

Contract



Contract No: GEMC-511687743926909

Generated Date: 25-Nov-2021

Organisation Details Type: State Autonomous Ministry: - Department: Medical Education Department Uttar Pradesh Organisation Name: N/A Office Zone: Lucknow		Buyer Details Designation: Chief Assistant Contact No.: - Email ID: buycon1.ceooff.up@gembuyer.in GSTIN: 09AAAAK4509K1ZJ Address: King George Medical University, Shahmina Road, Chowk, Lucknow, LUCKNOW, UTTAR PRADESH-226003, India	
Financial Approval Detail IFD Concurrence: No Designation of Administrative Approval: Vice-Chancellor Designation of Financial Approval: Finance Officer		Paying Authority Details Payment Mode: Offline Designation: FO Email ID: pao2.kgmu.lko@gembuyer.in GSTIN: N Address: King George Medical University, Shahmina Road, Chowk, Lucknow, LUCKNOW, UTTAR PRADESH-226003, India	
Consignee Details			
S.No	Consignee Name & Address		Service Description
1	Contact: - Email ID: buycon1.ceooff.up@gembuyer.in GSTIN: 09AAAAK4509K1ZJ Address: King George Medical University, Shahmina Road, Chowk, Lucknow, LUCKNOW, UTTAR PRADESH-226003, India		Application Development and Maintenance Resource Hiring Services
Service Provider Details GeM Seller ID: A926180000513008 Company Name: NEODIGITECH INNOVATIONS PRIVATE LIMITED Contact No.: 07275979797 Email ID: ritesh@neodigitech.com Address: 35- Jaigurudev Nagar, Bijnor Road, Natkur, Chandrawal, Lucknow, Lucknow, UTTAR PRADESH-226002, - MSME verified: Yes MSME Registration number: UP50D0001380 MSE Social Category: General MSE Gender: Male GSTIN: 09AAGCN6356B1ZG , 09AAGCN6356B1ZG			
*GST / Tax invoice to be raised in the name of - Buyer			
Service Details			
Contract Start Date : 02-Dec-2021		Contract End Date : 01-Dec-2022	
Category Name : Application Development and Maintenance Resource Hiring Services			
Billing Cycle : quarterly			
Description		Number of Resources	(Unit Price) Monthly Cost to Buyer (Inclusive of all charges in INR)
Certifications :	Not Required	1	15000
Deployment of Resource :	Offsite		
Details of Technology/Platform/Language/functional knowledge of resource :	PHP		
Technology Background of the Resource :	Open Source		
Qualification Stream :	MCA		
Relevant Experience in years :	4-6		
Roles :	Web Developer		
Total Amount (Formula) : ((Monthly Cost to Buyer (Inclusive of all charges in INR)*Number of Resources)*Contract Period/30)			
Total Value without Addons :			182500

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Total Addon Value	0
Total Value Including Addons	182500.00
Amount of Contract	
Total Contract Value Including All Duties and Taxes in INR	182500
SLA Details - Application Development and Maintenance Resource Hiring Services	
Application Development and Maintenance Resource Hiring Services PREAMBLE : All Application Development and Maintenance Resource Hiring Services contracts placed through GeM shall be governed by following set of Terms and Conditions: - General terms and conditions for Goods and Services; - Service Specific STC of Application Development and Maintenance Resource Hiring Services- as defined in Service Catalogue which includes SLA for the Service or Service for a particular product; - BID / Reverse Auction specific ATC - Operation of The above terms and conditions are in reverse order of precedence i.e. ATC supplement Service Specific STC and GTC, however Service Specific STC prevails or supersede over the GTC. - The above set of conditions along with Scope of supply including price as enumerated in the Contract Document shall be construed to be part of the contract. - This document represents a comprehensive Terms and Conditions governing the contract between the Buyer and Service Provider. The purpose of this document is to outline the scope of work, Stakeholder's obligation and terms and conditions of all services covered as mutually understood by the stakeholder Agreement Overview :This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Application Development and Maintenance Resource Hiring Service Provider. The purpose of this agreement is to facilitate implementation Application Development and Maintenance Resource Hiring Services at the Buyer's premises. The Service Provider would provide the required equipment (if any) and personnel for the mentioned shifts as per the requirements of the buyer. This Agreement outlines the scope of work, Stakeholder's obligation and Terms and Conditions of all services covered as they are mutually understood by the stakeholders. Stakeholders The main stakeholders associated with this SLA are: 1) Service Provider(s)/Service Provider 2) Buyer 3) Paying Authority The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA. Objective And Goals The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of service to buyer by service provider. The goals of this Agreement are to: • Provide clear reference to service ownership, accountability, roles and/or responsibilities • Present a clear, concise and measurable description of service provision to the customer • Establish Terms and Conditions for all the involved stakeholders • To ensure that all the parties understand the consequences in case of termination of services due to any of the stated reasons Service Scope Introduction The scope of "Application Development and Maintenance Resource Hiring Services" is to provide specified number of Application Development and Maintenance Resource Hiring Services resources with requisite and prescribed qualifications and experience, to function and perform as per agreed terms and conditions. Based on a performance based approach for engaging the Service Provider to deploy Professional resources, on a man month basis, Buyer shall provide all details and information needed on line and use appropriate filters enabled on line for this service. An indicative list of activities that resources of Service Providers will be required to undertake are as follows: 1. Design and Development of application S/W. 2. Rollout Management 3. Database Management. 4. Technical or Business Documentation. 5. Test case preparation and testing of the application software. 6. Training of users 7. Carry out maintenance, feature up-gradation and support of application software post completion of project. 8. Bug fixing and implementation support to end users. 9. Project/Program Management 10. Architecture of the solution (a) The performance and discipline of the resources provided by the bidder should be ensured by the Service Provider. (b) Regular progress reporting and review of the same with the concerned Project coordinator will be an integral part of the responsibility of the Service Provider. (c)Timely production of quality output will be an overarching responsibility of the Service Provider. (d)The Project plan including scope of work, job requirements, time lines and resource requirements shall be finalised by the concerned Buyer Department. These resources shall be engaged as per the requirements of the project. Broad Scope :	


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Broad scope of the Service is as follows:

Capacity building aimed at enhancing overall output and efficiency of the Organisation and its resources, would include activities like design and customization of training modules to actual conduct of Training, certifying Master trainers, bundle a Product(s) offer with onsite training /skilling support, Core Sectoral Skilling and its upgradation.

Project Management would cover all or any activity including initiating, planning, executing, controlling, and closing the work of the Project (its team) to achieve specific goals and meet specific success criteria at the specified time. Setting up of a PMU, its operations (including Sourcing) and Management to deliver on agreed outcomes and performance will be central to this Service.

Programme Management where multiple projects would be involved would focus on supporting the Owner (Buyer) in Supervision, Monitoring and Review of Project(s) implementation.

Consultancy/Advisory provided for conceptualizing, designing including taking up Proof Of Concept (PoC) exercise across products and sectors. Such advisory would include Pre and Post implementation analysis and assessment of Projects, Draft documents like Vision, Strategy, Approach, DPRs etc.

Project Implementation refers actual implementation including assaying SI role in IT leveraged Projects will be covered under this track. Typically would involve setting up of an onsite Project team and its management to deliver on agreed outcomes and performance.

Operations and Support refers to services that entities provide to users of technology products or services. In general, Operations and Support provide help regarding specific problems with a product or service, rather than providing training, provision or customization of product, or other support services. Operations and Support may be delivered over by phone, e-mail, live support software on a website, or other tool where users can log an incident.

Buyer's Obligations

1. Except as expressly otherwise provided, the Buyer shall, at its own expense, provide timely all the required equipment and facilities at the location(s) where the manpower Services are to be provided required to enable Service Provider's employees to perform and deliver as per agreed Terms and Conditions.
2. The Buyer shall notify the Service Provider of any dishonest, wrongful or negligent acts or omissions of the Service Provider's employees or agents in connection with the Services as soon as possible after the Buyer becomes aware of them.
3. The Buyer shall not be under any obligation for providing empanelment to any of the personnel of the Service Provider after the expiry of the contract. The Buyer does not recognise any employee employer's relationship with any of the workers of the Service Provider.

Service Provider's Obligations

1. A Service Provider would be required to provide sufficient and qualified manpower for further selection/replacement, capable of supporting the functioning of the project/department in a manner agreed with the Buyer. The services shall be rendered on a monthly, quarterly and yearly basis, as per the requirements of the Buyer.
 2. The Service Provider shall provide Manpower Services at Buyer's premises as per Schedule of Work / Requirements which may be amended from time to time by the Buyer during the Contractual period and it shall always form part and parcel of the Contract. The Service Provider shall abide by such assignments as provided by the Buyer from time to time.
 3. The Service Provider shall cover its personnel for personal accident and death whilst performing the duty and the Buyer shall own no liability and obligation in this regard.
 4. The Service Provider shall exercise adequate supervision to reasonably ensure proper performance of Manpower Services in accordance with Schedule of Requirements.
 5. The Service Provider shall issue identity cards / identification documents to all its employees who will be instructed by the Service Provider to display the same.
 6. The personnel of the Service Provider shall not be the employees of the Buyer and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Service Provider shall make them known about this position in writing before deployment under this agreement.
 7. All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Buyer.
 8. It is the responsibility of the Service Provider to provide manpower for the above listed work. The manpower has to be segregated, based on their years of experience.
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1. The responsibility of effective and efficient delivery would rest with the Service Provider. Thus, the education qualifications and experience of the manpower deployed would be left to the subjugation of the Service Provider, subject to them meeting the minimum qualifying criteria.
 2. The Service Provider shall provide the documentary proof for the qualifications and experience of the manpower deployed by them. The bio-data, qualification and experience of the said manpower should be certified by the Service Provider.
- The police verification, character and antecedent's verification of the employees is the whole and sole responsibility of the Service Provider. The same may be verified by the Buyer at the time of joining of the employees, if he/she so desires.
1. The Service Provider shall ensure the following in respect of his employees-
 2. The working hours and days of the outsourced employees will be as per the existing applicable rules of the respective Central/State Government organisations. However, they have to work on holidays, if necessary and required based on demand of work.
 3. In an event of deployed personnel availing leave, and if required by buyer suitable substitute(s) shall be provided by service provider as per mutual understanding with buyer.
- Consequent to poor performance of deployed manpower, service provider shall immediately replace the deployed manpower thereby maintaining service levels and continuity.
1. Working shifts (includes day and night shift) if any, and daily working hours shall be mutually agreed upon between buyer and seller prior to deployment of manpower.
 2. The attendance of the employees will be entered in the register provided by the Service Provider and/or in the Aadhaar based Biometric attendance system at the Buyer's premises. The persons deployed should be polite, cordial and efficient while handling the assigned work and their actions should promote good will and enhance the image of the Corporation or office concerned. The Service Provider shall be responsible for any act of indiscipline on the part of the persons deployed.
 3. The persons deployed shall, during the course of their work be privy to certain qualified documents and information which they are not supposed to divulge to third parties. In view of this, they shall be required to take oath of confidentiality and breach of this condition shall make the Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

Special Terms and Conditions of the Service

1. The Service Provider would be required to provide sufficient and qualified manpower, capable of supporting the functioning of the project/department in a manner desired by the Buyer.
2. The Service Provider should have a legal status, whether it will be a registered Proprietorship Firm/Partnership Firm/Company under Companies Act having legal entity having all statutory licenses/registration for carrying out such activity as well has had registration for income tax.
3. The Service Provider shall ensure that all the relevant licenses / registrations / permissions which may be required for providing the services are valid during the entire period of the contract; failing so shall attract the appropriate penalties. The documents relevant in this regard shall be provided by the Service Provider.

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Provider to the Buyer on demand.

4. In case of services hired on annual basis and 5 working days, the employees will be entitled to 08 days of casual leaves per year on pro-rata basis and in case of 6 working days, the employees will be entitled to 15 days casual leave per year on pro-rata basis. Beyond specified leaves as applicable, leave will be treated as leave without pay (LWP) for which necessary deduction will be made by the buyer in the billed amount if no replacement is provided.
5. No medical facilities or reimbursement or any sort of medical claims thereof in respect of employees provided by the Service Provider will be entertained by the Buyer.
6. The Buyer or its representative shall have the right to inspect and/or to test the services/Solution/Technology to check their conformity to the contract specifications at no extra cost to the Buyer.
7. The Buyer will in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the employee or by the Service Provider. The employees as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the Buyer's department would not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules shall only rest with the Service Provider.
8. The Service Provider shall be required to keep the Buyer updated about the change of address, change of the Management etc. from time to time.
9. The Buyer shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the Buyer, emergencies, exempted.
10. The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other agency or organisation by whatever name be called without the prior written consent of the Authority.
11. The Service Provider shall nominate a coordinator who shall be responsible for regular interaction with the Buyer Department so that optimal services of the persons deployed could be availed without any disruption.
12. For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Buyer Department.
13. The Buyer Department shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/duties, or for payment towards any compensation.
14. The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement.
15. **Debarment:** All Government entities should follow the following debarment rules, prescribed in GFR, 2017.

(i) A bidder shall be debarred if he has been convicted of an offence—

1. under the Prevention of Corruption Act, 1988; or
2. 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 execution of a public procurement contract.

(ii) A bidder debarred under sub-section (i) or any successor of the bidder shall not be eligible to participate in a procurement process of any procuring entity for a period not exceeding three years commencing from the date of debarment.

(iii) A procuring entity may debar a bidder or any of its successors, from participating in any procurement process undertaken by it, for a period not exceeding two years, if it determines that the bidder has breached the code of integrity. The Ministry/Department will maintain such list which will also be displayed on their website.

(iv) The bidder shall not be debarred unless such bidder has been given a reasonable opportunity to represent against such debarment."

1. **Quoting of Price on the Portal:** Changes in Government taxes should not be imposed on the vendor by making payment adjustments. The net revenue for the Consultant should remain the same as was factored in during the financial estimation of the project"

1. **Fall Clause :**The BIDDER undertakes that under similar buying conditions, it has not supplied/is not supplying similar product/systems or subsystems at a price lower than that offered in the present bid in respect of any other Ministry/Department of the Government of India or PSU and if it is found at any stage that similar product/systems or subsystems was so supplied by the BIDDER to any other Ministry/Department of the Government of India or a PSU at a lower price, then that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BUYER, if the contract has already been concluded."

1. **EMD Forfeiture :**The EMD may be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
- In case of seller indulging in corrupt or false practices

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19. **Force Majeure :** Force Majeure is herein defined as any cause, which is beyond the control of the selected Bidder or Purchaser as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract, such as:

1. Natural phenomenon, including but not limited to floods, droughts, earthquakes and epidemics
2. Acts of any government, including but not limited to war, declared or undeclared priorities, quarantines and embargos
3. Terrorist attack, public unrest in work area provided either party shall within 10 days from occurrence of such a cause, notify the other in writing of such causes. The Bidder or Purchaser shall not be liable for delay in performing his/her obligations resulting from any force majeure cause as referred to and/or defined above. Any delay beyond 30 days shall lead to termination of contract by parties and all obligations expressed quantitatively shall be calculated as on date of termination. Notwithstanding this, provisions relating to indemnity, confidentiality survive termination of the contract."

1. **Arbitration :** Buyer and the Service Providing Agency will make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the contract placed through GeM .If the parties cannot resolve the Dispute then any such dispute or difference whatsoever arising between the parties to this Contract out of or relating to the construction, meaning, scope, operation or effect of this Contract or the validity of the breach thereof shall be referred to a sole arbitrator to be appointed by mutual consent of both the parties herein. If the parties cannot agree on the appointment of the arbitrator within a period of one month from the notification by one party to the other of existence of such dispute, then the Arbitrator shall be appointed by the High Court under which Jurisdiction office of the buyer falls. The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof. The Arbitration proceedings will be held at the jurisdiction specified above . Any legal dispute will come under the sole jurisdiction specified above .

The provisions of the Arbitration and Conciliation Act, 1996 will be applicable and the award made there under shall be final and binding upon the parties hereto, subject to legal remedies available under the law. Such differences shall be deemed to be a submission to arbitration under the Indian Arbitration and Conciliation Act, 1996, or of any modifications, Rules or re-enactments thereof."

1. **Limitation of Liability:** (a) The liability of Consultant (whether in contract, tort, negligence, strict liability in tort, by statute or otherwise) for any claim in any manner related to this Agreement, including the work, deliverables or Services covered by this Agreement, shall be the payment of direct damages only which shall in no event in the aggregate exceed the fees and expenses received under this work order. The liability cap given under this Clause shall not be applicable to the indemnification obligations set out in Clause 22 .

(b) In no event shall either party be liable for any consequential, incidental, indirect, special or punitive damage, loss or expenses (including but not limited to business interruption, lost business, lost profits, or lost savings) even if it has been advised of their possible existence.

(c) The allocations of liability in this clause represent the agreed and bargained-for understanding of the parties and compensation for the Services reflects such allocations. Each Party has a duty to mitigate the damages and any amounts payable under an indemnity that would otherwise be recoverable from the other Party pursuant to this Agreement by taking appropriate and commercially reasonable actions to reduce or limit the amount of such damages or amounts."

1. **Indemnification:** Consultant (the ""Indemnifying Party"") undertakes to indemnify (the ""Indemnified Party"") from and against all Losses on account of bodily injury, death or damage to tangible personal property arising in favour of any person, corporation or other entity (including the Indemnified Party) attributable to the Indemnifying Party's negligence or willful default in performance or non-performance under this Agreement. If the Indemnified Party promptly notifies Indemnifying Party in writing of a third party claim against Indemnified Party that any Service provided by the Indemnifying Party infringes a copyright, trade secret or Indian patents of any third party, Indemnifying Party will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Indemnified Party. Indemnifying Party will not indemnify the Indemnified Party, however, if the claim of infringement is caused by (a) Indemnified Party's misuse or modification of the Service; (b) Indemnified Party's failure to use corrections or enhancements made available by the Indemnifying Party; (c) Indemnified Party's use of the Service in combination with any product or information not owned or developed by Indemnifying Party; (d) Indemnified Party's distribution, marketing or use for the benefit of third parties of the Service; or (e) information, direction, specification or materials provided by Indemnified Party or any third party contracted to it. If any Service is or likely to be held to be infringing, Indemnifying Party shall at its expense and option either (i) procure the right for Indemnified Party to continue using it, (ii) replace it with a non infringing equivalent, (iii) modify it to make it non infringing. The foregoing remedies constitute Indemnified Party's sole and exclusive remedies and Indemnifying Party's entire liability with respect to infringement.

23. **Forfeiture of Performance Bank Guarantee: Forfeiture** of Security Deposit: Security amount in full or part may be forfeited in the following cases:

1. When the terms and conditions of contract is breached/infringed.
2. When contract is being terminated due to non-performance of the Successful Bidder.
3. Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Nodal Officer in this regard shall be final."

24. **Termination for default :**

1. a) Without limiting any other rights or remedies the Client may have against the Consultant / service providing agency arising out of or in connection with this Contract, the buyer/ Client may terminate this Contract effective immediately by giving written notice to the SPA/Consultant if: the Consultant breaches a material provision of this Contract where that breach is not capable of remedy; the Consultant breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so; or an event specified in any clause of the contract happens to the SPA/Consultant. Termination of this Contract does not affect any accrued rights or remedies of a party.

Confidentiality

The Service Provider shall not use Confidential Information, the name or the logo of Buyer Department except for the purposes of providing the Service as specified under this contract; The Service Provider may only disclose Confidential Information in the following circumstances with the prior written consent of Buyer Department to a member of the Service Provider if she/he is aware of the confidentiality of the Confidential Information and is obliged to use it only for the performance of obligations under this contract.

1. The Service Provider shall do everything reasonably possible to preserve the confidentiality of the Confidential Information to the satisfaction of Buyer Department.
2. The Service Provider shall notify Buyer Department promptly if it is aware of any disclosure of the Confidential Information otherwise than as permitted by this Contract or with the authority of Buyer Department.

Payments

1. The Service Providing Agency shall furnish statement of amount paid for the month to the persons deployed along with cheque number and Bank account from which the payment has been made. Service Providing agency is to furnish copy of bank statement in support of amount paid as and when required by Buyer Departments.
2. The payment to the Service Provider will be made on monthly and quarterly basis, depending upon the actual duration of the services rendered as per order.
3. Any violation of contractual obligations by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider confirms and agrees that penalty whenever becomes payable, the same shall be deducted by the user department from the payments due to the Service Provider.
4. TA/DA shall be payable directly by the Buyer on production of travel documents in original and approval of appropriate authority of the Buyer for undertaking

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such travel for the project/assignment.

5. All applicable taxes and duties except GST, shall be payable by the Service Provider and the Buyer shall not entertain any claims whatsoever with respect to the same. The Service Provider shall pay the GST and the price quoted is inclusive.
6. The Service Provider shall ensure payment regularly for the deployed manpower to their entitlements like monthly salaries/wages etc. and submit the documentary proof of the salary paid as per the terms and conditions of the contract. Bill for the subsequent month will be paid only after submission of certificate of disbursement of wages of previous month.
7. In case the submission of monthly bills is delayed by the Service Provider beyond 15 days from the last day of the month in which the services have been provided, the entire liability towards payment of interest/penalty to the tax authorities would be borne by the respective Service Provider.
8. Escalation towards payment of salaries / wages of the employees shall not be accepted on any ground during the contract period.
9. The Breakup of the components to be provided to the Buyer Department. The Buyer Department will provide Minimum Wage as per the Notification applicable in their area for the category of Resource they want to procure.

The following conditions shall specify breach of contract and buyer shall have right to immediately terminate the contract.

1. Cumulative penalties reach 10% of the contract value
2. Repeated breach of SLAs beyond 3 instances in the entire contractual period shall be treated as breach of contract. Breach of SLA is defined as performance lower than defined lower performance in this agreement.
3. In case of major default on the part of the Service Provider, the Buyer may provide a 24-hour written notice terminating the contract to the Service Provider.

Penalties

- Penalties for a specific month / period shall be capped at 10% of bill generated for that particular month / period.
- If any SLA is breached beyond 3 instances in any billing period then same shall be treated as a breach of contract and buyer will have full rights to terminate the contract after giving a notice of 30 days

Penalties for Non-Compliance to Service Level Agreement

Penalties will be levied on the service provider for the violation of service level agreement of the contract as mentioned below:

#	Service level agreement	Penalties for non-compliance
1	Non-deployment of total manpower mentioned in the contract as per the date of joining	Up to 15 Days, @1% per day of the value of monthly cost and Beyond 15 days cancellation of the contract with cancellation charges @ 10% of the order value.
2	If the employee is found responsible for any theft, loss of material/ articles and damages	Immediate payment in actuals, equivalent to the value of the article theft/lost/damaged. Replacement within 2 day/cancellation of contract as decided by the buyer depending on the gravity of the act.
3	If the employee is found responsible for disobedience/ misconduct	Warning/counselling/Immediate replacement of resource within 2 days as decided by the buyer depending on the gravity of the act
4	If the employee is absent for more than 2 days without informing or taking prior approval.	Substitute within 2 days with equivalent resource failing which, @ 1% per day of the total value (excluding service tax etc.) of the absent resources up to 15 days. Beyond 15 days, cancellation of the contract with cancellation charges @ 10% of the order value
5	If the employee is found responsible for adopting illegal and foul methods or exercising any corrupt practice in collusion with any third party or officials at the workplace	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the buyer depending on the gravity of the act.

Terms and Conditions

1. General Terms and Conditions-

1.1 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) as available on the GeM portal (unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

1.2 Terms of delivery: Free Delivery at Site including loading/unloading. In respect of items requiring installation and / or commissioning and other services in the scope of supply (as indicated in respective product category specification / STC / ATC), and the cost of the same is also included in the Contract price.

1.2.1 Contracted goods should be delivered at the consignee or designated delivery location as per the working time of the buying organisation. Seller may get the same confirmed from consignee before scheduling delivery.

1.2.2 A copy of the contract should be available with the messenger / dispatching agency that delivers the Goods at consignee / delivery location (preferably pasted / attached outside the consignment / package) for easy reference and ease in delivery acceptance.

1.3 Delivery period: The Delivery Period/Time shall be essence of the Contract and delivery must be completed not later than such date(s). Any modification thereto shall be mutually agreed and incorporated in the Contract as per the provisions of the GTC.

1.4 Performance Security: If the Seller fails or neglects to observe or perform any of his obligations under the contract it shall be liable for the

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Buyer to forfeit either in whole or in part, the Performance Security furnished by the Seller.

1.5 Taxes and Duties: Contract Prices are all inclusive i.e. including all taxes, duties, local levies / transportation / loading-unloading charges etc. Break up of GST shall be indicated by the Seller while raising invoice / bill on GeM. While submitting the bill / invoice Seller shall undertake that the Goods and Services Tax (GST) charged on this bill is not more than what is payable under the provision on the relevant Act or the Rules made there under and that the Goods on which GST has been charged have not been exempted under the GST Act or the Rules made there under and the charges on account of GST on these goods are correct under the provision of that Act or the rules made there under.

1.6 Octroi Duty and / or other local taxes: Contract Prices are all inclusive hence no reimbursement over and above the contract price(s) shall be allowed to seller towards payment of local taxes (such as levy of town duty, Octroi Duty, Terminal Tax and other levies of local bodies etc).

1.7 Limitation of Liability: The provisions of limitation of liability between Buyer and Seller as given in the GTC shall be applicable here.

1.8 Resolution of disputes: The provisions of DISPUTE RESOLUTION BETWEEN BUYER AND SELLER as given in the GTC shall be applicable here.

1.9 Liquidated Damages: If the Seller fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value without any controversy/dispute of any sort whatsoever. In case, Service Level Agreement (SLA) is applicable the same shall be applicable for the Contract.

1.10 Financial Certificate:

1.10.1 The expenditure involved for this purpose has received the Sanction of the competent financial authority.

1.10.2 The funds are available under the proper head in the sanction budget allotment for the concern financial year.

1.10.3 I have been fully authorized by the department to sign the supply order or incur the liability of the Goods being ordered.

1.11 The bidder should submit a self declaration to the effect in bidder's official letter head that their agency have not been black listed by any Agency whatsoever till date.

Note: This is system generated file. No signature is required.

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Lucknow

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687779384448

अनुबंध तिथि | Contract Generated Date : 27-Feb-2025

संगठन विवरण | Organisation Details

प्ररूप | Type : State Autonomous
मंत्रालय | Ministry :
विभाग | Department : Medical Education Department Uttar Pradesh
संगठन का नाम | Organisation Name : N/A
कार्यालय क्षेत्र | Office Zone: Lucknow

खरीदार विवरण | Buyer Details

पद | Designation : Chief Assistant CEO
संपर्क नंबर | Contact No. :
ईमेल आईडी | Email ID : buycon1.ceooff.up@gembuyer.in
जीएसटीआईएन | GSTIN : 09AAAAK4509K1ZJ
पता | Address : King George Medical University, Shahmina Road, Chowk, Lucknow, UTTAR PRADESH-226003, India

वित्तीय स्वीकृति विवरण | Financial Approval Detail

आईएफडी सहमति | IFD Concurrence : No
प्रशासनिक अनुमोदन का पदनाम | Vice-Chancellor
Designation of Administrative Approval:
वित्तीय अनुमोदन का पदनाम | Finance Officer
Designation of Financial Approval :

भुगतान प्राधिकरण विवरण | Paying Authority Details

Role: PAO
भुगतान का तरीका | Internet Banking
Payment Mode:
पद | Designation : FO
ईमेल आईडी | Email ID : vinai.77354@gov.in
जीएसटीआईएन | GSTIN : N
पता | Address: King George Medical University, Shahmina Road, Chowk, Lucknow, UTTAR PRADESH-226003, India

प्रेषिती विवरण | Consignee Details

क्र.सं. S.No	प्रेषिती नाम & पता Consignee Name & Address	सेवा विवरण Service Description
1	संपर्क Contact : - ईमेल आईडी Email ID : buycon1.ceooff.up@gembuyer.in जीएसटीआईएन GSTIN : 09AAAAK4509K1ZJ पता Address : King George Medical University, Shahmina Road, Chowk, Lucknow, UTTAR PRADESH-226003, India	Software Support Services 2.0 - Linux; Database Management Software; Maintenance Services; Ongoing Support; General Service Provider

सेवा प्रदाता विवरण | Service Provider Details

जेम विक्रेता आईडी | GeM Seller ID : A926180000513008
कंपनी का नाम | Company Name : NEODIGITECH INNOVATIONS PRIVATE LIMITED
संपर्क नंबर | Contact No. : 07275979797
ईमेल आईडी | Email ID : ritesh@neodigitech.com
पता | Address : 35- Jaigurudev Nagar, Bijnor Road, Natkur, Chandrawal, Lucknow, UTTAR PRADESH-226002, -
एमएसएमई पंजीकरण संख्या | MSME Registration number : UDYAM-UP-50-0072843
जीएसटीआईएन | GSTIN: 09AAGCN6356B1ZG (B) , (R)
एमएसई सामाजिक श्रेणी | MSE Social Category : General
एमएसई लिंग श्रेणी | MSE Gender : Male

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Buyer

सेवा विवरण | Service Details

सेवा प्रारंभ दिनांक (नवीनतम) | Service Start Date (latest by): 02-Mar-2025
सेवा समाप्ति तिथि | Service End Date : 01-Mar-2026
श्रेणी नाम | Category Name : Software Support Services 2.0

बिलिंग चक्र | Billing Cycle: weekly

विवरण Description		Number of Man-days	Price Per Man-day
OEM of Products for which Software Support Service Required	Linux	365	1151
Type of Product for which Software Support Service is Required	Database Management Software		
Type of Support Service Required	Maintenance Services		
Scope of work	Ongoing Support		
Support Required from	General Service Provider		

कुल राशि (सूत्र) | Total Amount (Formula) :
(Price Per Man-day*Number of Man-days)

एडऑन के बिना कुल मूल्य Total Value without Addons(INR)	420115
कुल एडऑन मूल्य Total Addon Value(INR)	0
एडऑन सहित कुल मूल्य Total Value Including Addons(INR)	420115.00

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अनुबंध की राशि Amount of Contract	
सभी शुल्क और करों सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)	420115
एसएलए विवरण SLA Details	
SERVICE STC SPECIAL TERMS AND CONDITIONS FOR SOFTWARE SUPPORT SERVICES 1. Preamble 2. All contracts related to Software Support Services placed through GeM shall be governed by the following set of Terms and Conditions: 3. General terms and conditions for Goods and Services. II. Service STC contained in this document III. BID / Reverse Auction specific ATC 4. The above terms and conditions are in reverse order of precedence i.e. ATC shall supersede Service specific STC which shall supersede GTC, whenever there are any conflicting provisions. 5. This document represents the Special Terms and Conditions ("STC") and the Service Level Agreement (SLA) governing the contract between the Government/Buyer and Agency/Service Provider. The purpose of this document is to outline the scope of work, stakeholders' obligations and terms and conditions of all services covered as mutually understood by the stakeholders. 6. Objectives and Goal The objective of this document is to ensure that all the special terms and conditions are in place to ensure consistent delivery of services to the buyer by the service provider. The goal of this document is to: ● Provide clear reference to service ownership, accountability, roles and responsibilities of both parties ● Present a clear, concise and measurable description of services offered to the buyer ● Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified ● To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons This document will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. 3. Stakeholders The main stakeholders associated with this agreement are: 1. Buyer: The Buyer is responsible to provide clear instructions, approvals and timely payments for the services availed as per the contractual terms. 2. Service Provider: The service provider is responsible to provide all the required services in timely manner and to the satisfaction of buyer or its authorized representative. The service provider may also include seller, supplier/bidder/contractor, any authorized agents, permitted assignees, successors, and nominees as per the context and as described in the document. The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses payment terms and penalties in case of non-adherence to the defined terms and conditions. 4. Service Scope This service "Software Support Services" may be availed for healthy upkeep and maintenance of the Portfolio of products that Buyer has implemented within their environment .Software Support Service can be outline under following categories: 1. Proactive Services Proactive services help prevent issues in Buyer's environment. To ensure resource availability and delivery during the term of the applicable Work Order, Proactive services should be scheduled in a timely manner. 1. Planning Services ● Proof of Concept: An engagement to provide evidence that enables the customer to evaluate the feasibility of a proposed technical solution. The evidence can be in the form of working prototypes, documents, and designs, but are not usually production-ready deliverables. 2. Implementation Services ● On boarding Services: A direct engagement with the Software engineer of the product to provide deployment, migration, upgrade, or feature development assistance. This can include assistance with planning and validation of a proof-of-concept or production workload. 3. Maintenance Services ● Assessment Program: An assessment on the design, technical implementation, operations or change management of the technologies in use against recommended practices. At the conclusion of the assessment, the resource will work directly with Buyer to remediate possible issues and provide a report containing the technical assessment of Buyer's environment, which may include a remediation plan. ● Health Check: An implementation assessment review of the technology implementation against recommended practices. The Software engineer will plan the health check engagement with Buyer, performs the review, analyses the data and delivers a report upon completion. ● Offline Assessment: An automated assessment of Buyer's software technology implementation with data collected remotely, or by the software engineer at Buyer's location. The data gathered is to be analysed by the Service Provider using on-premises tools, with a report of the findings and remediation recommendations. 4. Proactive Monitoring Delivery of technical operations monitoring tools and recommendations for tuning the server incident management processes. This service helps to create incident matrices, conduct major incident reviews, and create the design for a sustained engineering team. ● Proactive Operations Programs (POP): A review with the staff of Buyer's planning, design, implementation or operational processes against recommended practices. This review is done either onsite or remotely by the support resource. ● Risk and Health Assessment Program as a Service (RAP as a Service): An automated assessment of the Service Provider's technology implementation, with data collected remotely. The gathered data is to be analysed by the Service Provider to create a finding report containing remediation recommendations. ● Risk and Health Assessment Program as a Service Plus (RAP as a Service Plus): RAP as a Service is provided and is followed up with a customized system optimization workshop at Buyer's location (at least for two days), that is focused on remediation planning and knowledge transfer. 5. Optimization Services ● Adoption Services: Adoption services provide a suite of services that help Buyer assess Buyer's organization's ability to modify, monitor and optimize changes linked to	

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Buyer's Software technology purchase. This includes support in the development and execution of Buyer's adoption strategy regarding the people side of change. Customers have access to resources with the expertise, knowledge and associated recommended practices in support of their adoption program.

- **Development Focused Services:** Services available to assist Buyer's staff build deploy, and support applications built with Software technologies.
 - **IT Services Management:** A suite of services designed to help Buyer evolve Buyer's legacy IT environment using modern service management approaches that enable innovation, flexibility, quality and operational cost improvements. Modern IT Service Management services may be delivered through remote or onsite advisory sessions or workshops to help ensure Buyer's monitoring, incident management or service desk processes are optimized to manage the dynamics of cloud-based services when moving an application or service to the cloud. IT Services Management services may be an element of a customized program of support services, available for an additional fee and may be defined in an addendum and referenced in Buyer's Work Order.
 - **Remediation Services:** Direct engagement with the Service Provider's engineer to address findings identified during an Assessment service. The duration of each engagement is specified in days on Buyer's Work Order and is delivered in partnership with Buyer's engineering staff.
6. Service Delivery Management

All Support packages are coordinated and initiated by a Service Delivery Manager (SDM). In certain geographies, this role is also called a Technical Account Manager (TAM) or Support Account Manager (SAM) or Account Delivery Executive (ADE). For Service Support for Developer and developer focused packages, Buyer's service delivery management is provided by an Application Development Manager (ADM) who has broad development industry expertise as well as an understanding of developer technologies. This delivery may be refined, based on delivery model, level of service, and geography. If not otherwise specified on Buyer's Work Order, the delivery model will be Designated, and the level of service will be Core.

Scope Details

The following services are available to customers who purchase a Core level of service delivery management:

- **Service introduction:** An overview of Support services, including an explanation of how to select and plan proactive services and a demonstration of how to log assisted reactive support requests and utilize available tools.
- **Service Delivery Plan (SDP):** The basis of the Support services that includes a customized service plan created in collaboration with Buyer's team to determine how and when services are to be applied. Service Provider to monitor and adjust their SDP based on Buyer's needs throughout the term.
- **Service reviews:** On an ongoing basis, Service Provider must review the past period's services, report to the Buyer on what has been delivered and improved, review Buyer's feedback, and discuss any actions or adjustments, which may be required. These reviews may consist of standard status reports and virtual or onsite status meetings. If Buyer has online services, their service reviews will include status of service requests and service incidents, as well as, uptime information.
- **Critical security support advice:** Notification of critical Software Security Bulletins. If Buyer has a Designated or Dedicated SDM, their SDM will help assess the effect of this information on Buyer's IT infrastructure.
- **Incident management:** Oversight by Service Provider's service delivery team of support incidents to drive timely resolution and a high quality of support delivery. This may include the development of incident response plans, identification of a primary contact for status updates during incidents and facilitating root cause analysis after an incident has occurred. If Buyer has online services, this may include a summary of the cause of the incident and the Service Level Agreement (SLA).
- **Crisis management:** Around-the-clock issue ownership and communication to the Buyer from their service delivery team and Critical Situation Managers during situations in which Buyer experiences critical business impacts.
- **Information services:** Delivery of newsletters, websites and resources focused on products and services relevant to Buyer's environment. May include support and operational information about Software technologies, troubleshooting tools and references to knowledge base articles.
- **Service subscription management:** For customers with online services, their SDM may assist with the escalation of issues that relate to their online service subscriptions and provide answers to billing, account provisioning and SLA credit questions.

1. Reactive Services

Reactive services help resolve issues in Buyer's environment and are typically consumed on demand and can include any combination of the following services:

1. **Problem Resolution Support (PRS):** Assistance for problems with specific symptoms encountered while using software products including troubleshooting a specific problem, error message or functionality that is not working as intended for Buyer's software products.
2. PRS is charged on an hourly basis and hours are deducted from the quota of hours bought, established in Buyer's Work Order unless it is determined that the problem resulted from a bug in a product that is in mainstream support.
3. Upon Buyer's request, Service Provider will collaborate with third-party technology suppliers to help resolve complex multi-vendor product interoperability issues, however, it is the responsibility of the third party to support its product. As needed PRS is provided for online services.
4. Purchased PRS hours will not be deducted for incidents opened against these technologies. Service Delivery Management may be utilised in the same manner for all problem resolution requests.
5. The incident severity determines the response levels for the Service Provider, initial estimated response times and Buyer's responsibilities.

1. Dedicated Support Engineer

DSE is a Subject Matter Expert on specific Technologies and concepts like SQL, SCCM, SCOM, BizTalk, Machine Learning, Block Chain, Application & Infrastructure architecture etc. DSE partners with customer & Deliver Services (IP & Custom):

1. Designated Support Engineering (DSE) provides assistance that is tailored to a specific customer environment and helps achieve a desired outcome. DSE resources are allocated, prioritised and assigned to specific customers and are available during normal business hours, to support specific products and technologies.
2. DSE services include knowledge transfer, assisting development and implementation of strategies, provide RCA insight, and best practices while providing recommendations for additional support needs.
3. Dedicated Expert, on customer Premise to manage daily support/implementation issues helps customer to leverage the true uses of software technology.
4. Provide 30-60-90 days plan, have a firm set of sanctioned work assignments that are being executed and be engaged in recurring technical meetings with customers.

The construct of support offered is as follows:

1. Full DSE: 1600 hours available for 12 months (40 productive weeks/ year with 40 hours/week)
2. Half DSE: 800 hours available for 12 months (20 productive weeks/year with 40 hours/week)

5. Terms and Conditions

o Buyer's Obligations

6. Any documentation/guidelines with respect to the scope of the project and necessary work permits to access buyers' premises are to be provided by the buyer.
7. The Officer-In-Charge nominated by buyer organization shall look after general supervision and direction of the work like development methodologies, use of open-source applications, etc as may be directed in the scope of work.
8. Buyer is responsible for outlining the business impact to the organisation and accordingly assign the appropriate severity levels. Buyer can request a change in severity level during the term of an incident should the business impact require a change.
9. The buyer is expected to share with service provider the details of stakeholders and facilitate meetings that may be required by the service provider to carry out the assigned work.

- **Service Provider's Obligations**

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1. The successful Service Provider, as per need and requirement of the Department, shall ensure appropriate deployment of the resources.
2. The Service Provider is required to use the latest technology.
3. The Service Provider is required to maintain the log sheet which will include number of services provided during the contract period with dates and necessary details.
4. The Service Provider has to oblige the requirement of number of services which may be mentioned in the contract.
5. Service Provider to provide breakup of hours for each set of Service as a solution along with the pricing structure to the Buyer Department against their requirement.

● **Standard Terms and Conditions**

1. Based on the selection from the Bid data sheet, the service provider must be authorised by OEM to provide support services for the software opted by the buyer and shall produce the certificate of authorization issued by the OEM in the name of the service provider.
2. Service Provider must have prior experience in providing support services for the specific software requested by the buyer in the bid data sheet until and unless specified for start-ups.
3. The Service Provider shall maintain staffing levels and continuity of personnel consistent with its obligation to perform the Services.
4. The service provider shall remain fully liable for the acts and omissions of its representatives. In the event that any of the Representatives performing Services is unacceptable to buyer for any reason, Buyer reserves the right to notify the service provider in which case the service provider shall immediately remove such representative from performing services hereunder and make all efforts to provide qualified replacement at the earliest, ordinarily in about 15 days from the date of such notice. Vendor shall ensure that such representative is capable of performing the Services in accordance with the contract.
5. Buyer shall mandatorily utilize a minimum of 50 % of the Man-days opted for during the entire contract period.
6. A quarterly usage report from the firm/ service provider should be submitted to the nodal officer / buyer without fail.
7. The Service Provider shall at all times ensure that the services being provided under this Contract/ Agreement are performed strictly in accordance with all applicable laws, orders, bye-laws, regulations, rules, standards, recommended practices etc, and no liability in this regard will be attached to the Buyer.
8. **Payment Schedule**
9. The Payment Procedure shall be in as specified in the General Terms and Conditions of GeM.
10. Payment schedule to be as per payment terms specified in bid document.
11. Payment will be inclusive of travelling charges for site, boarding and lodging expenses unless specified otherwise by buyer in ATC section.

7. SLAs, Deduction and Termination

Severity	Situation	Expected Response	Buyer's Expected Response
Submission via phone only	Catastrophic business impact:	1st call response in 1 hour or less - The Resources at Buyer's site as soon as possible. - Continuous effort on a 24x7 basis - Rapid Escalation within Service Provider to Product teams - Notification of the Senior Executives	- Notification of Buyer's Senior executives - Allocation of appropriate resources to sustain continuous effort on a 24x7 basis - Rapid access and response from change control authority
	- Complete loss of a core (mission critical) business process and work cannot reasonably continue - Needs immediate attention		
Submission via phone only	Critical business impact:	1st call response in 1 hour or less - The Resources at Buyer's site as required - Continuous effort on a 24x7 basis - Notification of Senior Managers	- Allocation of appropriate resources to sustain continuous effort on a 24x7 basis - Rapid access and response from change control authority - Management notification
	- Significant loss or degradation of services - Needs attention within 1 hour		
Submission via phone or web	Moderate business impact:	1st call response in 2 hours or less - Effort during Business Hours only	- Allocation of appropriate resources to sustain Business Hours continuous effort - Access and response from change control authority within 4 Business Hours
	- Moderate loss or degradation of services but work can reasonably continue in an impaired manner. - Needs attention within 2 Business Hours		
Submission via phone or web	Minimum business impact:	1st call response in 4 hours or less - Effort during Business Hours only	- Accurate contact information on case owner - Responsive within 24 hours.
	- Substantially functioning with minor or no impediments of services. - Needs attention within 4 Business Hours		

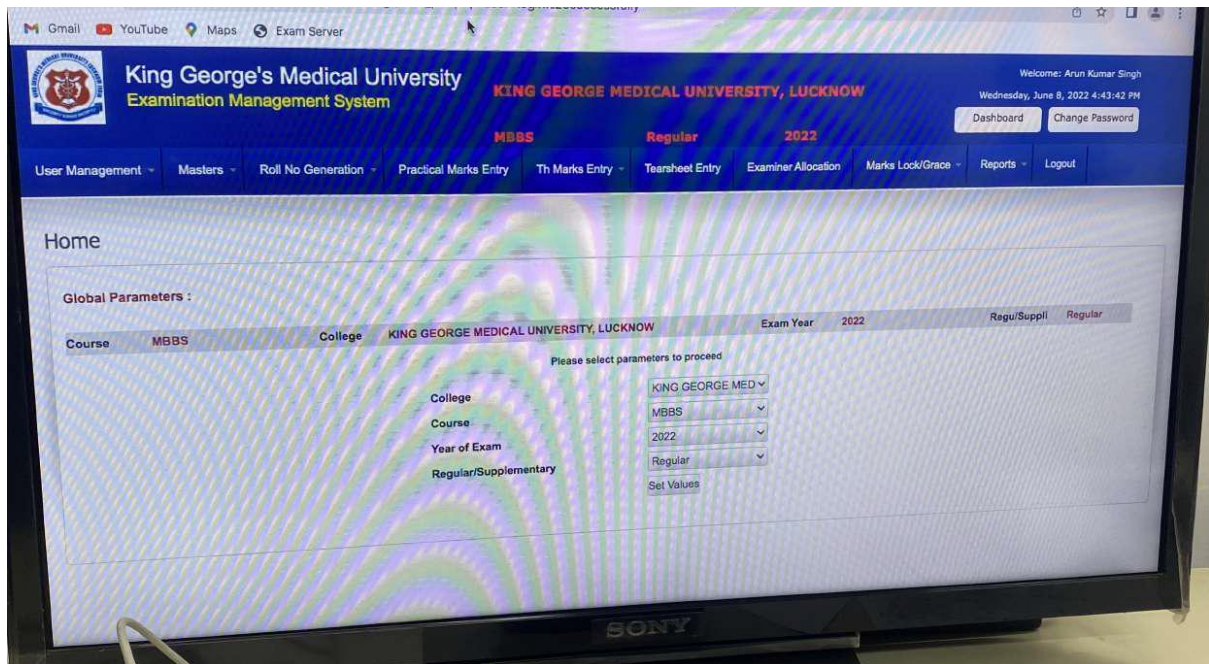
Deductions

				Deductions for breach	
S No.	SLA	Baseline Performance	Lower Performance	1 Instance of breach	2 Instance of breach
1.	Log sheet Maintenance	Per Visit	NA	2 % will be charged from the monthly bid order value	4 % will be charged from the monthly bid order value
2.	Delay in carrying out Service as per schedule	On Time	Within 2 days of Scheduled Date	5 % of monthly billed amount	7 % of monthly billed amount

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3.	Failure to deliver Services	Zero	NA	10 % of contract value Deductions for breach	Termination of Contract
S No.	SLA	Baseline Performance	Lower Performance	1 Instance of breach	2 Instance of breach
ईपीबीजी विवरण ePBG Detail					
NA					
नियम और शर्तें Terms and Conditions					
1. General Terms and Conditions- 1.1 This contract is governed by the General Terms and Conditions, conditions stipulated to this Product/Service as provided in the Marketplace. 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable 1.3 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.					
नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। Note: This is system generated file. No signature is required.					


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King George's Medical University Examination Management System

Welcome: COE

Friday, January 24, 2025 2:28:08 PM

[Dashboard](#) [Change Password](#) [Logout](#)

- Master
- Roll No Generation
- Practical Marks Entry
- Th Marks Entry
- Teasheet Entry
- Marks Lock/Unlock
- Reports

Home | Global Parameters:

Course: College Exam Year Regu/Suppli

Please select parameters to proceed

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- Year of Exam [Select Year](#)
- Regular/Supplementary [Select Type](#)
- Pattern [Select Type](#)

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