

GENERAL TERMS AND CONDITIONS FOR OBTAINING SERVICES FROM AARAV TENDER CONSULT PVT LTD

➤ REFUND / CANCELLATION POLICY:

- We Aarav Tender Consultant are thankful to you for shown interest to subscribe our service. We strongly recommend you go through our refund policy before subscribing our service.
- Subscription can be cancelled within 15 Days of payment. Refund will be processed within 14 working days after receiving request on sales@gemtenderconsultant.in.
- No refunds can be claimed after 15 Days of payment.
- We take all measures to provide you accurate service but still You cannot claim refund for the reasons mentioned below.
 - ❖ You (Aarav Tender Consultant Pvt Ltd) are not providing new tenders or current tenders update – Basically we are not providing tenders information service. We are consultants for tendering process. Demand of this kind of service will not be fulfilled, nor refund will be processed.
 - ❖ You committed this much TAT for such works –
 - Basically, sometime GeM Portal or other portals server can be down for many reasons like upgradation or maintenance or any other reasons. And we are not their agent. We are not guarantying TAT if this kind of issues are faced.
 - We are consultants and we are working for you from your profile for the government portals, if there are terms or requirements of documentations which you are failed to compile, we will be not responsible for that. You must provide it to us for the process before time to complete the work.
 - ❖ Documents related issues like,
 - If we have any formats with us related to a particular product listing or tender bidding or for any other process, we will surely provide it to you but if we are not having it than we are not responsible for any issues related to it. You have to manage the same.
 - We will not create/modify/draft any documents for you. You are responsible to provide such documents which required for any process. We are only handling the process. If any issues raised for fake documentation or any other related to documentations, then we are not responsible for that
 - ❖ Product Listing Related Issue like,
 - Authorisation code is not available with you. We are not providing any company's authorisation code. You must take authorisation from your OEM's. We are not responsible for the authorisation.
 - Products are not getting published – You must provide specifications of your products, as you have the idea of product. We are only familiar with the work process of the GeM and we don't have knowledge of each product. GeM has a strict process of listing and specification monitoring. If you provide incorrect specification for the requested process than GeM will reject it again and again. We are not responsible for this case.
 - If there is requirement of ISO's, BIS, or any test reports or any other documents in category which you want to publish, you have to furnish details of those requirements.
 - Category is not available – If there is no category available for your products than you should ask us to guide you for searching tenders for your products in BOQ bids or Customized bids. We can not create new categories on GEM.
 - ❖ Vendor Assessment Related issues like,
 - We will guide you what documents will require, and we will help you and describe you how you should create or avail those documents. We will not create those documents for you.
 - If there is requirement of ISO's, BIS, or any test reports or any other documents in category which you want to do Vendor Assessment than you have to furnish those documents on video assessment. If you don't have those documents and you are unable to furnish it than we are not responsible for that.

- We will guide you how to appear or how to handle Video assessment, We or any of our executive will not do video assessment. You must do video assessment.
- ❖ Tender Bidding related issues like,
 - If client lates for any Terms, Qualifying/ Eligibility criteria and other details, after sharing the tender summary than we are not responsible for disqualification of that tender.
 - if any tender publishing authority / Buyer rejects any participation with invalid reasons which does not fall in any terms and conditions or eligibility/qualification criteria, then also we are not responsible for those rejections. But if participant wishes to challenge that rejection or participant wants to provide clarification for that bid than they are eligible for that. They can provide clarification / challenge rejection within 2 days of disqualification. They receive mail for disqualification from gem when technical evaluation is completed. So, if Participant send us the update on disqualification after receiving email from gem within time, then we can take action to represent or challenge rejection.
 - You must provide all documents and details at least before 1day so we have enough time to participate those tenders. But if you are providing those documents or details near the end time than we are not responsible if we miss to participate those tenders.

➤ **GENERAL TERMS AND CONDITIONS:**

- These terms and conditions govern your use of services offered by Aarav Tender Consultant. Please read through this document carefully. If you do not agree with the terms & conditions, do not opt for any of our offerings. If you do opt, your conduct indicates that you agree to be bound by the terms & conditions.

➤ **DATA PROTECTION & PRIVACY :**

- All contact details, Documents and user credentials that you provide, is used for the completion of work you demanded, and is held and processed in accordance. Where you are required to provide the requested data or documents for the particular job / service. We will respect your data / Information / Document / credential's privacy, and no information will be passed on to anyone.

➤ **APPLICABILITY AND COOPERATION :**

- Aarav Tender Consultant is continually seeking to improve the services offered. Aarav Tender Consultant reserves the right, at its discretion, to make changes to any part of the website. In respect of any Subscription Services, we will ensure that any changes do not materially decrease the functionality of those services.

➤ **LIMITATION OF LIABILITY :**

- For every tender/RFP/RFQ/RFI information, initial tender notice (issued by the tendering authority) you are wishing to participate on any website. Bidder are requested to read the tender notices very carefully.
- Aarav Tender Consultant and its affiliates, agents, and licensors provide the service on as is basis, and cannot and do not warrant the accuracy, completeness, correctness, non- infringement, merchantability, or fitness for a particular purpose of the information available through this service, or the service itself. Neither Aarav Tender Consultant nor any of its employee, affiliates, agents, or licensors shall be liable to users or anyone else for any loss or injury caused in whole or part by its negligence or contingencies beyond its control in procuring, compiling, interpreting, reporting, or delivering the service and any information through the service.

➤ **TAT FOR THE DIFFERENT SERVICES OFFERED**

- Customers connect – Welcome formality will be done within 1 working day after receiving payment confirmation from account team except holidays.
- Invoice sharing – Soft copy of Invoice will be shared to customer within 2 working days after receiving payment confirmation from account team.

- Gem Registration – 2 working days After receiving complete Documents Required as per organization type
- Vendor Assessment (For the categories available on GeM) – 20 working Days after receiving complete Documents Required as per vendor assessment policy.
- Vendor Assessment Exemption (For the categories available on GeM) – 3 Working Days after receiving complete Documents Required as per vendor assessment exemption policy.
- Brand Approval (For the categories available on GeM) -
- With Registered Trademark: 2-3 working Days receiving trademark certificate. If brand is rejected for the reason of trademark class mismatch than you must provide the correct class trademark certificate. If you are unable to provide it brand cannot be published.
- With Undertaking (It is applicable Only for OEM on GEM): 2 to 3 Working days after receiving notarized undertaking on Rs. 300 stamps with our provided format.
- Cataloguing - (For the categories available on GeM)
- Product: Maximum products will be Applied per day by us is 15 Per user
 - ❖ Applying product TAT: 1 Working Day after receiving complete details and required documents if any.
 - ❖ Publishing Product TAT: On GeM This TAT is for 4 to 7 Working days if all the details and documents are correct.
- Service: Maximum Services will be applied per day by us is 5 per user.
 - ❖ Applying service TAT: 1 Working Day after receiving required details for the category listed in GeM.
 - ❖ Publishing Service TAT: Most of the services are published immediately after applying. But some services require validation of documents, in such cases TAT on GeM is 4 Working Days. If required certifications / Licences has been expired or invalid, we are not responsible for the rejection. You must provide the valid documents.
- Tender Bidding – You should intimate us at least 5 days before bid submission end date, if we receive intimation from you after this time, we are not liable if bid submission is missed. You must provide all the required documents and details at least before 24 hours of bid submission end time so we can successfully submit the bid.
- TAT for Bid submission –
 - ❖ Tender Short summary will be sent to you within 1 working day after receiving intimation of tender from you.
 - ❖ TAT for Bidder enrolment (Except GeM Portal) is 2 working days after receiving tender intimation from you.
 - ❖ TAT for Bid submission is 1 working day after receiving all the required documents for the bid requested to participate.
- TAT for DSC – Application will be submitted within 1 working day after receiving all requested documents. You must clear the video verification as guided by us. After successful verification within 1 working day DSC will be approved. Delivery of Token will be done within 7 working days as it depends on location base.