

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	09-04-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	09-04-2026 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	60 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Defence
विभाग का नाम/Department Name	Department Of Military Affairs
संगठन का नाम/Organisation Name	Indian Army
कार्यालय का नाम/Office Name	*****
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Minimum wage - Skilled; ITI; Non-IT Technical , Manpower Outsourcing Services - Minimum wage - Skilled; ITI; Admin
अनुबंध अवधि /Contract Period	11 Month(s) 7 Day(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	9 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes   Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

**बिड विवरण/Bid Details**

क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Single Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	1900000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

**ईएमडी विवरण/EMD Detail**

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	38000

**ईपीबीजी विवरण /ePBG Detail**

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	13

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई केटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

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

**लाभार्थी /Beneficiary :**

CWE Dinjan  
 HQ CWE DINJAN, Department of Military Affairs, Indian Army, Ministry of Defence  
 (Cwe Dinjan)

**UIN Number NCTGC2415P**

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

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
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**एमएसई खरीद वरीयता/MSE Purchase Preference**

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.

5. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

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

7. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

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

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

10. Short Duration Bid has been published by the Buyer with the approval of the Competent authority due to Emergency procurement of critical products/services.

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

**Scope of work & Job description:**[1773900340.pdf](#)

**Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per complied with The Code on Wages Act:**[1773900512.pdf](#)

#### Manpower Outsourcing Services - Minimum Wage - Skilled; ITI; Non-IT Technical ( 4 )

#### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Skill Category	Skilled
Educational Qualification	ITI
Type of Function	Non-IT Technical
List of Profiles	MATE/Technician

विवरण/ Specification	मूल्य/ Values
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
<b>एडऑन /Addon(s)</b>	
<b>अतिरिक्त विवरण /Additional Details</b>	
Title for Optional Allowances 1	na
Title for Optional Allowances 2	na
Title for Optional Allowances 3	na
Designation	MATE/Technician

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

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

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	*****	*****Tinsukia	4	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 760</li> <li>• Bonus (INR per day) : 0</li> <li>• EDLI (INR per day) : 2.88</li> <li>• EPF Admin Charge (INR per day) : 2.88</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 24.7</li> <li>• Provident Fund (INR per day) : 69.23</li> <li>• Number of working days in a month : 26</li> <li>• Tenure/ Duration of Employment (in months) : 11</li> </ul>

### Manpower Outsourcing Services - Minimum Wage - Skilled; ITI; Admin ( 1 )

#### तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Skill Category	Skilled
Educational Qualification	ITI

विवरण/ Specification	मूल्य/ Values
Type of Function	Admin
List of Profiles	Multi-tasking Staff
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	No
Name of states/ UT for geographical presence is required	Not Applicable
<b>एडऑन /Addon(s)</b>	
<b>अतिरिक्त विवरण /Additional Details</b>	
Title for Optional Allowances 1	na
Title for Optional Allowances 2	na
Title for Optional Allowances 3	na
Designation	MTS

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्ट दस्तावेज़ /Additional Specification Documents**

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

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	*****	*****Tinsukia	1	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 760</li> <li>• Bonus (INR per day) : 0</li> <li>• EDLI (INR per day) : 2.88</li> <li>• EPF Admin Charge (INR per day) : 2.88</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 24.7</li> <li>• Provident Fund (INR per day) : 69.23</li> <li>• Number of working days in a month : 26</li> <li>• Tenure/ Duration of Employment (in months) : 11</li> </ul>

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

### 1. Generic

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

### 2. Generic

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

### 3. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

### 4. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

## **NOTICE INVITING TENDER (NIT)**

**CA NO: CWE/JOR-CTL/ /2025-26 (file no. 84549)**

## **OUTSOURCING OF SERVICES FOR GE CTL JORHAT**

1. A tender is invited for the work as mentioned in Appendix 'A' to this NOTICE INVITING TENDER (NIT)
2. The work is estimated to cost as indicated in aforesaid Appendix 'A'. This estimate, however, is not a guarantee and is merely given as a rough guide and if the work cost more or less, a tenderer/bidder will have no claim on that account. The tender shall be based on as mentioned in aforesaid Appendix 'A'.
3. The work is to be completed within the period as indicated in aforesaid Appendix 'A' in accordance with the phasing, if any, indicated in the tender from the date of handing over site, which will be on or about two weeks after the date of Acceptance of tender.
4. Normally contractors whose names are on the MES approved list for the area in which the work lies, and within whose financial category the estimated amount would fall, may tender/bid but in case of term contracts, contractors of categories SS to E may tender/bid. Under no circumstances will a father and his son(s) or other close relations who have business dealing with one another be allowed to tender/bid for the same contract as separate competitors. A breach of this condition will render the tenders/bids of both the parties liable for rejection.
5. The Office of CWE Dinjan will be the Accepting Officer here in after referred to as such for purpose of the contract.
6. The Technical Bid and Financial Bid (Cover-1 and Cover-2) shall be uploaded by the tenderer/bidder on or before the date & time mentioned in NIT.
  - 6.1. Tender form and conditions of contract and other necessary documents shall be available on GeM portal for download and shall form part of contract agreement in case the tender/bid is accepted.
  - 6.2. In Case of contractor who has not executed the Standing Security Bond, the Cover-I shall be accompanied with by Earnest Money of amount as mentioned in Appendix 'A' in the form of deposit at call receipt in favour of concerned GE(see Appendix 'A') by a scheduled Bank or in receipted treasury Challan the amount being credited to the revenue deposit of the concerned GE (see Appendix 'A').
  - 6.3. A contractor who is not enlisted for the area in which the work lies but whose name is in the MES approved list

of any MES formation and who has deposited standing security and executed standing security Bond may bid without depositing earnest money along with the tender.

**6.** The tenderers/bidders are advised to visit the site of work by making prior appointment with GE who is also the Executing Agency of the work (see appendix 'A'). The tenderers/bidders are deemed to have full knowledge of all relevant documents, samples, site etc., whether they have inspected them or not

**7.** Any tender/bid which proposes any alteration to any of the conditions laid down or which proposes any other condition or prescription whatsoever, is liable to be rejected.

**8.** The uploading of bid implies that bidder has read this notice and the Conditions of Contract and has made himself aware of the scope and specification of work to be done and of the conditions and rates at which stores, tools and plants etc. will be issued to him and local conditions and other factors having bearing on the execution of the work.

**9.** Invitation for e- tender does not constitute any guarantee for validation of 'T' bid and subsequent opening of finance bid of any applicant/bidder, even of enlisted contractors of appropriate class, merely by virtue of enclosing DD. Accepting Officer reserves the right to reject the 'T' bid and not open the finance bid of any applicant/bidder. 'T' bid validation shall be decided by the Accepting Officer based on, inter alia, capability of the firm as per criteria given in Appx 'A' to this NIT. The applicant contractor/bidder will be informed regarding non- validation of his 'T' bid assigning reasons thereof through the GeM website. The applicant contractor/bidder if he so desires may appeal on email id [dinjsez3-mes@nic.in](mailto:dinjsez3-mes@nic.in) before the scheduled date of opening of Finance Bid (As per GeM criteria within 48 hours of technical evaluation). The decision of the Accepting Officer shall be final and binding. The contractor/bidder shall not be entitled for any compensation whatsoever for rejection of his bid.

**10.** The Accepting Officer reserves the right to accept a tender submitted by a Public Undertaking, giving a price preference over other Tender(s)/bids which may be lower, as are admissible under the Government Policy. No claim for any compensation or otherwise shall be admissible from such tenderer/bidder whose tender/bid is rejected.

**11.** Accepting Officer does not bind himself to accept the lowest or any tender/bid or to give any reason for not doing so.

**12.** This Notice Inviting Tender (NIT) including Appendix 'A' shall form part of the contract.

**Signature of Contractor**

**Date:**

**DCWE (Contracts)**

**for Accepting Officer**

## **Appx. 'A' to NIT**

1. Name of Work : **OUTSOURCING OF SERVICES FOR GE CTL JORHAT**
  
2. Estimated cost : 19.00 Lakh
  
3. Period of completion : 11 Months

4. Cost of tender documents : Rs 500.00 in the form of DD/Banker's cheque from any scheduled bank in favour of GE CTL JORHAT and payable at JORHAT
5. Website/portal address : <https://www.gem.gov.in/>
6. Type of contract : Service contract based on the terms and conditions in GTC and SLA of GeM service contract for **Manpower Outsourcing Services - Minimum wage**
7. Information and details :
- (a) Bid submission start date : As per the website.
  - (b) Last date of bid submission : As per the website.
  - (c) Date of bid opening : As per the website.
8. Eligibility Criteria :
- (A) For All Contractors : a) All contractors enlisted with MES in Class 'C' and above & having CATEGORY D(V) OR having similar nature experience as specified in the tender document. subject to satisfactory remarks wrt performance in respect of works in hand as reflected in Work Load return (WLR) or any other report circulated by competent engineer authority.

- (B) For Contractors not enlisted with MES :
- a) The firms not enlisted with MES shall meet the enlistment criteria of 'C' class contractor with regard to satisfactory completion of requisite value of similar works with Central/State Government/Central/State PSUs/AWHO/AFNHB/ CGEWHO/ DGMAP, Annual turnover, bank Solvency, working capital and other requirements given in Para 1.4 & 1.5 of Section 1 of MES Manual on Contracts 2020 as available in all MES formations as well as MES website ([www.mes.gov.in](http://www.mes.gov.in)).
  - b) Not carrying adverse remarks in Work Load Report (WLR) or any other similar report circulated by any competent authority, if already working in MES.
  - c) Not suspended/debarred/blacklisted (either permanently or temporarily) from participating in any bid or for business dealings by any Central/State Government Department or any Central/State Government PSU or any Autonomous Body under Central/State Government or any Local body as on the bid submission end date.
  - d) Details of works completed and under progress in MES be submitted in the following format :-

Sr No.	Name of work	Value of CA	Date of commencement	Date of Completion	Extended Date of Completion
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(f) Un-enlisted Contractor who have secured two works in MES should get themselves registered in the appropriate designated Class with any Registering Authority, else the firm will not be eligible for participation in the tender unless until the firm is enlisted with the MES.

(g) Un-enlisted bidders shall submit the following undertaking on Non-Judicial stamp of Rs. 10/- failing which their technical bid shall not be qualified and finance bid shall not be opened:-

1. I/We, M/s....., are not enlisted with any registering authority of MES.
2. I/We, M/s....., is/are applying for the subject bid as un-enlisted bidder.
3. I/We, M/s....., undertake that we have not secured two or more number of works in MES.
4. I/We, M/s....., undertake that we shall get my/our firm, M/s....., enlisted with any registering authority of MES after securing two works in MES.
5. I/We, M/s....., authorize MES for taking any action as deemed fit against me/us/my firm/ our firm in case of any false information furnished by me/us or any concealing of the information from the dept.

9.

Tender Issuing and Accepting officer :

CWE Dinjan  
 Military Engineer Services  
 Dinjan Military Station, Post- Dinjan  
 Dist Dibrugarh-786189  
 Phone No. 0374-2952041  
 Email- [dinjsez3-mes@nic.in](mailto:dinjsez3-mes@nic.in)

10. Executing agency : GE Dinjan
11. Earnest Money : As per the website in favour of GE Dinjan and payable at Dinjan in any form of Deposit at call receipt, FDR not acceptable.
12. Performance Security Deposit (PSD) : a. The lowest Bidder Shall submit the performance security deposit amounting to 5% of the Contract Sum within 28 days of the creation/award of contract.  
b. The performance security deposit shall be deposited in FDR/BGB form at in ePBG mode on the portal and a physical copy in original shall be forwarded to office of the Accepting Officer.  
c. If the lowest bidder fails to submit the performance security deposit within the 28 days from the date of Award of Contract, the same shall be recovered from the first monthly bill with penalty of interest rate at 12% annual for the duration beyond the specified timeframe of submission.  
d. If the contract is cancelled on the default of contractor the PSD shall be forfeited and the penalty as specified in SLA shall be imposed.  
e. The PSD shall only be released after one month from the satisfactory completion of the services.
13. Commencement of Work a. The date of commencement of services will be as per the date of start as specified in the agreement generated at the time of Award of Contracts on GeM.  
b. The date of commencement of the work can be same as the date of award of work, contractor to start the services as per this work any delay in starting of the work from the specified date of commencement shall attract the penalty clauses as specified in the Service Level Agreement.

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**NOTES:-**

- (a) Unenlisted contractor shall also be considered provided that he meets the criteria. Foreign firms shall not be eligible for this tender. However Indian firms having foreign national/Indian Nationals staying abroad/ Indian national having taken foreign citizenship, as director(s) shall be considered subject to security clearance from the concerned authorities.
- (b) Contractors enlisted with MES will upload following documents in Cover-I for checking eligibility: -
- (b) Application for tender on Firm's letter head.  
(c) Enlistment letter issued by the Registering Authority duly renewed for the cycle period in vogue.  
(d) Scanned copy of DD/Bankers Cheque toward cost of tender and EMD instrument in case SSD bond is not signed at the time of registration.  
(e) Any other document required as described in this Appendix and anywhere in the tender document, scope of work, BOQ & ATC.  
(f) Undertaking on the letter head of Bidder's firm For Minimum Wages stating followings:

-

"1. I/We, M/s....., undertake that I/We has/have quoted my/our rates as per the estimated rate as specified by the buyer based on minimum wages and have ensured all the provisions as per the estimated amount in my/our quoted rates against the respective items of manpower as specified in Schedule 'A'/ Item Rate BOQ.

2. I/We, M/s....., undertake that I/We will pay the remuneration as per prevailing minimum wages to the manpower deployed by me/us and ensure all the prevailing benefits like EPF, ESIC, Bonus etc. are to be paid to the deployed manpower as per the respective Acts/Schemes & shall produce the proof of payment of same.

3. I/We, M/s....., undertake that I/We will pay the remuneration to the outsourced workers as per the revised minimum wages along with the respective benefits as deemed to be revised, in future by GoI and this provision has been incorporated in our quoted rates and shall produce the proof of payment of same.

4. I/We, M/s....., undertake if I/We, M/s....., do not produce the proof of payment of all the benefits available to the deployed manpower then the department is authorized to recover the same from our RAR/Bill.

5. I/We, M/s....., undertake if I/We, M/s....., quote our rates below the estimated rates as specified by the buyer in the tender then

a) I/we, M/s....., shall only be responsible for such act of breach by me/us/any employee of the firm or any of our authorized person.

b) I/we, M/s....., further agree and authorize MES to take any action against me/us/the firm, as deemed fit."

(g) **Note: -**

(i) Bidders must upload above undertaking in cover-I duly signed and completely filled in all respect. If bidder fails to upload the above undertaking or uploads the unsigned or incomplete undertaking in cover-I then their technical bid shall be rejected and financial bid shall not be opened. No claim whatsoever on this account shall be entertained by the department.

(ii) If any bidder, has submitted the said undertaking but have quoted the rates below the minimum wages as per estimated rates as specified in the tender, their rates will be considered as Non-Bonafide & their finance bid shall be rejected and it will be considered as a deliberate negligence by the bidder. The case for such enlisted bidder shall be taken up with the enlisting authority and shall be recommended to be suspended for the period of 6 months from issuing the tenders. In case of un-enlisted bidders, this office will take similar action for debarment from issuing of tender for the period of Six months in MES.

(h) Undertaking on the letter head of Bidder's firm for following Official Secrets Act 1923 stating followings: -

"I/We, M/s....., hereby understand and accept that I/we and every employee of the firm along with the outsourced manpower deployed by me/us are bound by the official secrets act-1923. I/we shall carry out all kind of security check and police verification of the employed staff and outsourced manpower. If I/we/any employee of the firm or any of our deployed outsourced manpower breach the official secrets act-1923, then

a) I/we, M/s....., shall only be responsible for such act of breach by me/us/any employee of the firm or any of our deployed outsourced manpower.

b) I/we, M/s....., further agree and authorize MES to take any action against me/us/the firm, as deemed fit."

Note: - (i) Bidders have to upload above undertaking in cover-I duly signed and completely filled in all respect. If bidder fails to upload the above undertaking or uploads the unsigned or incomplete undertaking in cover-I then their technical bid shall be rejected and financial bid shall not be opened. No claim whatsoever on this account shall be entertained by the department.

(c) Contractors not enlisted with MES will be required to upload necessary documents to prove their eligibility for enlistment in eligible class & category of work: -

- i. Application for tender on Firm's letter head.
- ii. Scanned copy of DD/Bankers cheque toward cost of tender and Earnest Money Deposit (EMD) instrument.
- iii. Copy of Police Verification Report/Police Clearance Certificate/Character Certification from the Police authority of the area where the registered office of the firm is located/notarized copy of valid passport of Proprietor/each Partner/each Director.
- iv. All documents required for enlistment in MES for the class mentioned in Para 8(b) above as per Para 1.5 of Section 1 of MES Manual on Contracts 2020.
- v. Details of works being executed in MES, if any.
- vi. Any other document required as described in this Appendix and anywhere in the tender document, scope of work, BOQ & ATC.
- vii. Undertaking on the letter head of Bidder's firm For Minimum Wages stating followings:  
-

"1. I/We, M/s....., undertake that I/We has/have quoted my/our rates as per the estimated rate as specified by the buyer based on minimum wages and have ensured all the provisions as per the estimated amount in my/our quoted rates against the respective items of manpower as specified in Schedule 'A' / Item Rate BOQ.

2. I/We, M/s....., undertake that I/We will pay the remuneration as per prevailing minimum wages to the manpower deployed by me/us and ensure all the prevailing benefits like EPF, ESIC, Bonus etc. are to be paid to the deployed manpower as per the respective Acts/Schemes & shall produce the proof of payment of same.

3. I/We, M/s....., undertake that I/We will pay the remuneration to the outsourced workers as per the revised minimum wages along with the respective benefits as deemed to be revised, in future by Gol and this provision has been incorporated in our quoted rates and shall produce the proof of payment of same.

4. I/We, M/s....., undertake if I/We, M/s....., do not produce the proof of payment of all the benefits available to the deployed manpower then the department is authorized to recover the same from our RAR/Bill.

5. I/We, M/s....., undertake if I/We, M/s....., quote our rates below the estimated rates as specified by the buyer in the tender then

- a) I/we, M/s....., shall only be responsible for such act of breach by me/us/any employee of the firm or any of our authorized person.
- b) I/we, M/s....., further agree and authorize MES to take any action against me/us/the firm, as deemed fit."

viii. Note: -

(i) Bidders have to upload above undertaking in cover-I duly signed and completely filled in all respect. If bidder fails to upload the above undertaking or uploads the unsigned or incomplete undertaking in cover-I then their technical bid shall be rejected and financial bid shall not be opened. No claim whatsoever on this account shall be entertained by the department.

(ii) If any bidder, has submitted the said undertaking but have quoted the rates below the minimum wages as per estimated rates as specified in the tender, their rates will be considered as Non-Bonafide & their finance bid shall be rejected and it will be considered as a deliberate negligence by the bidder. The case for such enlisted bidder shall be taken up with the enlisting authority and shall be recommended to be suspended for the period of 6 months from issuing the tenders. In case of un-enlisted bidders, this office will take similar action for debarment from issuing of tender for the period of Six months in MES.

ix. Undertaking on the letter head of Bidder's firm for following Official Secrets Act 1923 stating followings: -

"I/We, M/s....., hereby understand and accept that I/we and every employee of the firm along with the outsourced manpower deployed by me/us are bound by the official secrets act -1923. I/we shall carry out all kind of security check and police verification of the employed staff and outsourced manpower. If I/we/any employee of the firm or any of our deployed outsourced manpower breach the official secrets act-1923, then

- a) I/we, M/s....., shall only be responsible for such act of breach by me/us/any employee of the firm or any of our deployed outsourced manpower.
- b) I/we, M/s....., further agree and authorize MES to take any action against me/us/the firm, as deemed fit."

Note: - Bidders have to upload above undertaking in cover-I duly signed and completely filled in all respect. If bidder fails to upload the above undertaking or uploads the unsigned or incomplete undertaking in cover-I then their technical bid shall be rejected and financial bid shall not be opened. No claim whatsoever on this account shall be entertained by the department.

- (d) Tenders not accompanied by scanned copies of requisite DD/Bankers Cheque towards cost of tender and earnest money (as applicable) in Cover 1 shall not be considered for validation of 'T' bid and their Financial Bids will not be opened. MSME registered bidders are only exempted from Tender Cost and Earnest Money Deposit (EMD). Bidders availing exemption towards cost of tender and EMD shall upload valid MSME registration certificate. Bidders not having valid MSME registration certificate shall not be allowed for this exemption.
- (e) Contractor should ensure that their original earnest money deposit (EMD) instruments (as applicable) shall reach the office of Accepting Officer within **7 (Seven) days** of bid submission end date, failing which following actions shall be taken.
  - (a) In case of tender enlisted and un-enlisted contractor, where scanned copies of instrument for Earnest money Deposit (as applicable) have been uploaded in Cover-I, but the same are not received in physical form within stipulated time, such bids shall not qualify for opening of finance bid(Cover-II).
- (f) Contractor will not be allowed to execute the work by subletting or through power of attorney holder on his behalf to a third party. However, a contractor can execute the work through Power of Attorney to sons/ daughters/Spouse of Proprietor/Partner/Director and firm's own employees, Director, Project Manager provided they are not having a separate enlisted firm in MES in their name as Proprietor/Partner/Director.
- (g) After opening of Cover-I and during its technical evaluation, in case of any deficiency is noticed in the documents required to be uploaded by the tenderers as per NIT, a communication in the form of email/SMS/Speed Post etc shall be sent to the contractor to rectify the deficiency within a period of seven days from the date of communication failing which their financial bid (Cover-II) shall not be opened and contractor shall not have any claim on the same.
- (h) Invitation for e- tender does not constitute any guarantee for validation of 'T' bid and subsequent opening of finance bid of any applicant/bidder, even of enlisted contractors of appropriate class, merely by virtue of enclosing DD. Accepting Officer reserves the right to reject the 'T' bid and not open the finance bid of any applicant/bidder. 'T' bid validation shall be decided by the Accepting Officer based on, inter alia, capability of the firm as per criteria given in Appx 'A' to this NIT. The applicant contractor/bidder will be informed regarding non- validation of his 'T' bid assigning reasons thereof through the GeM website. The applicant contractor/bidder if he so desires may appeal on email id [dinjsez3-mes@nic.in](mailto:dinjsez3-mes@nic.in) before the scheduled date of opening of Finance Bid (As per GeM criteria within 48 hours of technical evaluation). The decision of the Accepting Officer shall be final and binding. The contractor/bidder shall not be entitled for any compensation whatsoever for rejection of his bid.

- (i) In case the BOQ is revised through the corrigendum and the bidder has failed to quote on the revised BOQ (i.e. he has quoted on pre revised BOQ), such bid shall be treated as wilful negligence by the bidder and his quotation shall be considered non-bonafide. In such case the lowest tender shall be determined from amongst the valid/bonafide bids only. Accepting Officer may decide whether to re-tender or consider the lowest bonafide tender for acceptance.
- (j) Revoking the offer or revising the rates upwards or offering voluntary reduction by the lowest tenderer after opening of Cover-II shall be considered as a willful default. For this default a penalty of an amount equal to Earnest money shall be levied. In case of an un-enlisted tenderer, Earnest money by him shall be forfeited. In case of MES enlisted tenderer having deposited the standing Security Bond, an amount equal to the Earnest money stipulated in the NIT shall be notified to the tenderer for depositing through MRO and consideration of such tenderer in tender evaluation for future work shall remain suspended till the aforementioned amount is deposited in the Govt Treasury. No other disciplinary/administrative action shall be taken against such tenderers. In such a situation, the next lowest offer shall not be considered for acceptance. Instead, retendering shall be resorted to in a transparent and fair manner and the defaulting tenderer and his related firm, if any, shall not be eligible for this tender in second call or subsequent calls.
- (k) Tender to related firms shall not be issued simultaneously. Firms shall be termed as related if Proprietor /one or more Partners/Directors are common. Decision of Accepting Officer on issue/deny the tender to any one of the related firms shall be final and binding.
- (l) The tenderer shall upload copy of GST Registration Certificate in addition to other mandatory documents as already mentioned.
- (m) The tenderer shall upload proof of possession of Provident fund code number in addition to other mandatory documents as already mentioned. All workers employed directly or indirectly by the contractor shall be enrolled as members of provident fund and should be given the Universal Account Number (UAN).
- (n) Court of the place from where tender has been published shall alone have jurisdiction to decide any dispute out of or in respect of this tender. After acceptance of tender, condition 72- jurisdiction of courts of IAFW-2249 shall be applicable.

(o) Bidders have to upload following documents in respective sections only:-

S. No.	Document Tabs as per Buyer Requirement	Documents to be uploaded	
		By Enlisted Bidders	Un Enlisted Bidders
1	2	3	4

a)	Experience Criteria	Past Work Experience if requested in NIT in Clause No. 7(A)	Past Work Experience as requested in NIT & List of completed works along with the list of running work and work load in hand.
b)	Certificate (Requested in ATC)	Undertakings As per NIT Note No. 4(e) & 4(g)	Undertakings As per NIT Note No. 5(g) & 5(i)
c)	Copy of certificate of Incorporation / Registration under Companies Act 1956 or latest Companies Act (for Indian companies); / Registered Partnership Agreement / Self declaration for Sole Proprietorship firm / Registration document if organization is registered under any other Act Prevailing in India	Enlistment Letter/ Copy of registration of firm.	Memorandum of Article, Registration certificate, Self declaration for Sole Proprietorship firm
d)	Additional Doc 1 (Requested in ATC)	Scanned Copy DD of requisite value as specified in NIT	Scanned Copy DD of requisite value as specified in NIT
e)	Additional Doc 2 (Requested in ATC)	Application for issue of Tender on letter head.	Application for issue of Tender on letter head.
f)	Additional Doc 3 (Requested in ATC)	GST Regi.	GST Regi.
g)	Additional Doc 4 (Requested in ATC)	EPF & ESIC	EPF & ESIC & Upload docs as per NIT Clause 7 (B)
h)	Bidder Turnover	CA Certified Turnover certificate.	CA Certified Turnover certificate
i)	Supporting Document for EMD Exemption	Enlistment letter	Scanned copy of EMD/Valid MSME Certi.
j)	Any other additional document	NA	Upload docs as per NIT Clause 7 (B)

k)	Financial Document Indicating Price Break Up Item wise to be uploaded	Financial Document Indicating Price Break Up Item wise to be uploaded, failing which the finance bid shall be rejected. Financial Document should clearly specify the price break up and any ambiguous price break ups shall be treated as willful negligence.	Financial Document Indicating Price Break Up Item wise to be uploaded, failing which the finance bid shall be rejected. Financial Document should clearly specify the price break up and any ambiguous price break up shall be treated as willful negligence.
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**NOTES:-**

- i. Bidders are advised to upload the relevant documents in the respective tabs only. In case of any discrepancy in technical evaluation of the bidder due to any mismatch in uploading of documents with the relevant tabs, bidder shall only be responsible and this shall be treated as willful negligence of bidder and a deliberate intention to delay the bidding process. No claim whatsoever on this account shall be entertained by the department.
- ii. Non uploading of all the requisite documents leads to rejection of the technical bid and financial bid shall not be opened.
- iii. NA in above table stands for Not Applicable.
- iv. For proof of experience of Similar Nature work please upload copy of Work Order, Completion Certificate/Experience certificate containing details Actual of Date of Start and Completion of work with the final executed sum issued by the competent authority.
- v. Bidders are advised to prepare pdf file of required documents with Index and arrange all documents serially as per the Index and avoid uploading infructuous and redundant/irrelevant documents.

Signature of Contractor

DCWE (Contracts)  
For Accepting Officer

File No 84549/ E8

Dated \_\_\_MAR 2026

Headquarters  
Commander Works Engineers  
Military Engineer Services

Post: Panitola, Dist: Dibrugarh

Pin Code-786183 (Assam)

**Schedule 'A' Notes.**

1. In case of any contradiction, all terms and conditions specified in the scope of work, tender, specifications uploaded herewith will supersede any other clauses of GEM.
2. Bidders are advised to go through the tender document & NIT uploaded in Scope Of Work & Job Description and upload all the required documents and scanned copies of DDs, Bid securing declarations, EMD, as applicable along with all required documents for work experience, turnover etc. as specified in NIT & Tender documents, failing which the bidder shall be rejected in technical evaluation & financial cover shall not be opened.
3. All the eligibility criteria, scope of work, terms and conditions, special conditions, particular specifications are defined in the tender & NIT uploaded in Scope of Work & Job Description.

4. Bidders are advised to go through all the documents (NIT, BOQ, Schedule 'A' Notes, Particular Specifications, Tender document) uploaded herewith and the relevant documents mentioned in the uploaded tender documents for complete description, specifications, makes, testing, installation and commissioning of all the items and the connected works under the scope of Work.
5. Contractor has to ensure all the provisions of minimum wages as per Estimated Wages including all respective components of EPF, ESIC, EDLI, BONUS, EPF Admin Charges etc. as per the Minimum Wages act and the quoted rate is deemed inclusive of amount of GST at the prevailing GST rates.
6. Number of functional days in a month shall be 30/31, as case may be, payment shall be made on per shift basis. No payment shall be made to the contractor for the non-functional days/shifts as decided by the consignee.
7. The details of estimated amount in INR per shift of Daily Minimum wages for **manpower** for the purpose of quoting of rates as per month basis shall be as per the estimated rates by the burer.
8. Bidders are advised to quote their per shift rate above the total estimated minimum quote per shift by the bidder for required skill category **irrespective of error in calculations**, failing which the actions shall be taken against the defaulting bidders as specified in the tender. No rounding off in the figures is allowed for quoting of as per above.
9. The calculations and percentages used for the purpose of estimation are carried out based on the prevailing schemes/acts of governments for providing benefits to the employees deployed by the contractors, which are final and binding to the bidder. Contractor has to quote his rates above the total estimated rate. If any deviations are there in the estimated rates of bidder from the estimated rates herein before then no such queries shall be entertained by the bidder after the bid submission end date. Accepting Officer reserves the right to amend the estimated rate.
10. Contractor has to provide reliever of the same Skill Category and having equivalent qualification & experience in case of any leave/absence/weekly off of any of his deployed manpower. Contractor shall also pay the reliever as per the minimum wages rule and shall also deposit all of his benefits available to the deployed reliever. The quoted rate is deemed inclusive of this provision.
11. Bidders have to ensure minimum daily in their quoted rates against these items and shall submit the undertaking for the same in their technical bid as specified in NIT, failing which their finance bid shall not be opened. If any bidder has quoted rates below the estimated rate against these items, their finance bid shall be rejected and this will be treated as willful negligence from bidder and deliberate intention to delay the tendering process. The case for such enlisted bidder shall be taken up with the enlisting authority and shall be recommended to be suspended for the period of 6 months from issuing the tenders. In case of un-enlisted bidders, this office will take similar action for debarment from issuing of tender for the period of Six months in MES.
12. Bidder has to quote all the provisions of EPF, ESIC or other provisions as per the estimated rates, whether the manpower deployed by the contractor fulfills the criteria of exemption from EPF or ESIC or not. At the time of claiming of RAR/FB, GE being the principle employer shall decide whether the deployed manpower is eligible for such exemption from benefits available to the deployed person and shall accordingly reimburse or recover the amount against the respective head, as the case may be.
13. Contractor shall provide identity card, uniform, name plate, shoes, safety shoes, safety gloves, safety masks, helmets, belts, hats, goggles and all other necessary safety equipments to the deployed staff. The deployed staff shall always wear the specified uniform and carry his identity card and name plate and shall always use safety equipments during performing his/her duty. In case any deployed person is found without uniform, name plate, identity card or without safety equipments, then GE will levy the penalty as specified in the tender or as deemed fit. Contractor shall produce copy of vouchers/bills of name plate, identity card, uniform, shoes and all other safety equipments as a proof of purchase to the Engineer-in-Charge for verification, failing which GE may recover the amount as deemed fit from his RAR/Final Bill.

Note:-

- i. Identity card should contain Name of the person, name of firm, designation, location/office/plan t of deployment, phone number, home address, photograph, GE Office under which the work i s being executed, Signed by the person, by the contractor & countersigned by Engineer-in-Cha rge. Copy of the same shall be attached at the time RAR/Final Bill.
- ii. If Bonus is to be paid as per the Act then the same shall be paid to the deployed manpower by the contractor as per the bonus payment act 1965 and proof of the same shall be produced to the Engineer-in-Charge at the time of claiming of RAR/Final Bill. If no proof of payment of Bonu s part to the deployed manpower is produced then the same amount will not be paid to the co ntractor.
- iii. If the components of EPF & ESIC are considered on the basic minimum wages irrespective of th e total salary amount against any item, then the same shall only be reimbursed to the contrac tor on production of the proof of payment of these provisions to the deployed manpower irresp ective of amount of salary paid by the contractor, failing which the same shall be recovered fr om the contractor.
- iv. If any discrepancy or mismatch is there in the amount catered in the tender for any benefit viz . EPF, ESIC, BONUS, EDLI, GST etc. then the amount for the respective benefit shall be paid as per the prevailing acts. No claim whatsoever shall be entertained from the contractor on this a ccount.
- v. If the area of work, lies in the Restricted area as decided by the Garrison Engineer then only th e restricted area charges shall be payable to the contractor otherwise the same shall not be pa id to the contractor and no claim whatsoever on this account shall be entertained by the depar tment.

14. IN CASE OF TIE, SELECTION OF L-I BIDDER SHALL BE DONE BY GEM PORTAL AUTOMATICALLY. NO CLAIM WHATSOEVER IN THIS REGARDS SHALL BE ENTERTAINED

Signature of Contractor

DCWE (Contracts)  
For Accepting Officer

File No 84549/ /E8

Dated \_\_\_MAR 2026

Headquarters  
Commander Works Engineers  
Military Engineer Services

Post: Panitola, Dlst: Dibrugarh

Pin Code-786183 (Assam)

**In lieu of IAFW-1779(A) (Revised 1947)**

Signature.....Name.....

in the capacity of.....duly authorized to sign the tender for and on behalf ofM/s (In BLOC K CAPITALS) .....

**Name of the Signatory:**

(IN BLOCK CAPITALS)

Date:

PostalAddress:

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Address  
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**ACCEPTANCE**

.....alterations have been made in these documents and as evidence that these alterations were made before the execution of the Contract Agreement these have been initialed by the contractor and Shri Mahendra Mundel, EE (QS & C), DCWE (Contracts). The said officer is hereby authorised to sign and initial on my behalf the documents forming part of this contract.

The above tender was accepted by me on behalf of the President of India for the contract sum of \_\_\_\_\_  
\_\_\_\_\_ (Rupees \_\_\_\_\_  
\_\_\_\_\_ only) on the day of \_\_\_\_\_ 2025.

Signature \_\_\_\_\_ dated this \_\_\_\_\_ day of \_\_\_\_\_ 2025.

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**(FOR AND ON BEHALF OF THE PRESIDENT OF INDIA)**

**Appointment: COMMANDER WORKS ENGINEER DINJAN  
ACCEPTING OFFICER**

## **PARTICULAR SPECIFICATIONS**

### **1. GENERAL**

- 1.1 The services under this contract shall be carried out in accordance with GeM GTC and SLA specified in the GeM generated contracts.
- 1.2 The Primary Buyer shall mean the Accepting Officer, who has authorized Sh. Mahendra Mundel, EE (QS&C), D CWE (Contracts) as secondary buyer. The said Officer is authorized to sign and initial on behalf of the documents forming part of contract.
- 1.3 Engineer-in-Charge/EIC/AGE shall mean the Consignee.
- 1.4 GE shall mean the Garrison Engineer, who is the Payment Officer.
- 1.5 AGE Contract shall be the officer to technically check the running/ monthly bills.

### **2. CHECKING AND ATTENDING THE COMPLAINT BY THE TRADESMAN**

The contractor will deploy the different type of tradesmen to carry out the work as mentioned in respective item of Sch 'A' from 0800 Hrs to 1800 Hrs on daily basis for E/M & B/R services along with leave vacancy staff. However essential E/M tradesmen shall be deployed round the clock in three shifts to ensure uninterrupted electric supply emergency services.

- 2.1 All the tradesman employed by the contractor will report Engineer-in-Charge/JE in charge of service centre at Sharp 0800 hrs with necessary tools and plants. They will make themselves available to Engr-in-Charge for attending to complaint at all times upto 1800 hrs except launch break from 1330 hrs to 1400 hrs.
- 2.2 None of the tradesmen shall leave the service center before departure time of 1800 hrs. Complaint given to them up to 1630 hrs has to be attended on the same day.
- 2.3 In case the contractor fails to deploy any tradesman on any day on the person found absent without prior permission/left without completing the complaint as given to them up to 1630 hrs, the recovery will be made as per note 16 of Sch 'A' notes in addition to financial effect in getting the work done at contractor's risk and cost through any other agency or under the arrangement of department which have not been attended to/left unattended/left incomplete. Decision of Accepting officer in this regard will be final and binding on contractor.
- 2.4 Attendance register to monitor the arrival and departure of tradesmen shall be maintained by the contractor or his authorized rep on daily basis and shall be signed by concerned JE/Engr-in-Charge daily.
- 2.5 The contractor shall submit labour report daily in writing to Engineer-in-Charge.

- 2.6 Necessary T&P as required for attending to complaints shall be arranged by contractor and cost of same will be deemed to be included in the unit rate quoted against respective items.
- 2.7 The documents viz attendance register, complaint register log sheet/record of complaint made/attended shall be maintained separately for each locations/complaint centre by the contractor without any cost to Deptt.
- 2.8 The premises of service centre shall be maintained clean & tidy & upkeep by the contractor without any extra cost to Deptt.

3. **MODILITY OF ATTENDING COMPLAINT**

- 3.1 Complaint shall be lodged by users through Army and Civil telephone mobile Phone, SMS, Internet as well as manually respective complaint cell. Basic inputs to be given by complaint shall consist locality, building No, Quarter No, Name & Rank of complaint and brief nature of complaints. Attendant will note the complaint on the complaint register and will make & complaint slip indicating the following:-
- (a) Reference/Docket No
  - (b) Locality and Quarter No
  - (c) Name of Complaint
  - (d) Date & time of lodging complaint
  - (e) Details of complaint including priority type
  - (f) Approx time frame to attend
- 3.2 After lodging the complaint, attendant will generate Docket No for future reference. Complaint slip will be printed in triplicate. The attendants will immediately handover these slips to in-charge Supervisor, who in turn will examine the nature of complaint and detail appropriate tradesman for repair with required materials/stores. In the slip, name of tradesmen detailed, stores, issued date and time of detailing tradesmen will be entered by the Supervisor. Two copies of complaint slip duly filled in will be given to tradesmen and one copy will be retained in MES Service Centre and status of complaint will be updated by him. Tradesmen will attend the complaint of the house and after completion of task, they will get signature of occupant/user/QM representative in the complaint slip duly endorsed status of complaint like 'complaint attended satisfactory' / 'unsatisfactory' / 'not attended' etc. Date and time of repair will also be written by the users in the complaint slip. One copy will be returned to tradesmen and another copy will be retained by users for future reference. Tradesmen will come back and report to Supervisor. In the MES Service Centre the status of complaint i.e. whether completed, partially completed or not completed etc will be updated by Supervisor/Attendant. Reasons for not attending the complaint, if any will be indicated along with estimate of expected time to attend the complaint.

4. Time frame for attending complaints shall be as per priority given below:-

Ser No	Priority	Duration of rectifications of Complaints
1.	Emergency complaints such as Short Circuit, No Light, No Water, Kitchen or Toilet Blockage.	3 Hrs

2.	Priority I	24 Hrs
3.	Priority II	72 Hrs
4.	Priority III	07 Days

(a) **Priority-I**

- (i) B/R Kitchen, bath and WC drainage block, sewage line block, leaking taps/stop cocks, water overflow, air lock in water pipe, repair of door lock, replacement of window panes, cleaning service water tanks, attending minor seepage/leakage.
- (ii) E/M No light, no water, fan repair, repair/replacing of switches, sockets, fan regulators, replacing burnt/damaged wiring, attending dangling/broken wire, replacing burnt MCB and main switch, repair/replacements needed to set right short circuit and related fire incidence, voltage fluctuation due to internal wiring faults and repair to faulty earthing except laying new earthing/earth pit.

(b) **Priority-II**

- (i) B/R Leakage in water pipes and fittings, flushing cistern leak, replace iron mongeries and fixture, easing doors/windows, clearing sewage, manhole blockages.
- (ii) E/M Repair to geysers and replacing its components, arresting leakage in pipe line, replacing GI fittings and fixtures, replacing defective choke, starters.

(c) **Priority-III**

- (i) B/R Replacing glass panes, repair/replacement of PVC connector, flush pipe, waste coupling, replacing mirror, repair to doors and windows panels/frames, cupboard repair, kitchen shelf repair, petty masonry/plaster work, replace/repair broken/fallen tiles in floor/ dado upto one sqm area, repairs to bookshelf and plate rack, curtain rod, replace mosquito proofing wire net.
- (ii) E/M Replace defective fans, call bell, switchboard and point wiring.

5. **FEEDBACK AND RESPONSE**

- 5.1 At the end of the day summary of complaints will be prepared and generated through IVR System/Complaint Register, indicating No of complaints lodged, attended, not attended, whether attended within time frame, reasons for not attending, probable time required for attending the pending complaints etc.

6. **REVIEW AND SITE CHECK**

- 6.1 JE & Engineer-in-charge of MES will review the complaints recorded in the system daily. He will also carry out personal inspection of complaints attended to exercise verification and quality checks and certify completion or non-completion of task. If work has not been done satisfactory, suitable instruction will be given to Contractor for corrective action. JE will also see on daily basis whether priority wise complaints have been attended by the Contractor as per stipulated time frame. Delay will be noted and penalty amount will be deducted as stipulated while admitting payment to the contractor. If in the opinion of the JE-in-charge, if the nature

e of complaint is such that it cannot be classified under day to day petty repair, the same shall be reported to AGE/EIC for further action on the same.

7. **MONITORING AND INSPECTION**

7.1 The daily report generated will be accessible to JE, AGE and GE for monitoring and review. Copy of daily report will be sent to AGE and GE. The Complaint Cell will be visited by AGE/GE at any time and requisite info will be made available for inspection.

8. **LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED**

8.1 It will be the responsibility of the service providing agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency) in this Department and Department will have no liability in this regard.

8.2 For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of the tradesmen & helpers so employed and deployed in this Department. The persons deployed by the agency in the Department shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the Department.

8.3 The service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The Department shall in no way be responsible for settlement of such issues whatsoever.

8.4 The Department shall not be responsible for any damages, losses, Claims financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

8.5 The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of the Department during the currency or after expiry of the contract.

8.6 In case of termination of the contract on its expiry or otherwise. The persons deployed by the service providing agency shall not be entitled to and will have no claim for any absorption nor for absorption nor for any relaxation for absorption in the regular/otherwise capacity in the Department.

9. **ISSUE OF STORES TO CONTRACTOR**

Stores shall be issued free for fixing only by the department for attending the complaints and proper record shall be maintained by the concerned EIC. All the major items/Stores, required to be replaced with new ones shall be issued free for fixing only by the department for attending the complaints and proper record shall be maintained by the complaint cell in charge/supervisor.

9.2 The contractor will hold/maintain the minimum inventory of all items required during execution of work i.e. attending/rectifying day to day complaints. The inventory will be sufficient to attend/ rectify the complaints **for at least one week.**

9.3 It will be responsibility of the contractor to submit his phased demand for all the items/stores required for the attending/rectifying day to day complaints. Therefore, it will again be the responsibility of contractor to submit

in writing the demand of all the items/stores, fifteen (15) days in advance of the requirements, to Engineer-in-Charge(s) so that timely action can be taken to procure the same.

9.4 If, the contractor(s) fails to submit/place the demand of various items/stores within given time frame and any kind of delay occurred to carry out repair works or to attend day to day complaints due to non availability of necessary item(s)/store(s), the contractor shall be solely responsible for the same and necessary panel recovery will be made as mentioned against respective items.

9.5 Due to some unforeseen reasons, if department is not able to provide any item(s)/store(s), required during execution of work and any kind of delay occurred in attending complaint(s) due to the same, the contractor will have no claim(s) whatsoever in this effect at any stage. The contractor's quoted rates shall be deemed to include for this contingency. The contractor/service providing agency will have to attend all these unattended complaints with immediate effect as and when item(s)/store(s) will be made available to him for rectifying the complaints.

The department will not be bound to disclose/explain the reason for any kind of delay in providing any item/store.

9.6 All the item issued to contractor will be kept in safe and proper manner. If any item/store material, issued "Free for fixing only" are lost or damaged while under custody of contractor, the recovery in respect of such item/store will be double the latest MRP or prevailing market rates (if price list not available) as decided by the GE. In case of any difference of opinion in this regards, the decision of the Accepting Officer shall be final, conclusive and binding. Beside, any kind of delay occurred to carry out repair works or to attend day to day complaint(s), the contractor shall be solely responsible for the same and necessary panel recovery will be made as mentioned against respective items.

9.7 In case of termination of the contract on its expiry or otherwise, the unused item(s)/store(s) will be deposited with Engineer-in-Charge within 02 working days alongwith all details of item(s)/store(s) under intimation to GE. If, contractor fails to do the same, the recovery in respect of such unused item(s)/store(s) will be double the latest MRP or prevailing market rates (if price list not available) as decided by the GE.

#### 10. **Payment of monthly bills and Final Bills :-**

- a. Contractor may raise claims to the Consignee/ Buyer the bills on monthly basis by generating invoices on the GeM portal by uploading the requisite documents as specified in the tender.
- b. Raising of running and final bill on time shall be responsibility of the contractor and no claim shall be entertained on this account.
- c. The monthly bills/ running bills shall be processed on contingent bills for making the payment towards the contractor's claim for providing the services for the respective period duly technically checked by the DCWE Contracts of HQ CWE Dinjan and shall be forwarded to the payment authority and bills will be paid within ten (10) days of issue of Service Delivery Acceptance Certificate (SDAC) and on-line submission of bills unless otherwise specified in STC / ATC.
- d. Final Bill :-
  - i. The Final Bills shall be submitted by the Contractor on I.A.F.W.-2262 in duplicate within one month of the completion of the services to the satisfaction of the Engineer-in-Charge. It shall be accompanied by all abstracts, vouchers, etc., supporting it and shall be prepared in the manner prescribed by the G.E.
  - ii. No further claims shall be made by the Contractor after submission of the Final Bill and these shall be deemed to have been waived and extinguished.
  - iii. The Contractor shall be entitled to be paid the final sum less the value of payments already made in account, subjects to the clarification of the final bill by the G.E.
  - iv. No charges shall be allowed to the Contractor on account of the preparation

of the final bill.

v. Retention money for an amount of Rs 1.50 lakh or 1% of the contract amount as executed whichever is more shall be retained from RAR's which shall be released to Contractor along with Final Bill. Final Bill shall be forwarded to CWE Dinjan for Technical Check by DCWE (C)/ACWE(C) of HQ CWE Dinjan.

11. The quoted services charges / rate by seller / bidder shall be deemed to be included the cost of suitable material, tools and supervisor and engineers to be deployed for successful execution of this work. No extra claim on this account shall be entertained. Rate/Service charge shall be quoted accordingly for this GeM BID

Signature of Contractor

File No 84549/\_\_\_/E8

Headquarters  
Commander Works Engineers  
Military Engineer Services

Post: Panitola, Dist: Dibrugarh

Pin Code-786183 (Assam)

DCWE (Contracts)  
For Accepting Officer  
Dated \_\_\_ MAR 2026

## अस्वीकरण/Disclaimer

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

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1

bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (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. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

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

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---