

बिड दस्तावेज़ / Bid Document

| बिड विवरण/Bid Details | |
|--|--|
| बिड बंद होने की तारीख/समय /Bid End Date/Time | 15-05-2026 20:00:00 |
| बिड खुलने की तारीख/समय /Bid Opening Date/Time | 15-05-2026 20:30:00 |
| बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date) | 30 (Days) |
| मंत्रालय/राज्य का नाम/Ministry/State Name | Ministry Of Labour And Employment |
| विभाग का नाम/Department Name | Na |
| संगठन का नाम/Organisation Name | Employees Provident Fund Organisation (epfo) |
| कार्यालय का नाम/Office Name | Nagpur |
| 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) | 4 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 |
| टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover | Yes Complete |
| वर्षों के अनुभव के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Years Of Experience | Yes Complete |
| विक्रेता से मांगे गए दस्तावेज़/Document required from seller | Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (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 |
| क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन्ू 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 | 10 |
| 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 |
| 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 |
|-------------------|----|

ईपीबीजी विवरण /ePBG Detail

| | |
|---|---------------------|
| एडवाइजरी बैंक/Advisory Bank | State Bank of India |
| ईपीबीजी प्रतिशत (%) /ePBG Percentage(%) | 3.00 |
| ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months). | 13 |

(a). 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 :

Asst. PF Commissioner
Nagpur, NA, Employees Provident Fund Organisation (EPFO), Ministry of Labour and Employment
(Piyush Kumar Mishra)

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

एमआईआई अनुपालन/MII Compliance

| | |
|-------------------------------|-----|
| एमआईआई अनुपालन/MII Compliance | Yes |
|-------------------------------|-----|

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 (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 "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.
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. 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 GEOGRAPHICAL PRESENCE OF THE BIDDER EITHER BY ITS HEAD OFFICE OR ITS ANY BRANCH OFFICE SHOULD BE LOCATED AT NAGPUR AND WITHIN THE STATE OF MAHARASHTRA.

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:03 NOS OF CONTRACT AND FOR THE AREA 10000 SQ MTRS.

Scope of Work for the Service:[1777986905.pdf](#)

List of Consumable Required:[1777986913.pdf](#)

List of High End Machinery Required:[1777986917.pdf](#)

Format to be uploaded by buyer for the breakup of components on cost/price offered by Service Provider in the Bid:[1777987814.pdf](#)

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, Dusting); Indoor (8408)

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 | Common area/Lobby/Reception/Waiting Area |
| Floor Type | Normal Stone/Ceramic tile/Cemented Floor |
| Type of Cycle | Daily |
| एडऑन /Addon(s) | |
| Consumables to be provided by Service Provider | Yes |
| High End Machinery & Equipment to be provided by Service Provider | Yes |

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

| | |
|--|----|
| क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer | No |
|--|----|

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 | Piyush Kumar Mishra | 440024,132-A, Ridge Road, Raghuji Nagar, Nr. Tukdoji Square, Nagpur | 8408 | <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 : 317 |

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. **Generic**

Malicious Code Certificate:

The seller should upload following certificate in the bid:-

(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-

- (i) Inhibit the desires and designed function of the equipment.
- (ii) Cause physical damage to the user or equipment during the exploitation.
- (iii) Tap information resident or transient in the equipment/network.

(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

4. **Generic**

Products supplied shall be nontoxic and harmless to health. In the case of toxic materials, Material Safety Data Sheet may be furnished along with the material.

5. **Payment**

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

6. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

REGIONAL PF COMMISSIONER NAGPUR
payable at
NAGPUR

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

7. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

REGIONAL PF COMMISSIONER

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

8. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

SPECIFIC TERMS AND CONDITION

1. Bidder must have to adhere of the compliance of Minimum Wages Act as revised as and when by the Ministry of labor and Employment.
2. Salary of the Outsourced employees shall be deposited by every 5th of the month. If the bidder fails to deposit salary for 02 consecutive month in the stipulated time, the contract shall be Terminated immediately after giving a notice.
3. Any delay in releasing salary/wages for sake of any reason such as not having fund/paucity of fund to outsourced staff shall be termed as violation of Terms and Condition to the contract. In such circumstance seller shall be liable for issuance of Show Cause Notice and Termination of the Contract.
4. All the statutory dues Viz. EPF, ESIC, PT & GST shall be paid in due time and as per rule. Clearance of Bill shall be subject to the actual credit given in to subscriber accounts.
5. All the Bills shall be submitted to the EPFO, Regional Office, Nagpur in due time and attached with paid copies of challans.
6. Payment of EPF, ESIC, Service Charges & GST shall be subject to the actual payment made by the Bidder. These documents shall be attached with the bills. No Bills shall be settled in absence of any documents/paid copies of challans and the Bidder shall be liable for the delay for payment.
7. Salary slip is must to be issued to all outsourced employees for each month.
8. Proof of credit of salary in the bank account of the employees is must and to be enclosed with the Bills.
9. Any deduction from the salary shall be view seriously and liable to be prosecuted if found unjustified as per rule.
10. Any deviation or violation of the contract as mentioned in the GeM T &C, shall lead to terminate the contract. EPFO has right to terminate the contract at any point of time.
11. Geographical presence of the bidder either by its head office or its any branch office shall be located at Nagpur, Maharashtra.

9. Buyer Added Bid Specific Scope Of Work(SOW)

File Attachment [Click here to view the file.](#)

10. **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.

11. **Service & Support**

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

12. **Service & Support**

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

13. **Service & Support**

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

14. **Service & Support**

The Service Provider is required to have at least 40 % of the required manpower on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid.

15. **Purchase Preference (State)**

Bid reserved for MSE from the State of Bid Inviting Authority: Procurement under this bid is reserved for purchase from Micro and Small Enterprises from the State of Bid Inviting Authority having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal. If the bidder wants to avail themselves of the reservation benefit, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible to participate in this bid. In respect of bid 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 product or service, and Buyer will decide eligibility based on documentary evidence submitted, while evaluating the bid. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

16. **Past Project Experience**

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

17. **Buyer Added Bid Specific SLA**

Text Clause(s)

TENDER FOR HOUSEKEEPING SERVICES

Regional Office, Nagpur Employees' Provident Fund Organisation (hereafter referred as "RO-Nagpur") having its office at 132 A, Ridge Road, Raghuj Nagar, Nagpur, invites quotation from reputed agencies/firms/companies (hereafter referred as "**bidder**") through GeM Portal for providing housekeeping services. The quotation shall be of Area/Outcome base as per GeM portal.

Details of Housekeeping Services sought:

| Services | Total Floor Area |
|---------------------------------|-------------------------|
| Housekeeping Staff (Un-Skilled) | 8408 Sq.Mtr |

Bid Submission:

1. Bids shall be submitted online only on GeM Portal. Tenders and supporting documents shall be uploaded through GeM Portal within the time prescribed on GeM Portal.
2. Hard copy of the Tender documents shall not be accepted.
3. While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully get it clarified before submission of tender.
4. Bidder should ensure that the documents being uploaded by him are legible, and wherever possible scanned copy of the original document should be uploaded instead of Xerox copy.
5. If the uploaded/scanned copies are found illegible the bid will be summarily rejected.
6. All Bidders are hereby explicitly informed that conditional offer or offers with deviations from the conditions of contract, the bids not meeting the minimum eligibility criteria, Technical Bids, not accompanied with EMD of requisite amount or any other requirements, stipulated in tender documents are liable to be rejected.
7. Bidder are bound to visit this office for Pre-Bid interaction on the specified date as per the GeM rule. The bidders are bound to see the total work area that is necessitated for deployment of sufficient Manpower.

Eligibility Condition of Agencies for participation in bid:

1. It must be a registered partnership/proprietorship firm/company or any other legal entity having a registered office with administrative set-up in Maharashtra. The Geographical presence of the bidder either by its head office or its any branch office shall be located at Nagpur.

2. The Bidder should be compulsorily registered with Department of Income Tax and should submit Income Tax No. (PAN Number and TAN), Goods & Service Tax (GST) Number.
3. The agencies should have appropriate valid license under Contract Labour (Regulation & Abolition) Act, 1970.
4. The bidder should submit valid PF registration Certificate and the PF registration Certificate.
5. The bidder should be registered with ESI, having an independent ESI code cover his employee under the ESI Act.
6. It should not have been blacklisted or debarred by any Government Agency/PSU/Autonomous bodies.
7. The directors/ owners/ proprietors/ partners should not have been punished/ penalized by a way of imprisonment.
8. The Bidder should have a minimum 3 years of experience after registration in the field of providing housekeeping services.
9. The Bidder should have minimum turnover of Rs 1 crore in the last 3 financial years.
10. The bidder agency must have the potential financial ability to pay for a minimum period of at least three months monthly minimum wage and all other necessary statutory dues to his deployed manpower in this office in the event of not release of payment due to any reason.
11. The bidder agency must be able to pay the payment of minimum wages, allowances, and all other statutory dues in first week of consecutive month without waiting for the release of payment from the office.
12. The above mentioned Eligibility Criteria are mandatory for all the bidders . If any information given by the bidder to qualify for the Eligibility Criteria is found false at any stage of tender process, even after tender process and during the contract period, the tender shall be rejected and this office will forfeit the entire earnest money and security money deposit (SMD) & this office will declare the agency as a black listed.

Mandatory documents to be attached with Technical Bid: without these documents the quotation will be summarily rejected

1. Scanned copy of this tender document with signature of proprietor/partner/director/authorized signatory along with stamp on each page of this tender document and on each page of enclosures in token of his /their having acquainted himself/ themselves and accepted the entire tender documents including various conditions of contract.
2. Scanned copy of Aadhaar of the authorized signatory of the agency who has signed all the documents. If Authorized Signatory is different from proprietor/director/partner, then additionally submit power of attorney to be issued in favour of the authorized signatory.
3. Scanned copy Registration certificate/Incorporation Certificate/Partnership

ip Deed of agency along with complete address which shows that the agency is having one of its office in Nagpur.

4. Scanned copy of ownership details of the bidder agency.
5. Scanned copy of audited balance sheet of the bidder agency for the last 3 Financial Years.
6. Scanned copy of PAN & TAN of the bidder agency along with Income Tax Returns for the last 3 Financial Years.
7. Scanned copy of Goods and Service Tax Number of the agency along with proof of payment of GST for last 3 years.
8. Scanned copy of the license under Contract Labour (Regulation & Abolition) Act, 1970 issued by Labour Commissioner (Central) of Nagpur.
9. Scanned copy of the PF registration Certificate and proof of payments of EPF contribution for the last 3 years.
10. Scanned copy of the ESI registration certification and proof of payments of ESI contribution for the last 3 years.
11. Scanned copy of an affidavit that the bidder agency has not been blacklisted or debarred by any Government Agency/PSU/Autonomous bodies.
12. Scanned copy of an affidavit / self-declaration that the directors/partners / proprietors/owners of the bidder agency have not been punished/penalized by a way of imprisonment.
13. Scanned copy of registration certification/license/any other documents which shows that the bidder agency has a minimum 3 years of experience after registration in the field of providing housekeeping services.
14. Scanned copy of an affidavit / self-declaration that the bidder agency has the potential financial ability to pay for a minimum period of at least three months monthly minimum wage and all other necessary statutory dues to his deployed man power in the event of not release of payment due to any reason.
15. An affidavit / self-declaration that the bidder agency will pay the payment of minimum wages, allowances, and all other statutory dues in first week of consecutive month without waiting for the release of payment from the office.
16. All these scanned copies be uploaded as one pdf having all above mentioned documents in same sequence. In case file size does not allow one pdf then the files must be split in minimum number of pdf having numbers 1, 2, 3, ... and so on.

Financial Bid quotation:

1. Financial bid of any those bidder agencies will be opened who have fulfilled the conditions laid down in the technical bid.
2. Bidder agency quoting lowest amount will be awarded the tender (such a agency which will be awarded with tender is hereafter referred as “**contra**

ctor”).

3. Bidder agency will submit the bills to R.O Nagpur for manpower engaged by it as per the minimum wages (central) rates defined for the Unskilled labour along with ESI and EPF contributions. Bidder agency will have to quote only the service charge in terms of percentage of total minimum wages.
4. All the tools and consumable items supplied by the contractor must be of standard quality from leading brands such as Bosch, Eureka Forbes, Detto, Harpic, Origami, Lizol, Collin or equivalents. Under no circumstances the contractor will be allowed to use sub-standard tools and consumable items due to any reason.
5. No other charges will be paid to the contractor apart from service charge. The contractor will not be allowed to collect/deduct any amount in any form (be it registration charges, one time charges, verification charges, uniform charges, caution deposits, processing fee, security deposits, refundable deposits etc.) from their employees for deployment or deduct any such charges from the salary of their employees engaged by it.
6. RO. Nagpur will pay the minimum wages (Govt of India) as per Minimum Wages Act, ESI, EPF contribution, bonus and other statutory dues as per the prevailing rates applicable from time to time subject to proper submission of bills.
7. Any Agency quoting any condition of his own then such conditional tender will be summarily rejected.
8. Bidder agency charging minimum service charge (in percentage terms) will be awarded the tender. However, all the desired fields are to be submitted by the bidder. They are advised to double check the figures and calculations to avoid rejection of bids.
9. The bidder has to provide all the housekeeping equipments and consumable items with their mentioned quantities to his housekeeping team.
10. The bidder not fulfilling statutory norms e.g. Minimum wages, weekly off, EPF, ESI and Bonus etc. shall be disqualified.
11. Bonus part of the payment shall be reimbursed as per the Govt of India norms after submission of proof of credit in the Bank account of the employees.
12. Mandatory payment of all statutory dues like EPF, ESI, bonus (annually) statutory dues shall be made by the contractor on monthly basis as per the terms and conditions of the Tender Documents. Any default shall lead to immediate termination of the contract.
13. The contractor must make all salary disbursement through bank account of the personnel employed under this contract. Any other mode of payment except direct bank credit shall not be accepted.
14. RO Nagpur shall have the right to inspect all attendance and wage records and the firm shall cooperate with the office to all extent.

Other Terms and Conditions for the tender:

1. RO Nagpur reserves the right to reject any or all tender/bid without assigning any reason.
2. It is mandatory for the bidder for pre bid interaction, failing which the bidder can be disqualified while Technical Evaluation.
2. The Earnest Money Deposit of the unsuccessful bidders in the financial bid evaluation stage shall be returned on award of contract to a Successful bidder.
3. Successful bidder will have to sign the contract agreement within 5 days of award of tender, and will provide the security services from the with effect from date of deployment as mentioned in the agreement.
4. The contractor shall deposit 3% of the annual awarded contract value in form of Demand Draft in favour of Regional PF Commissioner payable at Nagpur towards performance guarantee.
5. The performance Guarantee/Security Deposit can be forfeited by order of the competent authority of RO Nagpur in the event of any breach or negligence or non- observance of any terms/condition of contract or for unsatisfactory performance or for no acceptance of the work order. On expiry of the contract, such portion/full amount of the said performance Guarantee/Security Deposit as may be considered by RO Nagpur sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained.
6. The contract will be valid for 1 year, which can be terminated by RO Nagpur with a notice of 30 days. However, termination of contract on breach of agreement as stipulated in the Service Level Agreement Conditions will not require notice of 30 days.
7. Contractor can also terminate the contract with a notice of 90 days.
8. During the notice period for termination of contract in any of the situations contemplated above, the contractor shall keep discharging his duties as before till the expiry/ or recourses deployed by him on termination of the contract on any ground whatsoever and to ensure that no person creates any disruption/hindrance/problem of any nature to RO Nagpur.
9. The contract shall be initially for a period of one year from the date of awarding the contract. However, the contract may be extended subsequently for a further period not exceeding one year at a time on the same terms and conditions subject to the performance of the contractor if found satisfactory. However, the grant of extension of contract will be at sole direction of RO Nagpur.
10. Housekeeping Services will be deployed at Regional Office, Main Building, Annex Building, Staff Quarters for Typel,II,II, IV and V. As well as for Community Hall and Officers and Staff Guest House located at near Shitlamata Mandir, Umred Road, Nagpur.

11. Any legal dispute shall be adjudicated within the jurisdiction of Nagpur.

Terms and Conditions for Service Level Agreement are as under:

1. The Contractor shall provide housekeeping services at RO Nagpur Office and staff Quarters, Guest House, Community Hall premises to its entire satisfaction and it is the sole responsibility of the Contractor's obligations.
2. Commencements of Service: The Contractor shall submit detailed resumes in respect of the Housekeeping Staff along with Photographs duly attested by their firm after commencement of the housekeeping services at RO Nagpur.
3. Every personnel deputed by the Housekeeping Agency shall be literate (must know Hindi/Marathi). Violation of this condition shall be treated as breach of important contractual condition and shall attract penalty.
4. The Housekeeping Agency personnel should be smart and properly turned out with boots/ shoes, belt, name plate (in Hindi/Marathi and English) etc., and carry an identity card duly attested by the authorized officer of the contractor. ID card must mandatorily have UAN number of the personnel. A photocopy of these cards along with computer data shall be given to RO Nagpur for record, verification etc.
5. The Housekeeping Agency has to compulsary provide 2 pair of uniform once in a year including one pair of black leather shoes, jerseys (woolen sweaters), Identity card, rain coat etc. to every personnel deployed by it.
6. RO Nagpur shall have the right to check up, from time to time, the uniforms worn by the housekeeping personnel as well as their fitness to perform their duty up to the satisfaction of RO Nagpur.
7. The personnel deployed by the Housekeeping Agency in RO Nagpur shall be removed immediately if RO Nagpur considers such removal necessary on administrative grounds. The agency shall also immediately remove any personnel who is found not to be discharging his duties correctly or is of doubtful character and shall replace him with substitute personnel either on its own or on the demand of RO Nagpur.
8. The responsibility for taking appropriate safety measures shall be entirely that of the Contractor Agency. RO Nagpur will be entitled for compensation against the Housekeeping Agency, in case a proper joint enquiry establishes that the theft or loss or damage has been caused due to negligence of the Housekeeping Agency or any of its employees. The maximum amount of compensation payable by Housekeeping Agency will be limited to service charges payable to Housekeeping Agency for the month on which the loss or damage occurs. However, after enquiry, if it is found that such theft or loss or damage has been caused by acts of commission and omission of the personnel of the Housekeeping Agency or if the personnel of the Housekeeping Agency has either taken active part in such acts or has aided and abetted in the acts of such commission and omission the RO Nagpur or its employees to whom loss is caused, shall be indemnified/compensated by the Housekeeping Agency on actual basis.
9. The personnel engaged by the contractor shall draw their remuneration f

rom their agency and will not claim any employment benefit from RO Nagpur at any time. The contractor shall also be responsible for the statutory obligations of such personnel and shall indemnify RO Nagpur in the matter.

10. The Housekeeping Agency shall submit a certificate along with the monthly bills certifying that the personnel employed by them have been paid at least minimum wages, as enforced from time to time, in accordance with the provisions of the Minimum Wages Act 1948 (rates applicable as per Central Government). The wages shall be disbursed in the presence of the authorized representative of RO Nagpur.
11. The contract price shall be all inclusive and nothing extra shall be payable over & above the accepted contract. However, if the prescribed minimum wages are revised by the Govt of India, the Housekeeping Agency shall revise the wages of the personnel accordingly.
12. The housekeeping personnel shall remain on duty for 08 hours (eight) working hours with lunch break of 30 minutes excluding Sundays and Gazetted Holidays.
13. All assets and articles provided by RO Nagpur shall be the property of RO Nagpur and the Housekeeping Agency shall be merely the custodian of such assets and articles. On termination of housekeeping contract either by efflux of time or any time earlier than the stipulated period as RO Nagpur may decide as its sole discretion, such property shall be handed over to the RO Nagpur forthwith.
14. The personnel employed by the Agency for the housekeeping of RO Nagpur will be the employees of the Housekeeping Agency and the RO Nagpur shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against RO Nagpur and the housekeeping personnel employed by the Housekeeping Agency shall have no right whatsoever to claim employment from RO Nagpur.
15. The Housekeeping staff employed by the Housekeeping Agency will not form any union in the RO Nagpur nor shall they make any claim on service or other matter.
16. The Housekeeping Agency shall undertake, at their own expense but to the satisfaction of RO Nagpur, a continual updating of skill, processes and procedures followed by the Housekeeping staff employed in the housekeeping of the RO Nagpur by organizing suitable training programs for them on the routine basis. This training program may be included in their duty, like two hours in a week.
17. The Housekeeping Agency in discharge of its duties will be bound by operational parameters.
18. All matters and disputes arising out of this agreement will be subject to the jurisdiction of the courts located at Nagpur.
19. The Housekeeping Agency shall be responsible for all injuries and accidents to persons employed by them or otherwise. The RO Nagpur shall stand indemnified in respect of the treatment provided under such exigencies.

20. The Housekeeping Agency shall be responsible for the good conduct and behavior of its employees. If any employee of the Housekeeping Agency is found misbehaving with the RO Nagpur's staff or officers, the Housekeeping Agency shall terminate the service of such employee at their own risk and responsibility. The Housekeeping Agency shall issue necessary instructions to its employees to act upon the instructions given by Officer -in- Charge of RO Nagpur.
21. The employees of the Housekeeping Agency shall be of good character and sound health.
22. In case of any dereliction of duty, gross neglect, an unintended damage caused by the Housekeeping Agency or its staff or otherwise, any harm done to RO Nagpur, its properties, its designated officials or other employees, the Housekeeping Agency shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty.
23. In case of performance of the agency is not found to be satisfactory as per operational parameters set out of the contract or not in conformity with the terms & conditions of the tender, the contract shall be terminated even before the scheduled time by giving advance notice of 1 months to this effect. In the event of premature closure of contract for reasons mentioned herein above, The Security money deposited by the Agency shall be absolutely forfeited.
24. The Housekeeping Agency shall have a regular system of training of the staff before mounting them on duty.
25. The Housekeeping Agency shall have a proper system of checking the staff on duty. Records of the same should be effectively maintained and shortcomings, if any, should be immediately rectified.
26. The Housekeeping Agency shall have recourses to assist RO Nagpur (i.e. the department) in case of special events, foundations day programs, visit of dignitaries etc. free of charge. Only the extra manpower deployment for such period can be additionally charged on minimum wages.
27. The Housekeeping Agency shall also check the garbage/wastage being taken out for disposal to ensure that none of the useful items are taken out for disposal.
28. The Contractor shall submit to department the details of amounts deposited on account of EPF and ESI in respect of the deployed housekeeping staff to the concerned authorities from time to time along with monthly bills.
29. The Contractor shall produce to RO Nagpur the details of payments of statutory benefits like bonus, leave, etc. from time to time to its personnel.
30. The personnel of the Contractor shall not be the employees of RO Nagpur and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this contract. The Contractor shall make them arising known about this position in writing before deployment under this agreement.
31. The Contractor shall also provide at its own cost all benefits statutory or

otherwise to its employees and RO Nagpur shall not have any liability whatsoever on this account. The Contractor shall also abide by and comply with the Labour laws, EPF laws, ESIC Laws, Income Tax Laws and Minimum Wages Laws, Contract Labour (Regulation Abolition Act) or any other law in force.

32. The antecedents of Housekeeping staff deployed shall be got verified by the Contractor from local police authority and an undertaking in this regard to be submitted to RO Nagpur.

33. Adequate supervision shall be provided to ensure correct performance of the said housekeeping services in accordance with the prevailing assignment instructions agreed upon between the two parties.

34. The Housekeeping agency will provide all the necessary register to his work force deployed in RO Nagpur. The agency also requires maintaining all other necessary and essential labour books/register in every month to comply with the labour law. To maintain the labour register and produce it in front of the labour authority is the solely responsibility of the agency.

35. Contractor's liability:

a. The Contractor shall completely indemnify and hold harmless RO Nagpur and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the Housekeeping Services to RO Nagpur.

b. The Contractor shall not Sub Contract, transfer or assign the contract or any part thereof without prior written permission of the office. In the event of the contractor contravening this condition, office shall be entitled to place the contract elsewhere on the contractors' risk and cost and the contractor shall be liable for any loss or damage, which the office may sustain in consequence or arising out of such replacing of the contract.

36. RO Nagpur's obligation: RO Nagpur will at its own expense, provide timely access to locations where the Housekeeping Services are to be provided enabling Contractor's employees to carry out the Housekeeping Services. Such facilities shall include, without limitation, adequate space for equipment, table, chair, Almirah(locker), desk, material receipt/issue register, duty register etc.

37. Obligation of the Contractor towards its personnel:

a. Labour Compliance: The Contractor shall abide by all labour laws, laws related to EPF Organization, ESI Corporation. The details of EPF, ESIC in respect of their deployed staff shall be submitted by the Contractor to department every month along with the bill. The Contractor shall abide including but not limited to, matters relating to timely payment of wages and allowances payment of minimum wages, Wages and all salary and other statutory dues should be paid through bank transfers only. Cash mode of transactions shall not be accepted.

- b. Engagement of Housekeeping Personnel: The Contractor shall make its own arrangements for the engagement of all housekeeping and other administrative personnel for providing housekeeping services in RO Nagpur and shall use all diligence in arranging for a sufficient and suitable supply of such personnel but all such arrangements shall be in accordance with the general local usage and subject to the Applicable Laws.
- c. The contractor shall not deduct any amount from wages of employee in the name of commission/cost of engagement/ cost of file work/ service charge/ in any name whatsoever. All employees should be paid the notified minimum wages through bank transfer only. Further, all statutory benefits like EPF, ESIC, bonus to be paid as per the rules without any deviation.

38. Contractor's Responsibility towards deployment of adequate personnel:

- a. The Contractor shall submit its list of all personnel engaged under the contract with detailed bio-data, Organization Chart, showing therein the details of key personnel with their full contact details. The Contractor shall also keep informing the office of any change in its organization or its personnel.
- b. The personnel engaged by the Contractor shall be dressed in neat and clean uniform (including proper name badges).

39. Payments:

- a. Goods & Service Tax (GST), education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the applicable rate.
- b. Payment will be made as reimbursement after the contractor sends the wages to bank and pays all statutory dues like EPF, ESI, etc on monthly basis. The Contractor shall raise invoice per month and submit the same to RO Nagpur by 5th of next month. The office shall make all endeavors to make payments to the contractor within 20 days from the date of the receipt of the invoice. No payments will be made from RO Nagpur to the agency without producing the individual bank account numbers of all the housekeeping persons deployed in the office by the agency.
- c. The following under mentioned documents are very essential to submit for release of the payment:
 - i. Housekeeping personnel's PF contribution statement copy for that month including ECR, CRN, proof of payments etc.
 - ii. Housekeeping personnel's ESIC contribution statement copy for that month along with proof of payment
 - iii. Housekeeping personnel's wage register
 - iv. Housekeeping personnel's wage distribution list through Bank and the Bank statement copy with Bank seal.

- v. List of all Housekeeping personnel's individual bank Account Number issued by the Bank
 - vi. Housekeeping agency's undertaking/certified certificate for providing of uniform and other accessories to the Housekeeping personnel
 - vii. The Housekeeping agency's Invoice copy.
- d. The Housekeeping personnel's deployed in RO Nagpur will get their Bonus payment once in year as per the Payment of Bonus Act. The agency will first pay it to his Housekeeping personnel's through their respective individual Bank Account and then claim the same from RO Nagpur by submitting all the proof and Bank statement copy.
 - e. All payments shall be made in Indian Currency by means of an Account Payee/Cheque/RTGS/NEFT transfer.
 - f. RO Nagpur shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payment made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. RO Nagpur shall provide a certificate certifying the deduction so made.
 - g. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
40. Indemnification: The members of the Housekeeping staff provided by the Housekeeping Agency should be employees of the Security Agency and all disputes between the Housekeeping Agency and the Housekeeping staff shall be resolved by the Housekeeping Agency and shall have no bearing on RO Nagpur. The Housekeeping Agency should indemnify any claim, cost, damage, compensation in respect of its employees posted on department's premises.
41. Compensation of Losses and Penalty: The contractor shall compensate in full the loss sustained by RO Nagpur or officials on account of any theft, burglary and /or any other kind of lapses for providing Housekeeping services in the campus, for which responsibilities are entrusted to the agency. RO Nagpur will have the right to impose any penalty for lapses in Housekeeping services and for recovery of any amount from contractor's bill. Any loss, misplace, damage, broken, theft occurs in RO Nagpur due to lapses by the agency, the same shall be recovered/replaced/repared by the agency within 48 hours from the incident.
42. Joint Enquiry: RO Nagpur will be entitled for compensation against the Housekeeping Agency, in case a proper joint inquiry establishes that the theft or loss or damage has been caused due to negligence of the Housekeeping Agency or any of its employees. The said compensation shall be in addition to the findings and recommendations that the joint enquiry may propose. The joint enquiry committee shall be constituted by RO Nagpur which will be inclusive of either the contractor or his representative.
43. Force Majeure Obligations of the Parties: Force Majeure shall mean any event beyond the control of department or the Contractor, as the case may

be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- a. War, hostilities, invasion, act of foreign enemy and civil war;
 - b. Rebellion, revolution, insurrection, mutiny, conspiracy.
 - c. Epidemics quarantine and plague;
 - d. Earthquake, cyclone and other natural disaster.
44. **Governing Laws and Settlement of Dispute:** Any claims, disputes and differences (including a dispute regarding the existence, validity or termination of this Contract) arising out of, relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorized Representatives of the concerned parties. However, if the disputes are not resolved by the discussion as aforesaid within a period 30 days, then the RPF-C-I (Administration) is the sole arbitrator to decide the same and his decision is final and binding on both the parties as per the provisions of the Arbitration and Conciliation Act 1996, If difference persist even after Arbitration and there are compelling reasons to go to the court, it will be decided in the court of Nagpur only.
45. **Jurisdiction of Court:** This Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Nagpur.
46. **Disclaimer:** The relatives / near relatives of employees of RO Nagpur are prohibited from participation in this bid. The near relatives for this purpose are defined as:
- a. Members of a Hindu Undivided Family.
 - b. Their husband or wife.
 - c. The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law).

Schedule of Works/Requirements

1. **General Instruction**
 - a. The Contractor shall deploy all Housekeeping personnel at RO Nagpur in the manner and as per the instructions of RO Nagpur and all the governing laws.
 - b. The Contractor shall ensure that all housekeeping personnel are fully conversant with the premises and with the activities of the department and its related housekeeping requirements.
2. **Code of Conduct:** The Contractor shall ensure that their security personnel

- a. Are always smartly turned out and vigilant.
 - b. Are punctual and arrive at least 45 minutes before start of office.
 - c. Take charges of their duties properly and thoroughly.
 - d. Perform their duties with honesty and sincerity.
 - e. Read and understand their post and site instructions and follow the same.
 - f. Extend respect to all the Officers and staff of the office.
 - g. Shall not drink on duty, or come drunk and report for duty.
 - h. Will not gossip or chit chat while on duty.
 - i. Will not read newspaper or magazine while on duty.
 - j. Will not use mobile phone for playing games, listening songs or watching videos. Will not use headphone while on duty.
 - k. Will immediately report if any untoward incident/misconduct or misbehavior occurs.
 - l. When in doubt, approach concerned person immediately.
 - m. Are extremely courteous with very pleasant mannerism.
3. Confidentiality:
- a. The phone number and movement plans of RO Nagpur will not be given to anyone.
 - b. The following information about the office will not be given to anyone.
 - i. telephone number /any other information.
 - ii. Location and movement plans.
 - iii. Meeting and conference schedules.
4. Telephone Handling
- a. They are instructed very strictly not to misuse the telephones facility.
 - b. All calls should be handled courteously.
 - c. He will take message correctly and convey to the concerned person immediately.
5. Clean Desk Policy: All the staff should ensure that their desks are clean before they leave for the day i.e. no important items are left on the tabletop.
6. Tools and Consumables: The contractor has to provide the under mentioned tools & consumable items to his personnel in RO Nagpur at his own cost. The Consumable items shall be provided on monthly basis to RO Nagpur. Further RO Nagpur shall not pay a single amount of money for the b

elow mentioned tools and consumable items. Same has to be provided within the service charges paid to the contractor.

| S No | Name of the Tools/Consumable and other items | Minimum Quantity |
|------|--|---------------------------------------|
| 1 | Ladder | 2 in nos |
| 2 | Window Cleaning Cradle for outside window cleaning | 1 in nos |
| 3 | Wet Vaccum Cleaner | 2 in nos |
| 4 | Mops short/long | Sufficient quantity |
| 5 | Spider web long handle cleaner | Sufficient quantity |
| 6 | Brooms(Hard & Soft) | Sufficient quantity |
| 7 | Toilet Cleaning Liquids | Sufficient quantity |
| 8 | Acid | Sufficient quantity |
| 9 | Phenyle | Sufficient quantity |
| 10 | Metal Polish | Sufficient quantity |
| 11 | Liquid Hand Wash Liquid | Sufficient quantity |
| 12 | Floor Disinfection Liquid | Sufficient quantity |
| 13 | Nephelene Balls | Sufficient quantity |
| 14 | Wood/Leather/Glass Cleaning Chemicals | Sufficient quantity |
| 15 | Cleaning Brushes | Sufficient quantity |
| 16 | Metal/Plastic Scrubs | Sufficient quantity |
| 17 | Tissue Rolls & Tissue Papers for toilets | Sufficient quantity |
| 18 | Uniform-for all the staff | 2 pair for each person once in a year |
| 19 | Leather Boot-for all the staff | 1 for each person once in a year |
| 20 | I-card for all the staff | 1 for each person once in a year |
| 21 | Nameplates for all the staff | 1 for each person once in a year |
| 22 | Rain coat (standard)-for all the staff | 1 for each person once in a year |
| 23 | Umbrella | 1 for each person once in a year |
| 24 | Woolen Jarshi (sweater)-for all the staff | 1 for each person once in a year |
| 25 | Safety Gloves | Sufficient quantity for each person |
| 26 | Room Freshener Spray | Sufficient quantity |
| 27 | Toilet Air Freshener Bars | Sufficient quantity |
| 28 | Mosquito Sprays | Sufficient quantity |
| 29 | Mosquito Liquid Refills | Sufficient quantity |
| 30 | Urine Mats | Sufficient quantity |
| 31 | Hand Wash Liquid Soap | Sufficient quantity |

- a. Above list is indicative and is not exhaustive. The contractor has to provide all the tools and consumable items which is necessary for cleaning of office from inside and outside and keeping it neat & clean

along with all the consumable items such as liquid soap and tissue roll/tissues in usable condition all the time.

- b. For providing the above mentioned tools/consumable and non-consumable items, the agency must include these cost within its service charge only. At any cost the total Bill shall not be reimbursed on/above the contract value.
- c. The agency's additional charges for the above mentioned tools/consumable & non-consumable items are not acceptable at all. If any agency quoted it or asking/claiming for extra/additional charge RO Nagpur has rights to reject the bidders bid.
- d. For the above mentioned purpose the bidder's conditional bid also not acceptable at all and in this case the bidders bid will be rejected

7. Penalty (will be deducted from service charge) for non-replacement/non-replenishment of defective/malfunctioning tools or unavailable consumable items within 4 hours:

| S No | Name of the Tools/Items | Penalty |
|------|--|-----------------|
| 1 | Non availability of ladder | Rs 100 each day |
| 2 | Non availability of Window Cleaning Cradle for outside window cleaning | Rs 500 each day |
| 3 | Non availability Wet Vacuum Cleaner | Rs 100 each day |
| 4 | Non availability of Mops short/long | Rs 100 each day |
| 5 | Non availability of Spider web long handle cleaner | Rs 100 each day |
| 6 | Non availability of Brooms | Rs 100 each day |
| 7 | Non availability of Toilet Cleaning Liquids | Rs 500 each day |
| 8 | Non availability of Metal Polish | Rs 100 each day |
| 9 | Non availability of Liquid Hand Wash Liquid | Rs 500 each day |
| 10 | Non availability of Floor Disinfection Liquid | Rs 100 each day |
| 11 | Non availability of Nephelene Balls | Rs 100 each day |
| 12 | Non availability of Wood/Leather/Glass Cleaning Chemicals | Rs 100 each day |
| 13 | Non availability of Cleaning Brushes | Rs 100 each day |
| 14 | Non availability of Metal/Plastic Scrubs | Rs 100 each day |
| 15 | Non availability of Tissue Rolls & Tissue Papers for toilets | Rs 500 each day |
| 16 | Non availability of Room Freshener Spray | Rs 100 each day |
| 17 | Non availability of Toilet Air Freshener Bars | Rs 100 each day |
| 18 | Non availability of Mosquito Sprays | Rs 100 each day |
| 19 | Non availability of Mosquito Liquid Refills | Rs 100 each day |
| 20 | Duty Mobile Handset with SIM | Rs 100 each day |

8. Penalty (will be deducted from service charge) for not missing/torn/dirty uniforms:

| S No | Condition | Penalty |
|------|---|-------------------------|
| 1 | Dirty/Torn Uniform or Not in Uniform | Rs 100 on each occasion |
| 2 | Dirty/Torn/Missing Nameplate | Rs 100 on each occasion |
| 3 | Dirty/Unpolished/Torn Boot/Without Boot | Rs 100 on each occasion |
| 4 | Dirty/Torn/Missing ID Card | Rs 100 on each occasion |

| | | |
|---|-----------------------------------|-------------------------|
| 5 | Dirty/Torn/Missing Rain Coat | Rs 100 on each occasion |
| 6 | Dirty/Broken/Torn Umbrella | Rs 100 on each occasion |
| 7 | Dirty/Torn/Missing Jersey/Sweater | Rs 100 on each occasion |

9. Penalty (will be deducted from service charge) for shortage of manpower :

| S No | Description | Penalty |
|------|---|-----------------------------|
| 1 | Shortage of manpower which are deployed on regular basis | Rs 500 per day per manpower |
| 2 | Shortage of manpower which are deployed for less than 7 days (need basis) | Rs 250 per day per manpower |

10. Penalty (will be deducted from service charge) for delay in payment of wages to personnel:

| S No | Description | Penalty |
|------|---|--|
| 1 | Payment of wages up to 7 th of subsequent month | No penalty |
| 2 | Payment of wages from 8 th to 14 th of subsequent month | Rs 5000 will be deducted from service charge to contractor. It should not hamper minimum wages to the security personnels. |
| 3 | Payment of wages from after 14 th of subsequent month | Rs 10000 will be deducted from service charge to contractor. It should not hamper minimum wages to the security personnel. |

11. The contractor has to make sure that the office is neat and clean. And if it is found that the part of the assigned area is left unclean including the toilets then penalty will be imposed @ Rs 100 on each occasion for each section of area.

12. Total penalty charged cannot be more than the service charge payable to the contractor.

13. Cleaning/replenishment schedule to be followed:

| Frequency | Activity |
|-----------|----------|
| | |

| | |
|--|--|
| Twice a Day (and additionally on need basis) | <ol style="list-style-type: none"> 1. Cleaning of toilets - WC, urinals, mirrors, floors, frames etc. 2. Replenishment in toilets - hand wash liquids in soap dispensers, tissue rolls, tissue papers, air fresheners etc. 3. Air Freshener Sprays in Conference Hall and in Officer's Chambers |
| Daily | <ol style="list-style-type: none"> 1. General Cleaning (Sweeping, Mopping, Dusting) of office rooms, corridors, conference halls, stairs, parking areas, service area and all unspecified areas 2. Removal of garbage from dustbins in plastic bags. Replacement of old plastic bags with new plastic bags. Plastic bags have to be provided by the contractor. No garbage will be left overnight. Garbage will be segregated based on biodegradable, non-biodegradable, and IT waste. Agency will follow the government guidelines in this regard. 3. Cleaning of workstation, keyboard, mouse, printers, table tops, chairs, almirah, frames, panels, railings, glasses, cabin partitions etc with approved cleaning materials. 4. Stain removal treatment of entire premises including stairs, area of office cabins, conference halls, receptions, toilets etc. 5. Cleaning and dusting of planters, paintings, posters, notice boards etc. 6. Removal of bird dropping and other dirt on the inner walls or on the foot of doors, ventilators etc. 7. Mosquito flies control treatment will be done to get rid of day-to-day nuisance of mosquitos/flyes. Spraying at all the entry and exit points and reception area to be done on daily basis. 8. Above work are to be done on daily basis and additionally on the need basis. |

Weekly

1. Machine & Hand scrubbing and thorough cleaning/washing of the entire floor area by using approved cleaning material and wet vacuum.
2. Dusting of walls, roofs etc from top downward and removal of cobweb.
3. Polishing of brass/copper/metal fixtures.
4. Deep cleaning of windowpanes and partition doors.
5. Washing of drinking water cooler area, dustbins, buckets with detergents.
6. Cleaning of ventilator / air conditioning fixtures.
7. Cleaning of upholstered chairs and sofas with approved chemicals.
8. Removal of unauthorized posters, banners, hoarding inside and outside building.
9. Cleaning of glass panels from outside of building.

14. Penalty Registers: For imposing of penalty to the contractor/agency by RO Nagpur for the above mentioned occasion/incident/not working, not functioning/non-replenishment, delay of payment to the personnel, the same thing will be mentioned in the penalty register with date, time, location and witness of other staff of RO Nagpur and the agency has to bear the penalty and he cannot challenge for this penalty.

Regional PF Commissioner-I
RO, Nagpur

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such

suspension period has already expired.

4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. 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 catalogues 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. 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 General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

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---