

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-04-2026 10:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-04-2026 10:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Revenue
संगठन का नाम/Organisation Name	Central Board Of Excise And Customs (cbec)
कार्यालय का नाम/Office Name	Dggsti Coimbatore Zonal Unit
वस्तु श्रेणी /Item Category	Cleaning, Sanitation and Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, dusting); Indoor
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	100 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes Partial Turn over value - 4 (in lakhs)
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes Partial Turn over value - 4 (in lakhs)
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover *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
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू 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 विवरण/Bid Details

बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
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	Two 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	4000000
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

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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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
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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 (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.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Geographical presence: Registered Office or one of the Branch Offices at X locations The Service is required for Housekeeping Service in respect of the following DGGI Offices, and the Service Provider should have Head Office/Registered Office in TAMILNADU State and the branch office

The service provider should have satisfactorily provided Cleaning and sanitation /housekeeping services for X no. of Contract of minimum Y Sq.ft of area per contract Period:40000

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, Dusting); Indoor (29493)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Space	Office/Commercial/Institutions/Residential
Nature of Service	General Cleaning (Sweeping, Mopping, dusting)
Type of Area	Indoor
Area Inclusions	Cabin/Work Stations area/OPD/Conference halls
Floor Type	Normal Stone/Ceramic tile/Cemented Floor
Type of Cycle	Daily
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि 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 / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement
1	K R Dinesh Kumar	641001,155-1 Lakshmanan Street, Ukkadam, Coimbatore 641 001	29493	<ul style="list-style-type: none"> • Frequency in each cycle : 2 • Number of working days in a month : 26 • Number of cycles during Contract Period : 312

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. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

ADDITIONAL TERMS AND CONDITIONS

- 1. The Service is required for Housekeeping Service in respect of the following DGGI Offices, and the Service Provider should have Head Office/Registered Office in TAMILNADU State and the branch office should be available in Coimbatore, Madurai and Trichy. (Tender period from 01.05.2026 to 30.04.2027)**

SL No	Office Address	Classification of City	Type of Service	Area Measurement	No of minimum Person is to be deployed	Duty Hours /Per Day
1.	"THE ADDITIONAL DIRECTOR GENERAL", DIRECTORATE GENERAL OF GST INTELLIGENCE, ZONAL REGIONAL UNIT, NO-151, LAKSHMANAN STREET, UKKADAM, COIMBATORE-641 001.	B	House Keeping	<u>The House keeping services Area of 13863 Sq. Ft (Built up area + External area)</u>	8	8 Hours/ per person
2.	"The Deputy Director of DGGI," DGGI, REGIONAL UNIT, No.4, SRI LAKSHMI COMPLEX, P&T NAGAR MAIN ROAD, MADURAI-641 001	B	House Keeping	<u>The House keeping services Area of 10731 Sq. Ft (Built up area + External area)</u>	5	8 Hours/ per person
3.	"THE DEPUTY DIRECTOR", DGGI, TRICHY REGIONAL UNIT, NO. 47 & 47A /125 HEBER ROAD, BEEMA NAGAR, TRICHY - 620 001.	B	House Keeping	<u>The House keeping services Area of 4899 Sq. Ft (Built up area + External area)</u>	3	8 Hours/ per person

The Service Provider should upload the duly signed copies of the following documents:

SL No.	Eligibility Criteria	Documents Required
1.	The Bidder should have necessary registrations with Labour Department for compliance of statutory/Govt. requirements applicable to Housekeeping & General cleaning service agencies.	A copy of valid Labour license as proof. (Mandatory).
2.	<u>Proof of Head Office/Registered Office in TAMILNADU State and the branch office should be available in Coimbatore, Madurai and Trichy.</u>	<u>Valid Address proof is Mandatory</u>
3.	PAN No. of the entity as allocated by the Income Tax Department and copy of the Form-16 by TRACES for Five years	Copy of PAN Card and the Form-16 by TRACES for Five years is Mandatory

4.	GST Registration Number and copy of the GSTR-3B returns filled particulars	Copy of GST Registration and GSTR-3B returns filled particulars are Mandatory (The bids of those who are not having registration or are not filing returns will be disqualified during Technical Evaluation)
5.	The bidder should have a valid certificate from ESI Corporation and should have been allotted with a code number by the ESIC.	i) Copy of valid ESI registration certificate from respective authorities. ii. Copy of the ESI Challan Receipt of all employees for the last three months to be provided (Mandatory).
6.	The Tenderer should have a valid certificate under EPF & Miscellaneous Provisions Act 1952 and the TENDERER should have been submitting EPF contribution online.	i) Copy of valid EPF registration certificate from respective authorities. ii) Copy of the EPF Challan Receipt of all employees for the last three months to be provided (Mandatory).
7.	The Bidder should have Minimum 3 years of experience as on the date of submission of Tender, in offering complete building upkeep and housekeeping to Central/State Government organizations or Public Sector Undertakings or Public Sector Banks.	Copy of work orders and Satisfactory Work Completion Certificate for 3 years or more to be submitted as proof. (Mandatory).
8.	The Bidder should have rendered Housekeeping and General Cleaning services to Government Work Order copies and satisfactory completion certificates for last three year as on the date of submission of the Tender Establishments of Central /State Government Office / Public Sector Banks (PSBs) / Public Sector Undertakings (PSUs) at least; a) Three (3) similar works with the value of Rs.20 lakh and above (per contract) in last three years.	Work Order copies and satisfactory completion certificates for the last three year as on the date of submission of the Tender from clients clearly indicating the cost & nature of work and year of completion etc. (Mandatory)
9.	The Bidder should have Documents proving compliance of Minimum Wages Act 1948 and other Labour laws and rules.	The Bidder is required to furnish copies of the Wage Slips along with the payment details of One Housekeeping & General cleaning personnel for last six months mentioning his location of deployment and Mobile number in Pay slip. (Mandatory).
10.	- - - <u>Wages break up with all components Note:</u>	<u>Wages break up with all components should be submitted with an undertaking that rates quoted are complying with the financial bid for hiring manpower Outsourcing for Housekeeping Service in respect of Coimbatore Zonal Unit, Regional Units of Madurai and Trichy and also complying with Order No. 1/6(6)/2025 LS-II dated 28.03.2025 of Office of the Chief Labour Commissioner, Ministry of Labour & Employment in respect of minimum wages per person per day.</u> <u>Note: Any unauthorised deduction from the monthly wages (Basic Pay pulls all the allowances) given by the Principal Employer is not allowed</u>

As per the OM No.F6/1/2023 -PPD dated 06.01.2023 issued by the Govt of India, Ministry of

Finance, Department of Expenditure, Procurement Policy Division. The procuring entities can also fix the service charges above 3.85% with proper justifications on file, wherever required. However, such charges should not exceed 7% (including Transaction charges) in any case.

The method of selection would be L-1 i.e the bidder quoting the lowest rate will be selected subject to fulfilment of other terms and conditions stated in this notice. Rates /quotations duly filled-in, should be uploaded in the www.gem.gov.in on or before the last day of submission of bid. To safeguard against failure by the successful service provider in providing service, this office may empanel other service providers who are prepared to provide services as per same terms and conditions as that of L-1 bidder. In case quality of service by service provider is not found adequate, this Office may terminate the contract after giving 15 days' notice. In case of such termination, services of other empanelled Service Providers may be utilized. In case of a tie in the amount quoted by the eligible bidders then the tie will be broken by means of lots in the presence of representative of the tied bidders. The decision after this is final and binding on the other tied bidders.

1. The Service Provider shall ensure payment regularly for the deployed manpower. Their entitlements like monthly salaries/wages etc. should be paid on or before 5th of every month to Bank Account and the service provider should 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 duly signed along with Bank Statements duly signed with seal of Public Relation Officer/In charging Officer, a copy of Challan towards EPF and ESIC payment in respect of his employees and Payment of GST in triplicate
2. The bidders should have rendered minimum 5 years' service in providing Manpower Services for Housekeeping Service to the Central Government/State Government/PSU, in the last Five years.
3. The method of selection would be L-1 i.e the bidder quoting the lowest rate will be selected subject to fulfilment of other terms and conditions stated in this notice. Rates /quotations duly filled-in, should be uploaded in the www.gem.gov.in on or before the last day of submission of bid. To safeguard against failure by the successful service provider in providing service, this office may empanel other service providers who are prepared to provide services as per same terms and conditions as that of L-1 bidder. *In case the quality of service-by-service provider is not found adequate, this Office may terminate the contract after giving 15 days' notice.* In case of such termination, services of other empanelled Service Providers may be utilized. In case of a tie in the amount quoted by the eligible bidders then the tie will be broken by means of lots in the presence of representative of the tied bidders. The decision after this is final and binding on the other tied bidders.
4. The bidder should have executed at least 4 No. of projects, each with contract period not less than 4 years and at least should have supplied 20 No. of manpower in any one such contract of providing Housekeeping services to Central/State Government Departments/ Public sector undertaking/Autonomous Bodies in the last 5 Years.
5. The deduction towards PF and ESI, Bonus etc., should be factored in the basic rates being quoted per day/per person basis. No extra amount towards such heads would be payable over and above the rates thus quoted.
6. *Over and above the rate quoted, GST at the applicable rate along with monthly charges will be paid by the Department. Proof of payment of GST will be required to be submitted by service provider to this Office periodically.*
7. No escalation of price whatsoever would be allowed during the pendency/currency of the contract.
8. Every month contractor should submit the bill with employee wages paid transaction proof, (Bank Statement of online payment)
9. The bidders should satisfy themselves before submission of the Rate/quotations that they meet the qualifying criteria and capability.
10. All the rates must be given both in figures and in words. In case of discrepancy between the words and figures, the rates indicated in words shall prevail.
11. Rates/quotations should be submitted and signed by the firm with its current business address.
12. The rates shall be valid for a period of at least one year from the date of opening or till the stipulated period of the end of the contract, whichever is later.
13. The Contractor must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the terms and conditions of the contract shall be entertained unless specifically mentioned by the contractor in the rates/quotations and accepted by this Office.
14. In case of any default by the contractor in any of the terms & conditions (whether General or Special), this Office may without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 days' notice in writing to the contractor.
15. *Notwithstanding anything contained herein, this Office also reserves the right to terminate the contract.*

ract, by giving 15 days' notice in writing without assigning any reasons and without incurring any financial liability whatsoever to the contractor. The contractor has to give 90 days of notice in case he wants to withdraw failing which performance guarantee will be forfeited.

16. The contractor shall take insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948. The contractor shall arrange necessary insurance cover for or any persons deployed by him even for short duration. This Office shall not entertain any claim arising out of mishap, if any, which may take place. In the event of any liability/claim falling on this Office, the same shall be reimbursed/indemnified by the contractor.
17. **Contractor shall in no case lease/transfer/sublet/appoint care taker for services**
18. No other persons except contractor's authorized representative shall be allowed to enter in this Office.
19. Within the premises of this Office, the contractor's personnel shall not do any private work other than their normal duties.
20. The personnel deployed will report to the officer in charge assigned by the Department in this regard at the Office of the Additional Director General, DGGI, Coimbatore Zonal Unit, Coimbatore and other Regional Units.
21. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep this Office indemnified against all action, losses, damages, expenses and claims whatsoever arising thereof.
22. Contractor shall be solely responsible for payment of wages/salaries, other benefits and allowances to his personnel that might become applicable under any Act or Order of the Govt. This Office shall have no liability whatsoever in this regard and the contractor shall indemnify this Office against any/all claims which may arise under the provisions of various Act, Govt.'s orders etc. **The service provider should pay the wages of their employees on or before 5th of every month vide bank transaction or online payment and also provide the salary slip to their employees after providing the salary.**
23. The bidder should pay to their personnel a Minimum Wage at the prevailing rate as fixed under MINIMUM WAGES ACT prescribed by the O/o the Chief Labour Commissioner (Central) and Bonus as per Payment of Bonus Act. Any breach of this condition will be liable for termination of the contract and the same would be dealt with accordingly. Besides, employer's/employees' contribution of ESI and PF per head at the current rate should be paid by the bidder periodically as required by the relevant provisions of the Acts governing these.
24. All existing statutory regulations both State and Central Governments shall be adhered to and complied with by the contractor and all records maintained thereof should be available for scrutiny by this office. The Service Provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful contractor. Failure by the contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement of deficiency in service shall result in termination of the contract.
25. The contractor should submit the copies of paid vouchers for payment of wages to the persons deployed for this contract every month to this office. If any discrepancies found in the payment of wages to the persons deployed against the existing rules, the contract is liable for immediate termination without any prior notice.
26. The persons deployed by the Service Provider shall have no legal right to seek employment in the Department and no legal proceedings would be entertained by this Department in this connection.
27. If at any time during currency of Job, the scope of work for which this job has been awarded is reduced / abandoned for any period, the payment / value of this job order shall be reduced on pro-rata basis by this office (Service Receiver) and would be binding on the Contractor (Service Provider).
28. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
29. The Bidder / Contractor should not have been penalized for any violations involving the Finance Act, 1994, CGST Act, 2017, SGST Act, 2017, Minimum Wages Act, Employees Provident Fund, ESI Act, Payment of Bonus Act, etc.
30. Contractor shall ensure that the persons sent to this Office **wear neat and clean uniform supplied by the service provider, every day while on duty** and free from any communicable diseases. Contractor should also issue ID cards to the persons employed by him in the premises.
31. The service provider should have local work force with a regular supervisor who should periodically visit the premises and ensure that the persons employed by them are keeping good personal hygiene and carrying out the works assigned to them to the satisfaction of the buyer department.
32. **On acceptance of bid, the service provider has to submit performance guarantee of an amount equivalent to 5% of the value of the entire period of the contract of 12 months in the form of Bank Guarantee from a Nationalized Bank in favour of Additional Director General, Directorate General of GST Intelligence, Coimbatore Zonal Unit, 155-1 Lakshman Street, Ukkadam, Coimbatore - 641 001 at the time of awarding the contract. The performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract.**

SCOPE AND SCHEDULE OF WORK FOR HOUSEKEEPING SERVICE

- i. The prime object of housekeeping service is to maintain the entire premises in a clean and tidy condition. The premises are to be maintained from the hygiene point of view.
- ii. The broad details of work covered under the scope is enumerated as follows:
 - a) Cleaning, sweeping and wiping of entire area in the office including the parking area daily.
 - b) Furniture like tables, chairs, visitor's chairs, sofas, armchairs, etc. and all the electronic gadgets like computers, telephones, fax machines, photocopier machines etc., have to be dust free and dust removal has to be done daily. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire office should be cleaned daily.
 - c) Thorough cleaning of toilets/urinals has to be done using required disinfectant materials like phenyl twice a day and more often if needed and by putting naphthalene balls in all the urinals and air purifiers in the toilets and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
 - d) Ensure removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of wastewater.
 - e) Shifting of furniture and other items/stores from one place to another as required by the administration.
 - f) Attending to electrical facilities in the office like changing of tube lights, bulbs and such other minor works whenever required.
 - g) Care should be taken that the gadgets are not tampered with during the cleaning operation.
 - h) Any other petty work assigned by the officers.
- iii. Workmen provided are to be available in office during working hours on all working days and shall not leave the office premises without permission of the caretaker. Workmen are required to attend office and carry out jobs prescribed on holidays also whenever called for, by the caretaker.
- iv. Workmen shall also attend to the works assigned by office such as taking copies of documents under supervision of officers during working hours.

1. JOBS TO BE CARRIED OUT DAILY

- i. Cleaning of toilets, windows, washbasins & other fittings, removing of all dust, unwanted materials, cleaning to be done with phenol twice a day.
- ii. Cleaning of corridors and common area once with phenol in morning with plain water in the afternoon.
- iii. Removing dust from floors, windows, doors, journals, furniture, fixtures, telephone, cupboards, air conditioners, armchairs, filing cabinets, glass panes. Collecting waste paper, unwanted materials and its disposal at indicated locations.
- iv. Cleaning of rooms by mopping floor with cloth soaked in water and phenol.
- v. Liquid soap, naphthalene balls and deodorant block etc. are to be placed in the toilets/washrooms and replaced periodically.

2. JOBS TO BE CARRIED OUT WEEKLY

- i. Washing of floors in the entire office area with detergent/vim/soap and water.
- ii. Removal of cobwebs in the corridors, rooms, chambers and lavatories.
- iii. Removal of dust accumulated on the walls, window panes and ventilators in the toilets.

3. MISCELLANEOUS CONDITIONS

- i. Sweeping/ cleaning of all parts as per specification vide the items of schedule shall be completed before 9.00 a.m. every day.
- ii. Manpower required for execution of the entire work including transport shall be arranged by the contractor. In case, a particular work-person remains absent due to one reason or other, it would be the responsibility of the contractor to provide another work-person in his/her place.
- iii. The contractor shall on award of the contract furnish the list containing names and address of the workmen sent to this Office for housekeeping services.
- iv. The services provided by contractor shall be to the satisfaction of this Office.
- v. The contract rates shall include the cost for all essential and contingent works, which although not specifically mentioned in this contract, are necessary for completion of the work to

- the satisfaction of this Office.
- vi. The contractor shall have no claim against this Office in respect of any work, which may be withdrawn.
 - vii. The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall be subject to check by the concerned officer of this Office. The personnel will render services on all working days and any other day as may be required, excluding holidays/public holidays which are mandatory under labour laws. They will maintain cleanliness of toilets, lavatories, pantry, floors, etc., and will attend to any unforeseen jobs as well as exigency of work. No extra payment for this shall be made. The rate of items of scheduled work includes the cost of this provision as well.
 - viii. The contractor shall comply with all the relevant statutory conditions and all the disputes arising out of non-compliance of relevant statutory provisions, if any, has to be dealt with by the contractor alone and the department will not be a party in such cases.
 - ix. Workmen/Housekeeping Employee provided are to be available in office during working hours on all working days and shall not leave the office premises without permission of the Public Relation Officer. Workmen/ Housekeeping Employee are required to attend office and carry out jobs prescribed on holidays also whenever called for, by the Public Relation Officer.
 - x. The contractor shall comply with all the relevant statutory conditions and all the disputes arising out of non-compliance of relevant statutory provisions, if any, has to be dealt with by the contractor alone and the department will not be a party in such cases.

4. TERMS OF PAYMENT

- i) The payment should be made by the contractor to his/ her employees and the contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
- ii) The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per labour laws to his/her personnel deputed under services contract and furnish necessary proof whenever required.
- iii) Payments will be based on the actual deployment of personnel & their attendance.
- iv) Any complaint regarding non-payment of wages to the personnel employed may result in termination of the contract.
- v) **Though the department makes endeavour to make timely monthly payments to the service provider, in the event of delay in payments by the department especially between December to March, on account of budgetary constraints, the service provider shall be financially sound enough to provide services under these terms and conditions**

5. PENALTIES

- i) The Contractor will attract a penalty of Rs.250/- (Rs. Two hundred and fifty only) per day, per person, in case the persons fail to assigned services due to his absence or any other reason. which shall be recovered from the bills or otherwise. For the purpose of imposing penalty, the decision of this Office will be final and binding on the contractor and shall not be subject to dispute or arbitration.
- ii) The contractor shall ensure that peace and order is maintained in the premises.
- iii) The contractor would ensure that all his personnel would behave courteously and decently with employees of this Office and visitors to the office and also ensure good manners.

i) CHARGES AND PAYMENTS

- i. Bills chargeable to this Office shall be paid after every month of services rendered if found in order. In case of any complaint of non-fulfilment or any obligation under the contract, this Office reserves the right to deduct the payments due from the contractor from monthly bill(s).
- ii. The supplier will be entirely responsible for all applicable present and future, duties, levies, charges, license fees, GST, etc. in connection with the delivery of goods at the site including incidental services and commissioning
- iii. Penalty will imposed for delay in payments of take home remuneration by the Service Provider to resources employed and Delay in deposit of EPF and ESI (both employee and employer share) Rs 1000 for each default
- iv. All the documents will be verified by the buyer, if any document is found suspicious and inaccurate, then that bidder will be rejected and blacklisted.

- v. Buyer reserves the right to itself accept any Bid or reject any or all Bids or cancel/ withdraw Invitation to Bid without assigning any reason for such decisions. Such decisions by the buyer shall bear no liability whatsoever consequent upon such a decision.

Decision of the Additional Director General, DGGI, Zonal Unit, Coimbatore on matters not expressly mentioned in these terms and conditions, or in case of any dispute, is final and binding on the service provider.

3. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

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---