registered office at 2, Kanakpura Industrial Area, Jaipur - 302034, hereinafter called “REIL”, which expression shall, unless it be repugnant to the subject or context thereof, include its successors and assigns, of the Other Part.

(The \_\_\_\_\_ and REIL are hereinafter collectively referred to as the “Parties” and individually as the “Party”)

**WHEREAS :**

The aim of this agreement is to provide a basis for close co-operation between REIL and \_\_\_\_\_, for maintenance services of the item \_\_\_\_\_ to be provided by \_\_\_\_\_ to REIL, thereby ensuring a timely and efficient service support available to REIL.

This agreement is contingent upon each party knowing and fulfilling their responsibilities and generating an environment conducive to the achievement and maintenance of targeted service levels.

**Objectives of Service Level Agreements**

1. To create an environment which is conducive to a co-operative relationship between \_\_\_\_\_ and REIL to ensure the effective support
2. To document the responsibilities of both the parties taking part in the Agreement
3. To ensure that REIL is provided a robust service with the full support of \_\_\_\_\_.
4. To define in detail the service to be delivered by \_\_\_\_\_ and the level of service which can be expected by REIL, thereby reducing the risk of misunderstandings
5. To institute a formal system of objective service level monitoring ensuring that reviews of the agreement are based on factual data

6. To provide a common understanding of service requirements/capabilities and of the principles involved in the measurement of service levels
7. To define the commercials of the agreement

#### **Scope:**

1. \_\_\_\_\_ will provide \_\_\_\_\_ years warranty support from the date of installation or \_\_\_\_\_ from date of invoice (there should be 3 month gap between date of invoice and date of installation) whichever is earlier.
2. First level service support will be provided by REIL engineer. Subsequently if the complaint is not rectified, then service engineer of \_\_\_\_\_ will attend calls at site for rectification on call complaints by REIL personnel.
3. \_\_\_\_\_ (Item) will be installed in all over India. Installation will be done by REIL personnel at site. \_\_\_\_\_ will take installation details from REIL authorized person on monthly basis for records & warranty purpose. \_\_\_\_\_ shall depute trained personnel / technical staff for carrying out the maintenance.
4. \_\_\_\_\_ shall ensure to maintain all required spares / components stock at their branch/HO locations to take care of complaints under warranty maintenance.
5. Any physical damage or other damages occurred to the \_\_\_\_\_ by faulty electrical supply, fire; water seepage flooding etc. repairing charges in such case shall be borne by REIL/user.

#### **Period of Agreement**

This agreement shall commence from \_\_\_\_\_ (date of receipt) following the acceptance by both parties and shall continue until terminated.

#### **Review Procedure**

This agreement shall be reviewed in April month (or any date mutually agreed) of every financial year by REIL and \_\_\_\_\_. The review shall cover services provided, service levels and procedures. Changes to this agreement must be approved by both signatories.

#### **Representatives**

REIL and \_\_\_\_\_ nominate the following representatives responsible for the monitoring and maintenance of the service agreement:

REIL	Dy. General Manager (Co-ordination)
_____	

#### **Service Level Monitoring**

\_\_\_\_\_ will maintain a common central level monitoring system for all service calls

registered by REIL and/or users. \_\_\_\_\_ will undertake the repairs of the calls registered by users under intimation of REIL.

## **Training**

If required, \_\_\_\_\_ will provide required training to REIL field staff /users for product handling & maintenance. Training will be provided at REIL works / regional centre/user place on mutually agreed time & dates. \_\_\_\_\_ will not claim any charge.

## **Response Times**

\_\_\_\_\_ shall attend the breakdown calls as per below Matrix..

State Capitals / District places	– One working day excluding the day of complaint
Outside district limit	– Two working day excluding the day of complaint

## **Call Closing Times**

\_\_\_\_\_ shall close the breakdown calls as per below Matrix either by component/parts replacement or providing by Service Unit.

State Capitals / District places	– Two working day excluding the day of complaint
Outside district limit	– Three working day excluding the day of complaint

## **Complaints**

- i) Call Centre List ( complete in all respect such as Contact Person, Phone No, Mobile No, Address, E-mail ID etc.) will be provided by \_\_\_\_\_.
- ii) First level service complaints has to be resolved by REIL engineer. Subsequently if the complaint is not rectified, then service engineer of \_\_\_\_\_ will attend calls at site for rectification of warranty call complaints free of cost. In case of post warranty cases it will be on chargeable basis as per Annual Maintenance Contract mutually agreed.
- iii) Complaint will be lodged by REIL person or user on \_\_\_\_\_. Complaint No. will be provided by \_\_\_\_\_. Complaint record (Complaint No, Complaint Date, Complaint Closing Date, Name of Complaint Person, Item Sr. No., Place of Installation, Signed Service Job Report by authorised person etc.) will be maintain by \_\_\_\_\_ for record and analysis. Complaint Record should be available in hard & soft copy and will be submitted by \_\_\_\_\_ during first week of each quarter.

**1**

## **2 Spares**

3 \_\_\_\_\_ will provide spares as decided mutually on supply of per 100 no. basis to REIL. REIL staff will use spares for rectification of problems of machines under warranty. Faulty spares will be send by REIL to \_\_\_\_\_ for repair/replacement & same will be returned by \_\_\_\_\_ within 04 working days to replenish imprest of spares stock.

#### 4 Post Warranty Support

REIL may undertake the post warranty support either on call basis or on AMC basis. The support scope of REIL & \_\_\_\_\_ would be similar to the ones as applicable during warranty.

##### Complaints Escalation Matrix

Any unattended complaints assigned to Essae may be escalated as mentioned in the table

Escalation	Mobile and Landline no.	Email	Time	Records for reference
1 <sup>ST</sup> -LEVEL			Immediate	Complaint No. & Date
2 <sup>ND</sup> – LEVEL			24 Hours after Response Time	NA
3 <sup>RD</sup> – LEVEL			48 Hours after Response Time	NA
4 <sup>TH</sup> - LEVEL			72 Hours after Response Time	NA

##### Liquidated Damage Clause

In case \_\_\_\_\_ fails to deliver the service support as per SLA then REIL may get the unit repair/replaced from the market and expenditure towards the same will be recovered/debited from \_\_\_\_\_.

##### Penalty:

Penalty at the rate of Rs. 100 per day maximum Rs. 1000 will be deducted if supplier is unable to attend complaint within the specified time from the reporting of the fault at site.

##### Arbitration:

In case of difference of opinion or dispute arising out of the operation of the agreement then same shall be settled bilaterally by the chief executives or their authorised representatives of both the parties. In case matter is not resolved then the decision of MD, REIL will be final & binding on both parties.

Signed and Sealed by

(Authorized Signatory)

REIL

Signed and Sealed by

(Authorized Signatory)

\_\_\_\_\_

**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**

**Manufacturer Authorization Certificate**

To

Date

DGM (MM),  
Rajasthan Electronics & Instruments Limited,  
2, Kanakpura Industrial Area,  
Jaipur-302034  
Rajasthan

Dear Sir,

We M/s. ....are authorizing M/s. .... to submit  
tender document in reference to your tender no **REIL/MM/21-22/E PROC/BOS-EL/017**

**Dated .....** for supply of **Solar Charge Controller 24V 10 Amp** on our behalf .They  
are authorize to carry out communication and negotiations on our behalf. Order shall be placed on  
us than / for supply of material.

On behalf of company .....

Name and Designation

Signed and sealed (who has signed the tender)

**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**

**TENDER REIL/MM/21-22/E PROC/BOS-EL/017**

**CERTIFICATE FOR NON BLACK LISTING**

To

Date

DGM (PROC),  
Rajasthan Electronics & Instruments Limited,  
2, Kanakpura Industrial Area,  
Jaipur-302034  
Rajasthan

Dear Sir,

We M/s. ....confirm that we are not blacklisted in any PSUs/Government/Semi Government /Quasi Government department in India , as on date of submission of bid. This undertaking is submitted to the best of my knowledge. If at any stage it is found wrong then REIL may take necessary action against us.

On behalf of company .....

Name and Designation

**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**

Tender ref. No - **REIL/MM/21-22/E PROC/BOS-EL/017**

**"UNDERTAKING OF NO NEAR RELATIVE,,**

Date

To,

DGM (MM),

Rajasthan Electronics & Instruments Limited,

2, Kanakpura Industrial Area,

Jaipur-302034

Rajasthan

Dear Sir,

I.....S/o.....R/o.....  
... hereby certify that none of my relative's as defined in the tender document is/are employed in Rajasthan Electronics & Instruments Limited (REIL) as per details given in tender document. In case at any stage, it is found that the information given by me is false/incorrect, REIL shall have the absolute right to take any action as deemed fit/without any prior intimation to me.

On behalf of company .....

Name and Designation.....



**RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR**

**CA CERTIFICATE**

To,

Date :

DGM (MM),  
Rajasthan Electronics & Instruments Limited,  
2, Kanakpura Industrial Area,  
Jaipur-302034  
Rajasthan

Dear Sir,

It is certified that M/s. is falling under MSE category as per guidelines contained in the provisions of the MSMED Act, 2006 and notification No. S.P. 1722(E) dated 05.10.2006 & latest amendment and having Udyog Adhar no. .... We also certify that the investment in plant and machinery (Imported and indigenous) as on date is ..... and turnover is less than ..... Crore in financial year 2019-20

Item being supplied against tender is manufactured by M/s. ....

Chartered Accountant  
Firm name:-  
Signature with seal

UDIN.....

## RAJASTHAN ELECTRONICS & INSTRUMENTS LIMITED, JAIPUR

### Check List

Sr. No.	Required Documents	Remark
1	Sealed and signed process compliance form. (Annexure-I)	
2	Sealed and signed Technical specification of <b>Solar Charge Controller 24V 10 Amp.</b> as and commercial conditions (Annexure-II)	
3	Sealed and signed commercial terms & conditions of tender (Annexure-III)	
4	Sealed and signed general terms & conditions of tender (Annexure-IV)	
5	Sealed and signed Service Level Agreement of tender (Annexure-V)	
6	Manufacturing Authorization certificate as per annexure VI.	
7	Sealed and signed under taking as per annexure-VII from manufacture for nonblack listing.	
8	Sealed and signed undertaking of No Near Relative (Annexure-VIII)	
9	Sealed and signed CA Certificate (Annexure-IX)	
10	Check list (Annexure-X)	

For any queries regarding tender, please contact

**Name:** Mr. Praveen Kumar

**Designation:** Dy. Manager

**Contact No:** 0141-2471083

**E-Mail id:** [praveen.kumar@reil.co.in](mailto:praveen.kumar@reil.co.in)

For further escalation, please contact

**Name:** Mr. Deepak Gupta

**Designation:** Deputy General Manager

**Contact No:** 0141-2471083

**E-Mail id:** [deepak.gupta@reil.co.in](mailto:deepak.gupta@reil.co.in)