

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	15-05-2026 14:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	15-05-2026 14:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (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	Vadodara Zone
वस्तु श्रेणी /Item Category	Cleaning, Sanitation and Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, dusting); Indoor and outdoor
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)	20 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
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details

क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ 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 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	3
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 निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	2000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	25000

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).

15

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

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

लाभार्थी /Beneficiary :

Additional Commissioner

VADODARA ZONE, Department of Revenue, Central Board of Excise and Customs (CBEC), Ministry of Finance
(The Additional Commissioner Of Cgst Appeals Surat)

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

एमआईआई अनुपालन/MII Compliance

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

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

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

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

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work for the Service:[1777970705.pdf](#)

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, Dusting); Indoor And Outdoor (824)

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 and outdoor
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	Thakkar Dilip Kumar Vitthalbhai	395017,3RD FLOOR, MAGNNUS MALL, ALTHAN-BHIMRAD CANAL ROAD, ALTHAN, SURAT	824	<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

आयुक्त का कार्यालय

OFFICE OF THE COMMISSIONER

केन्द्रीय माल और सेवाकर एवं उत्पाद शुल्क,अपील आयुक्तालय, सूरत

CENTRAL GOODS AND SERVICE TAX & CENTRAL EXCISE, APPEALS, SURAT

तृतीय तल, मैगनस, अलथान-भीमराडकैनालरोड, अलथान, सूरत -395017

3rd Floor Magnus, Althan-Bhimrad Canal Road, Althan, Surat-395017

E-mail: hoo-suratappeals@gov.in

E-TENDER NOTICE**OUTSOURCING OF "HOUSEKEEPING SERVICES" FOR THE OFFICE OF THE COMMISSIONER, CENTRAL GOODS AND SERVICE TAX & CENTRAL EXCISE,****APPEALS COMMISSIONERATE, SURAT**

E-Tenders are invited in two bid system (both technical and financial) through GeM portal from reputed, well established man power service providers and housekeeping service providers for providing house keeping services for the Office of the Commissioner, Central GST & Central Excise, Appeals Commissionerate, Surat at Surat on contract basis. The complete tender document containing Pre-Qualification requirements (Annexure-A) General/Special terms & conditions (Annexure-B & C) etc. are available on www.GeM.gov.in and can be downloaded free of cost.

The contract shall be awarded for period of 12 months from the date of awarding of Contract and the same can be extended upto by the competent authority on same rate if agreed upon by the bidder.

The details of the office premises along with the location and the area are as follows:

Sl. No.	Name of the premises	Scope of Work	Area (in sq. ft.)
01.	O/o The Commissioner of Central GST & Central Excise, Appeals Commissionerate, Surat at 3 rd Floor, Magnus Building, Althan-Bhimrad Canal Road, Althan, Surat-395017	Basement, Ground Floor, Rooms at 3 rd Floor, Toilets, Stairs, Corridor/ Gallery, Vehicle Stand other open area etc.	Carpet Area at 3 rd Floor 6523.36 and Basement Area 2348.36)
TOTAL SQ.FT.			8871.72 SqFt

Interested bidders/Service Providers/reputed firms providing such services may submit their bids in the prescribed format with all the necessary documents, online, at the GeM Portal on or before bid submission/closing date & time. The Bidders shall check for any corrigendum published by the department upto the last date of submission of the bids through GeM Portal.

For any query/clarification, **Additional Commissioner**, O/o The Commissioner of Central GST & Central Excise, Appeals Commissionerate, Surat & **Superintendent (Adm)**, Central GST & Central Excise, Appeals Commissionerate, Surat at 3rd Floor, Magnus Building, Althan-Bhimrad Canal Road, Althan, Surat-395017 may be contacted any working day between 12:00 pm to 3:00 pm before the close of tender.

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**Additional Commissioner
CGST & CE, Appeals, Surat**

ANNEXURE-A**PRE-QUALIFICATION REQUIREMENT AND TERMS AND CONDITIONS.**

01. The Central Goods and Service Tax & Central Excise, Appeals Commissionerate, Surat having 3rd Floor, Ground floor and basement area comprising total area of **8871.72 SqFt** at Surat.
02. The bidder is required to submit the complete Rates/Quotations only after satisfying each and every condition laid down in the Annexures enclosed.

03. Not more than one tender shall be submitted by one bidder having business relationship.
04. The bidder shall have valid registration of ESI Registration, EPF Registration of Surat and an active GST registration of Gujarat state and filing of GST shall be up to date.
05. The following documents are to be furnished by the bidder along with Technical Bid as per the tender document:
 - (i) Signed and Scanned copy Certificates like GST Registration, ESI Registration, EPF Registration, PAN No., Income Tax returns (for the last 2 years). License from Labour Commission and experience if any etc.
 - (ii) Signed and Scanned Copy of Tender Acceptance Letter & Letter of authorization to submit bid.
 - (iii) An undertaking (self-certificate) that the bidder hasn't been blacklisted by a Central/State/UT Government institution/Court.
 - (iv) Financial bid proforma in terms of Rs. _____ /SqrFt or SqrMtr per day basis (Inclusive of GST).
06. **The bidder shall either have a fixed establishment or registered office in Surat for the last 05 years.**
07. The bidder shall have a minimum experience of 05 years in providing Housekeeping services in Government Organisations. Copies of Agreement/Work Order from clients shall be provided as documentary evidence for the past experience. Copies of Experience certificates shall be attached. Bid Certificate of appreciation from the present clients, if any, may be enclosed.
08. The rates will be valid for the entire period of contract from the date of entering the contract.
09. The bidder shall have currently at least 01 running contract for the said service at the Government Department and shall have a minimum turnover of 20 lakhs in the previous financial year.
10. Bidder/s shall be duly registered with ESIC, Provident Fund, GST (Registration in Gujarat State) and other relevant statutory authorities dealing with employment of labour. All existing statutory requirements of both the State as well as the Central Govt. shall be adhered to by the bidder and all the records maintained thereof shall be available for scrutiny by this office.

Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice. Bidder not registered under the ESIC and Provident Funds Act and other relevant statutory enactments dealing with employment of labour need not apply.
11. The bidder (s) shall be complied with various statutory provisions of GST, EPFO, ESIC and other applicable Acts in the previous three years. The bidder shall enclose Firm Registration, GST registration in the State of Gujarat, PF registration, PAN, Aadhar, ITR for last 3 years, Annual Turnover Certificate, Experience Certificate, MSME certificate (if applicable), Labour License Registration certificate.

12. The bidder shall satisfy themselves before submitting of the rate (Financial bid) that they shall meet the qualifying criteria and capability as laid down in the Annexures.
13. The interested bidders are required to visit the office premises mandatorily to ensure themselves

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ANNEXURE - B

GENERAL TERMS AND CONDITIONS

01. The bidder shall be capable of providing housekeeping services and shall furnish an undertaking to the effect that all relevant labour laws and other required laws are being complied with and also that they are capable of holding and controlling the manpower without any legal encumbrances, the firm must be registered with the Labour Commissioner, for providing the required number of labourers, and shall also possess valid PAN number, GST Registration (if applicable), ESI and EPF registration as applicable.
02. The bidder must produce minimum one labour licence certificate having validity throughout the contract period.
03. The Bidder shall have a minimum experience of **05 years** in providing Housekeeping services to Central Government Organisations. Copies of Agreement/Work Order from clients shall be provided as documentary evidence for the past experience. Copies of Experience certificates shall be attached. Bid Certificate of appreciation from the present clients, if any, may be enclosed. The bidder shall have registered for GST in the state of Gujarat. The Agency who is having at least 02 running contract for the said service shall be preferred.
04. Bidder shall submit copies of Balance Sheets, P&L, GST returns (if applicable) and TDS certificates duly certified by CA, of last 05 (five) years and details of deductions of ESI and PF with Challan of contractual employees with Bank Receipt for one year period from March-2023 to prior to bid publication date.
05. For the aforesaid work, the bidder shall quote rate per Square Feet per month which shall be inclusive of wages as per Minimum Wages Act of Central Government, EPF, ESI and other levies, services charges, if any, etc. but inclusive of GST, along with number of personnel to be deployed for the work. The prevailing rate of basic wages as per the location of the offices may be quoted.

06. The deduction towards PF and ESI etc. be factored in rates being quoted on per square feet per month basis and the same will not be payable by the department over and above the rates thus quoted. The Bidder will be liable for ensuring compliance with the relevant rules and regulations as notified in this regard from time to time.
07. The housekeeping services shall be provided on all days from 09.15 AM to 05.15 PM (including lunch break of half hour) and whenever required except Sundays and Gazetted Holidays.
08. The personnel employed shall attend to work punctually and shall complete the cleaning work of the entire office premises before 09.15 AM daily. The personnel will perform all the duties assigned by the bidder and as specified by the Department from time to time.
09. The successful bidder will be required to give letter of acceptance within 3 days after receipt of confirmation letter from the Department.
10. The bidder shall deploy only those personnel whose antecedents have been verified by the Police and with due consent and approval of this office.
11. All the personnel deployed at the location shall be in proper uniform with ID cards displayed prominently on their person, which shall be provided by the bidder. This office shall not provide any accommodation/food/uniform/ID cards to the housekeeping attendants.
12. The bidder's authorized representative carrying valid ID cards shall only be allowed to enter this office. Within the premises of the office, the bidder's personnel shall not do any private work, except their assigned duties, and will not entertain any guests/ outsiders etc.
13. The bidder shall arrange necessary insurance cover for all the personnel (ESI) deployed by him.
14. This office shall not entertain any claim arising out of mishap, etc., if any, that may take place while discharging the duties by the personnel(s) provided by the Service bidder. In the event of any liability/claim falling on this Office, the same shall be reimbursed/indemnified by the bidder.
15. The personnel engaged by the bidder for the said work will not have any right/claim whatsoever, for direct recruitment of temporary or permanent employment in the Government of India.
16. The bidder shall be fully responsible for theft, burglary, loss, breakage or fire etc. or any mischievous deeds by his staff.
17. The bidder shall not indulge in employing child labour.
18. The bidder who is awarded the work by the Department is not permitted to subcontract the subject work.
19. The cleaning material such as bucket, broom, toilet cleaner, floor cleaner, urinal cakes, cleaning powder, phenyl, hand wash, toilet cleaning brush, water wipers, dustbin, room spray, scrubbing pad, naphthalene balls, glass cleaner, soap etc. will be supplied by the Department.
20. There shall not be overloading of work on personnel deployed.

21. The personnel deployed shall be well experienced and trained adequately and shall be of sound health. They shall behave well mannered.
22. The personnel will report to the officer in-charge assigned by the department i.e. Inspector/ Superintendent. For any absence and non-engagement, no housekeeping charges shall be paid.
23. The bidder shall ensure that there is no scope for any grievance from the personnel on delayed payment of housekeeping charges.
24. The bidder shall pay wages to the personnel engaged by them for the work as per Minimum Wages Act fixed by the Central Government as amended from time to time. Any anticipated increase in the wages must be factored in the rates being quoted. The department shall be in no way responsible or liable for payment of salaries, bonus, gratuity, allowances or any type of payment to them.
25. All deductions towards PF, ESI etc must be factored in the rates being quoted per square feet per month basis. Bidder will pay monthly wages to its employees according to the Minimum Wages Act, decided by the Central Government failing which contract will be cancelled.
26. This office is free to deduct the monthly amount at the rates applicable under Income Tax Act and the rules framed there under, from the monthly bills and payable to the Agency as TDS and shall issue suitable TDS certificate to that effect. Similarly, this office is also free to deduct the monthly amount at the rates applicable under the CGST/SGST/UTGST Act from the monthly bills and payable to the bidder as TDS and shall issue suitable TDS certificate to that effect to the bidder.
27. The bidder shall indemnify this office against any acts of omission or commission from the personnel engaged for work and this office shall not be liable to pay any damages or compensation to such person or to third party. All such damages caused by the housekeeping personnel shall be charged to the bidder and recovered from its dues/bills.
28. The bidder who provides maximum personnel for the housekeeping contract shall be preferred. The bidder shall ensure that the total no. of personnel to be engaged is commensurate with the nature/type of work and total area involved. Number of personnel engaged can be decreased/increased as per the requirement. The vendor/bidder are directed to visit the office premises to be ensured to acquaint themselves of the work to be carried out in the said premises and **the visit is mandatory for the bidder/vendor and they can visit on any working day between 12:00 PM to 03:00 PM before the end of the tender notice date.** No request for extension of time or additional claims on account of failure to inspect the site shall be entertained at a later stage. Bids submitted by bidders/vendors **who have not undertaken the mandatory site visit shall be treated as non-responsive and shall not be considered for technical evaluation.**
29. The department shall reserve the right to terminate the contract without giving any prior notice at any time but the bidder shall not terminate the contract without giving prior notice of 01 (one) month.
30. Online bidding must be completed within stipulated date and time.
31. The lowest tender will be arrived based on the sum of the quoted rates for

housekeeping work at Office building. The tender getting lowest consolidated rate will be declared as successful bidder.

32. The bidder will ensure that all its personnel deployed with this office behave courteously and decently with the employees/officers of this office.

33. Terms of payment:-

- (a) The bidder will submit the monthly bill in duplicate for reimbursement along with certificate issued by the officer in charge. The payment will be made after making recovery/TDS deduction etc. if any.
- (b) Bidder will provide a certificate every month that it has made full payment to its personnel/labourers as per Minimum Wages Act and has complied the rules and regulations of PF/ESI and GST provisions. Bidder will submit the challan regarding 'PF/ESI' for every month to this office failing which payment for the next month will not be made.
- (c) In case of any complaint of non-fulfilment or any obligation under contract executed between the bidder and this office, this office reserves the right to deduct the amount due from bidder from monthly bills as well as termination of the contract.
- (d) If it comes to notice of this office or is informed that bidder is not making payment at the desired minimum wage to the personnel, then the due payment will be deducted from the Bills and the remaining bill amount will be paid to the bidder.

34. Penalties:-

- (a) The bidder will attract a penalty of an amount of Rs. 200/- per day per person, in addition to deduction of the wages, in case a person fails to carry out the housekeeping services due to his absence or any other reason, which shall be recovered from the monthly bills or otherwise.
- (b) In the event of failure in maintaining the housekeeping services on any day up to satisfactory level, in part or full, the bidder is liable to penalty @ Rs. 200/- per day, which shall be recovered from the bills or otherwise.

35. Security Deposit/Performance Security:-

On acceptance of tender, the successful bidder must provide Security Deposit/Performance Guarantee in the form of Fixed Deposit Receipt or Bank Guarantee from any of the Nationalized/Commercial Banks in India, equal to 3 % value of the Contract in favour of the Additional Commissioner, CGST & Central Excise, Appeals Commissionerate Surat. Performance security shall remain valid for a period of sixty days beyond the date of completion of the contract. The deposit is liable to be forfeited, if during the period of contract, the services of the bidder are found to be unsatisfactory in any respect, and/or any of the conditions of the contract is contravened/ breached and/or towards any damage caused due to negligence of the bidder or his employees. This forfeiture will be in addition to any action by the department that the bidder firm may invite upon themselves due to any of the reasons specified above.

36. The bidder shall not be a defaulter or blacklisted by any Central/ State/ UT Government Institution in performing Housekeeping and Manpower Supplier Services.
37. Submission of all the documents mentioned in the Technical Bid Checklist is mandatory. Non submission of any of the information/documents mentioned in the Technical Bid Checklist may render the bid to be rejected.
38. The relaxation and exemptions to the firms/companies/bidder registered under MSME shall be incorporated as per guidelines issued by the government time to time.

* * * *

ANNEXURE- C

SPECIAL TERMS AND CONDITIONS FOR HOUSE KEEPING

SCOPE OF WORK

01. The office premises include office chambers, staff halls, visitor's rooms and record rooms and shall be cleaned and mopped at least twice a day and depending on requirement. The entire premises shall always be kept neat and clean.
02. Furniture like tables, chairs, visitor's chairs, sofas, computer tables, almirahs, etc. and electronic gadgets like computers, telephones, fax machines, photocopier machines, etc., installed in the office premises have to be kept dust-free and dust removal shall be done on daily basis. The doors, windows, partitions, venetian blinds and curtains shall also be kept clean by wiping them daily. The sofas are to be cleaned by vacuum cleaner once in a week.
03. All records are kept in the/almirahs/racks and shall be dusted personally, in the presence of the officer who is in possession of such records or his designated official.
04. The lobby at the main building shall be spick and span and the mopping shall be done constantly to ensure that the entire area is spotlessly clean, free from any dirt, stain or foot marks. Further, all items installed at the lobby have to be wiped off daily at regular intervals to ensure dust free
05. All name and sign boards must be kept clean. All metal boards have to be polished once in 15 days without fail. The electrical fittings like Air Conditioners, tube lights, fans, etc. shall be cleaned once in a week without fail. Conference Room shall be cleaned before and after every meeting/conference

e/function that is organized there.

06. Care shall be taken that the gadgets are neither tampered nor any damage is caused during the cleaning operation
07. The commodes, wash basins, mirrors, tap fittings, etc. in the toilets/urinals shall be cleaned at least twice every day. Toilet fresheners, naphthalene balls (scented) and urinal cubes shall be used reasonably in all toilets.
08. The plants available in the office premises shall be watered regularly and the entire space shall be kept neat and clean.
09. A record of cleaning work undertaken at the toilets shall be maintained by the bidder which can be supervised at any time by the competent authority. The record shall have the initials of the housekeeper and the supervisor in it as a mark of having completed the cleaning operation.
10. All items put to use at toilets like brooms, mops, cleaning liquid bottles, etc., shall not be left at the place of use and these items shall be totally out of sight.
11. The corridor area, staircases and its railings, lifts have to be cleaned and mopped at least twice a day. The corridors and staircase shall also be cleaned using a Scrubber machine once in a week, without fail.
12. The electrical fittings like tube lights, fans, exhaust fans, etc., in the corridor, staircases and lifts shall be cleaned once in a week, without fail.
13. The doors, windows, glass partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers, etc., in the corridors and staircases shall to be dusted and cleaned daily.
14. Further, Curtains & Chair Towels/Hand Towels are also required to be cleaned on regular or weekly basis, for which the bidder may produce the separate bill (on the minimum market rate) for the said service if it doesn't fall under the category of Housekeeping services.
15. Apart from periodic cleaning, if stains, spills or foot marks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
16. The open area shall be cleaned daily.
17. All rubbish and waste items that get accumulated at the corridors and staircases shall be removed periodically to the dumping point setup by Surat Municipal Corporation and there shall be no leftover at the end of the day.
18. If the personnel is required on Sunday/Gazetted Holiday, no extra charge shall be paid to the bidder on account of this.
19. Sufficient manpower shall be provided for timely and speedy execution of entire work including transport, filling of water bottles of office staffs. In case, a particular personnel remains absent due to one reason or other, it will be responsibility of the personnel to provide another workman in his place.
20. The bidder will provide his staff with the necessary uniform. The cost will

be borne by the bidder. Bidder is required to verify the antecedents of personnel employed including past police records, before deploying the personnel in this office. All the personnel shall be provided with Identity card.

21. Photographs, full address and telephone number of all housekeeping personnel shall be provided to the competent authority of this department for records.
22. Bidder shall in no case lease/transfer/sublet or appoint care taker for services.
23. The CGST & CE, Appeals Commissionerate, Surat reserves the right to postpone and/or extend the date of receipt/opening of Rates/Quotation or to withdraw the same, without assigning any reason thereof.
24. The Bidders are required to submit the complete Rates/Quotations only after satisfying each and every condition laid down. No deviation in the terms and conditions shall be entertained unless specifically mentioned by the bidder in the rates/quotations and accepted by the Commissionerate.
25. While quoting the rates by the bidder shall be including of all taxes.
26. The bidder must comply with the Rates/Quotations, specification and all terms and conditions of contract. No deviation in the Terms&Conditions of the bidder shall be entertained unless specifically mentioned by the bidder in the Rates/Quotations and accepted by the Commissionerate.
27. No allowances of any kind including transport/food/clothing/washing/overtime etc. will be paid by this office.
28. Notwithstanding anything contained herein, the Commissionerate reserves the right to terminate the contract by giving 1(one) months' notice in writing without assigning any reason and if the bidder intends to terminate the contract with this Dept., has to give three months' prior notice with proper reasons in writing.
29. The bidder will be responsible for the good conduct and high degree of discipline of all personnel deployed and will be liable legally for any harm or loss arising to any person whom so ever, in whatever form, from misconduct or any act of negligence. Omission or commission whether intentional or otherwise, of the bidder or any of the personnel deployed by the bidder in the course of providing any services stated in this contract and will be their full responsibility and cost of the same behavior.
30. The department will not be a party to any dispute between bidder and personnel engaged by the bidder. The issues/disputes relating to the bidder and their personnel have to be redressed by the bidder himself. The department will not be responsible for any dispute relating to their welfare, health and other facilities including their deployment and retrenchment etc., or any other issues either with any Government department or otherwise.
31. The Department reserves the right to reject any or all the tenders without assigning any reasons whatsoever and to give relaxation or add the conditions in existing tender contract.
32. This office reserves the right to accept or reject any bid and to annul the bidding process and reject all bids at any time, without thereby incurring a

ny liability to the affected Bidder or Bidders or any obligations to inform the affected Bidder or Bidders of the grounds for such action.

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TERMS OF RATE QUOTE

33. The tenderers shall quote their rate only as per square foot per month basis and not based on the number of personnel to be deployed or per personnel basis. The rate shall be including of all taxes. No extra taxes will be paid by this office. The payment towards PF, ESI, Pension, Bonus etc., GST etc., if any shall be inclusive in the rates quoted per square feet per month and the same will not be payable over and above the rate thus quoted. The bidder shall submit the breakup minimum wages per person per month. The bidder shall follow all statutory obligations under the various Acts/Rules of various departments including the provision of minimum wages Act etc.
34. The rate quoted shall be exclusive of cleaning materials. The cleaning materials will be provided by the office.
35. The bidder is responsible for payment of salaries and other statutory payment to the personnel on monthly basis as applicable to them under law. The bidder shall ensure that the same are paid on time in every month without waiting for the payment of the bill by the Department.
36. In case, this office receives any complaint regarding non-payment of wages to the personnel deployed, the amount payable to these personnel will be recovered from bidder's bill and paid to such personnel.

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PENALTY CLAUSE:

37. This office reserves the right to deduct the amount as determined by this office on reasoned and proportion basis, in case if any irregularity in provision of services or of any non-compliance of directions of this office effects the provision of services.
38. If the minimum required no. of personnel are not deployed during any working day, a penalty of Rs.500/- per day /personnel will be deducted.

We agree to the above terms and conditions.

Signature with date _____

Name of the firm _____

Seal _____

TECHNICAL BID (QUALIFYING BID DOCUMENT)**PRE- QUALIFICATION REQUIREMENTS FOR
AWARD OF CONTRACT FOR HOUSE KEEPING.**

Sr. No.	Details	
01	Name of the Bidder/Firm/Company/Agency (enclose self-attested Copy of deed if any)	
02.	Status of ownership Proprietary/Partnership/ Company	
03	Address of the Firm/company/agency with Telephone No., Fax and E-mail.	
04	Name and address of the Proprietor/ Partners/Directors with Mobile No.	
05.	Name of Contact Person with Mobile Number	
06.	Details of EMD	
07	PAN No & Aadhar No. (Enclose attested copy)	
08	Goods and Service Tax Registration No. (Enclose attested copy)	
09	Details of ESI Registration No. & Provident Fund (Enclose attested copy)	
10.	Details of License Number obtained from Labour Commissioner [Contract labour (Regulation and Abolition) Act, 1970.	
11.	Annual turnover for last 05 years Average Annual Turnovers [Firm should have 3 Crore annual turnover for every year during last 05 Financial Years]	
12	No. of Personnel to be deployed for the contract.	
13	List of Present clients along with proof of Job order certificates.	
14	Name of the Central Government Organization to whom similar services have been provided by the firm during the last 05 years (attach relevant documents)	
15	Whether the rate quoted complies with the Minimum Wages Act of Government of India with all statutory provisions?	

16	Whether the company has ISO Certificate (latest document should be submitted)	
17	No case/issue is pending against the Firm i.r.o (EIS/PF/ST/GST) (enclose undertaking)	

DECLARATION

I/We hereby certify that the information furnished above is true and correct to the best of my/our knowledge. I/We understand that in case, any deviation is found in the above statement at any stage; I/We shall be blacklisted and will not have any dealing with the department in future.

Signature of Authorized person with date

TECHNICAL BIDCHECK-LIST

SUMMARY OF COMPLIANCE TO REQUIREMENT OF TENDER

Sr. No.	Description of Requirement	Yes/No	Page No.
01.	The Firm is registered with the Labour Commissioner under provision of Contract Labour Act and its validity date.	Yes/No	
02.	Copies of Balance Sheet and P&L for the last 05 years duly certified by CA	Yes/No	
03.	Proprietary Firm/Partnership Firm/Company registered by MSME/DIJC of State Govt./incorporation certificate issued by Registrar of Companies or equivalent Govt. Authority.	Yes/No	
04.	Registration Certificate of jurisdictional Provident Fund Commissioner along with PF registration code uploaded.	Yes/No	
04.1	Details of deduction of PF with Challan of minimum 150 contractual employees overall with Bank Receipt (attach with ECR)	Yes/No	
05.	Copy of Registration Certificate/allotment letter of GST	Yes/No	
06.	Copy of Registration Certificate/allotment letter/PAN from Income Tax Department.	Yes/No	

07.	Registration certificate of ESI	Yes/No	
07.1	Details of deductions of ESI with Challan of minimum 150 Contractual employees overall with Bank Receipt (attach with ECR)	Yes/No	
08.	Proforma containing details of Central Government Organizations where such contracts were/are undertaken for last 3 years (attach supportive documents i.e. Labour License et c.)	Yes/No	
09.	DD of Rs. 25,000/- as EMD (Signed and Scanned copy of proof of payment of Earnest Money Deposit)	Yes/No	
09.1	For exemption from EMD, MoMSME Registration Certificate or NSIC with validity upto 31.12.2025.	Yes/No	
10.	Financial/Price Bid as per Annexure.	Yes/No	
11.	List of Arbitration cases (if applicable). Do not leave it blank. If there are no such cases, write "Not applicable".	Yes/No	
12.	Acceptance of terms and conditions attached. Each page of terms and conditions laid in Annexure-I must be duly signed as token of acceptance and submitted as part of tender document as well as Technical Bid.	Yes/No	
13.	Copy of last 05 financial year's Income Tax return, GST Return (if applicable) and TDS certificates.	Yes/No	
14.	An undertaking (self-certificate) that the agency has not been blacklisted by a Central/State/UT Government Institution and there has been no litigation with any Government department on account of Housekeeping services.	Yes/No	
15.	Proof of Registered Office address at Surat (attached)	Yes/No	
16.	Self-Undertaking that the agency has not been in any police case in India.	Yes/No	
17.	Signed and Scanned copy of Tender Acceptance Letter and Letter of authorization to submit bid.	Yes/No	

18.	Signed and Scanned copy of ISO Certificates . (if available)	Yes/No	
19.	Signed and Scanned copy of all Annexures.	Yes/No	

DECLARATION BY THE TENDERER/BIDDER:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls:

1. DD No. _____
2. Terms & Conditions (each page must be signed and sealed)
3. Financial Bid.

(Signature of Tenderer/Bidder with Seal)

Name:

Seal:

Office Address:

Phone No. (O)

Date:

Note: Submission of all the documents mentioned above alongwith declaration duly self-attested, is mandatory. Non submission of any of the information above and blank column my render the bid to be rejected.

ANNEXURE-II

FINANCIAL BID

PRICE BID UNDERTAKING

From:

(Full name and address with Tel/Mobile No. of the Bidder)

To.

Dear Sir/Madam,

I submit the Price Bid for the **TENDER FOR CLEANING AND HOUSEKEEPING SERVICES** and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document, and agree to abide by them.
3. I offer to work at the rates as indicated in the price Bid, Annexure B inclusive of all applicable taxes.
4. I/We undertake that I/We have carefully studied all terms and conditions of the tender and shall abide by them. Further, it is certified that I/We have never been blacklisted by any Govt./PSU Department.
5. I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case, any deviation is found in the above statement at any stage; I/We shall be blacklisted and will not have any dealing with the department in future.
6. It is further submitted that the areas specified in the Tender verified and found correct. We shall not raise dispute in the areas specified.

Yours faithfully

Signature of authorized representative

ANNEXURE-III

UNDERTAKING/ DECLARATION BY THE BIDDER

01. I _____ Son/Daughter/wife of Smt/Shri _____ and Proprietor/Director/Authorized Signatory of _____ am competent to sign this declaration and execute this tender document.
02. I/we undertake that my/our firm M/s _____ has not been blacklisted by any Government Department/PSU/Autonomous Body.
03. I have read and understood all the terms and conditions of the tender and undertake to abide by them.

04. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief I/we am/are well aware of the fact that the furnishing of any false /misleading information/fabricated document will lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
05. I/we understand that in case any deviation is found in the above stage, my/our concern firm/company shall be blacklisted and shall not have dealing with the department in the future.

Date:

Place

Signature of Authorized Signatory with date

Name of the Firm

Seal

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ANNEXURE-IV

TENDER ACCEPTANCE LETTER

(TO BE GIVEN ON COMPANY LETTER HEAD)

To,

The Commissioner,

CGST & Central Excise, Appeals Commissionerate, Surat

3rd Floor, Magnus Building,

Althan-Bhimrad, Canal Road, Althan, Surat

SUBJECT: ACCEPTANCE OF TERMS & CONDITIONS OF TENDER

Tender Reference Number: _____

Name of Tender/Work: _____

Dear Sir,

01. I/we have downloaded/obtained the tender documents for the above mentioned Tender from the website (s) namely _____.
02. I/we hereby certify that I/We have read the entire terms and conditions of the tender documents from page No. _____ to _____ (including all documents like Annexure (s), schedules etc.) which form part of the contract agreement and I/We shall abide hereby by the terms/Conditions/Clauses contained therein.
03. The corrigendum(s) issued from time to time by your department/organization too has also been taken into consideration, while submitting this acceptance letter.
04. I/We do hereby unconditionally accept the tender conditions of above mentioned tender documents/corrigendum in its totality/entirely.
05. I/We do hereby declare that our Firm has not been blacklisted /debarred by any Govt Department/PSU.
06. I/We certify that all information furnished by our Firm is true and correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

Signature of authorised person

Name & Seal

3. Buyer Added Bid Specific ATC

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

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---