



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4548121
Dated/दिनांक : 30-01-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	12-02-2024 10:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	12-02-2024 10:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Comptroller And Auditor General (cag) Of India
Department Name/विभाग का नाम	Indian Audit And Accounts Department
Organisation Name/संगठन का नाम	D G A Central Expenditure New Delhi
Office Name/कार्यालय का नाम	Director General Of Audit Central Expenditure
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Stenographer , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Driver - LMV , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Cook , Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Clerk , Manpower Outsourcing Services - Minimum wage - Skilled; Admin; Store Keeper , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Others; Cook , Manpower Outsourcing Services - Minimum wage - Unskilled; Admin; Multi-tasking Staff , Manpower Outsourcing Services - Minimum wage - Unskilled; Admin; Creche Worker , Hiring of Sanitation Service - Sweeper; 5; All Areas; All Areas; Daily; 2
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	500 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	5 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes
Document required from seller/विक्रेता से मांगे गए दस्तावेज	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	520000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) /ईपीबीजी प्रतिशत (%)	3.00
Duration of ePBG required (Months)/ईपीबीजी की अपेक्षित अवधि (महीने).	14

(a). 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./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कटेगरी 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।

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

Beneficiary/लभार्थी :

SENIOR AUDIT OFFICER

O/o Director General Of Audit (Central Expenditure), IP Estate, NEW DELHI-110002

(Pao, Pag, Delhi)

Splitting/विभाजन

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

MII Compliance/एमआईआई अनुपालन

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
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 / Public Listed Company. 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. [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.
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.

Excel Upload Required/एक्सेल में अपलोड किए जाने की आवश्यकता :

Price breakup for financial bid - [1706610291.xlsx](#)

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of work & Job description:[1706610212.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:[1706610737.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
05-02-2024 11:00:00	O/o DIRECTOR GENERAL OF AUDIT (CENTRAL EXPENDITURE), DGACR Building, ITO, IP ESTATE, NEW DELHI-110002

Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Stenographer (4)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Stenographer
Educational Qualification	Secondary School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	4	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 964.32 • Bonus (INR per day) : 80.33 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 31.34 • Provident Fund (INR per day) : 125.36 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Driver - LMV (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Others
List of Profiles	Driver - LMV
Educational Qualification	High School

Specification	Values
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 964.32 • Bonus (INR per day) : 80.33 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 31.34 • Provident Fund (INR per day) : 125.36 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Cook (6)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Others
List of Profiles	Cook

Specification	Values
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

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

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	6	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 964.32 • Bonus (INR per day) : 80.33 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 31.34 • Provident Fund (INR per day) : 125.36 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Clerk (3)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Clerk

Specification	Values
Educational Qualification	Secondary School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

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

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	3	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 964.32 • Bonus (INR per day) : 80.33 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 31.34 • Provident Fund (INR per day) : 125.36 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Admin; Store Keeper (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Skilled
Type of Function	Admin
List of Profiles	Store Keeper

Specification	Values
Educational Qualification	Secondary School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	1	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 964.32 • Bonus (INR per day) : 80.33 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 31.34 • Provident Fund (INR per day) : 125.36 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Others; Cook (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Semi-skilled
Type of Function	Others
List of Profiles	Cook

Specification	Values
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	2	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 876.32 • Bonus (INR per day) : 73 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 28.48 • Provident Fund (INR per day) : 113.92 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; Admin; Multi-tasking Staff (30)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Type of Function	Admin
List of Profiles	Multi-tasking Staff

Specification	Values
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	30	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 795.18 • Bonus (INR per day) : 66.24 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 25.84 • Provident Fund (INR per day) : 103.37 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Unskilled; Admin; Creche Worker (2)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Skill Category	Unskilled
Type of Function	Admin
List of Profiles	Creche Worker

Specification	Values
Educational Qualification	High School
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

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

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	2	<ul style="list-style-type: none"> • Minimum daily wage (INR) exclusive of GST : 795.18 • Bonus (INR per day) : 66.24 • EDLI (INR per day) : 0 • EPF Admin Charge (INR per day) : 0 • Optional Allowances 1 (INR per day) : 0 • Optional Allowances 2 (INR per day) : 0 • Optional Allowances 3 (INR per day) : 0 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 25.84 • Provident Fund (INR per day) : 103.37 • Number of working days in a month : 22 • Tenure/ Duration of Employment (in months) : 12

Hiring Of Sanitation Service - Sweeper; 5; All Areas; All Areas; Daily; 2 (17)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Category of Resource	Sweeper
Number Of Working Days in Week	5
Type of Area	All Areas

Specification	Values
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	2
Cost of consumables/Equipments	Cost of consumables to be reimbursed to service provider on actual basis
Machinery and Cleaning Agents	Pre Defined List
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources	Additional Requirement/अतिरिक्त आवश्यकता
1	MOHIT ARORA	110002,O/o Director General of Audit (Central Expenditure), AGCR Building, IP Estate, New Delhi-110002	17	<ul style="list-style-type: none"> Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 21470.25

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

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

- The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
- The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
- The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

3. **Service & Support**

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

4. **Service & Support**

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

5. **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.

6. **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.

7. **Forms of EMD and PBG**

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

PAO, PAG, Delhi
payable at
New Delhi

. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

8. **Forms of EMD and PBG**

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C (Name of the Buyer). 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 EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

9. **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

PAO, PAG, Delhi
payable at
New Delhi

. 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.

10. **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

PAO, PAG, Delhi

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.

11. 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.

12. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

OFFICE OF THE DIRECTOR GENERAL OF AUDIT (CENTRAL EXPENDITURE), IP ESTATE, NEW DELHI-110002

BID THROUGH GeM PORTAL FOR PROVIDING SKILLED, SEMI-SKILLED/UN-SKILLED MAN POWER F OR STENOGRAPHER, MTS, CANTEEN STAFF, GUEST HOUSE, CRECHE AND HOUSEKEEPING (SAFAI WALA) RELATED WORKS AT DGACR BUILDING, NEW DELHI-110002

Nature of work and location	Covered/ carpet area of Complex in sq. ft. for Housekeeping (Cleaning)	Approximate Tender Value in Rs.	Earnest Money Deposit (2%) in Rs.	Tender for the Period	Last Date & Time of Submission
Manpower supply for Housekeeping (Safaiwala) with material and other works in the O/o DG A (CE), New Delhi	1,62,070 Sq. ft. (Approx.)	2,60,00,000/-*	5,20,000/- (to be submitted offline)	01.04.2024 to 31.03.2025 (01 years)	As per Bid Specification uploaded on GeM Portal

*Approximate tender Value includes the cleaning material (approximate Rs.7,00,000/- lakh) to be provided by vendor for one year as per annexure attached

Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

INSTRUCTIONS TO BIDDERS FOR SUBMISSION OF BIDS

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1. Bid Documents are also available for viewing on the websites of O/o DGA (CE), New Delhi i.e. <https://cag.gov.in/cen/new-delhi-iii/en/tenders>

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2. The bidder must have its main office and branch office (if any) located within Delhi NCR / Delhi region. The office reserves the right to conduct physical verification of the office for verification purposes due to which, any bidder with main office outside Delhi NCR / Delhi region shall be rejected.
3. Registration: The Bidder should be registered with the Income Tax Department, Goods and service Tax Department and registered under the Labour Laws, Employee Provident fund Organization, Employee State Insurance Corporations & GST Department. Proofs of the same should be uploaded as a single pdf named "Registration Certificates". A properly scanned copy of MSME certificate (QR should be scannable) needs to be uploaded if the agency wants MSME exemption.
4. Clearance: The bidders should also have clearance from GST, and Income Tax Department and relevant proof in support shall be submitted as a single pdf named "Clearances".
5. Experience: The bidder agency should have a minimum experience of Five (05) years in providing manpower outsourcing service to Indian Audit and Accounts Departments/Central Government Offices/State Government Offices/PSUs. To ascertain the experience, the bidder is required to upload copies of Contract along-with Completion/Experience certificate obtained from the respective office/department post completion of contract indicating the period for which the contract was active. Any contract uploaded without completion certificate does not qualify for the experience condition and stands to be rejected. The bidder needs to create a single pdf file, named "Experience Proof", of the contracts followed by their respective experience certificate.
6. Turnover: The bidder must upload Audited Financial Statements of last Three (03) financial years consisting Financial years 2020-21, 2021-22 and 2022-23 with a having an Average annual turnover of Rs. Five (05) Crores in a single pdf file named "Turnover and Financial Statements". Any bidder with Average annual turnover less than Rs. Five (05) Crore in any of the previous Three (03) financial years shall be rejected. The audited financial statements should have Unique Document Identification Number (UDIN) number of CA on each certificate.
7. The bidder should have its own trained minimum 100 Manpower as on 31st March 2023 on their payroll. The bidder is required to submit a notarized affidavit regarding the same and a notarized undertaking that the workers employed would be paid at least minimum wages (For Non Matriculate, Matriculate but Not Graduate & Graduate and Above) as per orders of Govt. State Govt. and oblige all statutory requirements with respect to ESI, EPF etc. with references to those workers.
8. The bidders should be registered in MSME (Micro, Small and Medium Enterprises) or valid National small industries Corporations (NSIC) and having at least investment of 100 (Rs. in Lakhs) of monetary limits & ISO 45001 (IAF), 27001:2008, 9001:2015 Certificate not prior than 31" Mar 2023.
9. The bidder must have at-least 100 manpower on their payroll supported by valid EPFO and ESI challan of latest month. The file should be uploaded as a single pdf named "EPFO ESIC Proof".
10. The bidder must have valid labour license with having at least 100 No. of Manpower.

11. The bidder has to submit undertaking pertaining that bidder has never been blacklisted during the tenure of their services on Rs. 100/- Stamp Paper duly notarized. Simple undertaking on office letterhead stands to be rejected.
12. The bidders are required to deposit Earnest Money of 2% of contract value of Rs. 2,60,00,000/- (approx. Rs. 5,20,000/-) in the form of Fixed Deposit Receipt in favour of "PAO, PAG Delhi" and the validity of the Earnest Money Deposit should be upto 6 (six) months from the date of submission of bid document. The soft copy of the document needs to be uploaded in the form of pdf named "EMD". If the bidder submits EMD exemption proof, the proof/certificate should be verifiable online, otherwise the bid is liable to be rejected on grounds of "Non-Submission of EMD".
13. If the contract is awarded, the successful bidder shall be required to submit a Performance Guarantee in the form of Tender Fixed Deposit of 3% of contract value of Rs. 2,60,00,000/- (approx. Rs. 7,80,000/-) in the favour of "PAO, PAG Delhi" before awarding contract. The performance guarantee shall be refunded to the selected bidder without any interest on the completion of the contract period. Performance Guarantee should remain valid for a period of sixty (60) days beyond the date of completion of all contractual obligations of the bidder including warranty obligations.
14. The Earnest Money Deposit (EMD), without any interest accrued, will be refunded as follows:-
 - a. In the case of those Bidders who are not awarded the contract, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within 60 days after the award of the contract to successful bidder. The EMD will be refunded after submission a request cum authorization letter in letter head of the company and Identity proof of authorized person along with his /her mobile number.
 - b. The EMD of the successful bidder will be returned only after signing the contract and upon receipt of Performance Guarantee.
15. The bidder shall not demand/request any form of enrolment/registration charges from office/outsourced staff if the contract is awarded.
16. All documents supporting the minimum eligibility criteria must be attached.
17. The office reserves the right to reject any or all the tenders and /or cancel the Tender enquiry at any stage without assigning any reason.
18. In case of any query, please contact Senior Audit Officer (GD Section), on Phone No. 011-23454202 or Assistant Audit Officer (GD Section) on 011-23454252.
19. The Contractor shall not deploy/change the outsourced personnel provided by the contractor without prior permission of the O/o The Director General of Audit (Central "Expenditure), New Delhi.
20. Pre-bid meeting will be conducted after Five (5) days of publishing bid on GeM portal.
21. The Firm/vendors can visit the office and check the scope of work/area etc. before submitting bids on Ge

M portal.

13. **Buyer Added Bid Specific ATC**

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

14. **Buyer Added Bid Specific Scope Of Work(SOW)**

Text Clause(s)

Buyer Added Bid Specific Scope of Work (SOW)

Text Clause(s)

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TERMS AND CONDITIONS OF CONTRACT

1. That the contractor shall provide 68 (sixty eight) contractual workers (**12-Un-skilled workers for MT S, 04-Skilled workers for Stenographer, 01-Skilled worker for Staff Car Driver, 06-Skilled, 02-Semi-skilled & 13-Un-skilled workers for Departmental Canteen, 04-Skilled & 07-Un-skilled workers for Guest House, 02-Un-skilled worker for Creche for 9 hours (8.30 a.m. to 5.30 p.m.) duty per day and 17-Un-skilled worker for Housekeeping (Safaiwala)**) for 09 hours (7.00 a.m. to 4.00 p.m.) duty per day. Overtime, if any, will be paid extra. The number of staff outsourced through contract may be increased or decreased any time during the contract period as per the vacancy position/requirements of the office.
2. The payment to outsourced staff is to be made as per the calculation sheet provided by the office based on the actual man days provided by the outsourced staff. Any discrepancy in calculation sheet may be reported to the office in due time to avoid late payment of wages. The disbursement of wages to the outsourced staff is to be done by 10th of every month. Any delay in payment shall be subject to penalties as per GeM, GTC and STC.
3. Method of Payment of Bills:-
 - a. The reimbursement of share of EPF, ESIC, GST and Bonus etc. would be made after obtaining evidence of payment to the respective agencies by the Contractor.
 - b. ***The contractor will submit two separate bills one for manpower and another for material provided to this office.***
 - c. On receipt of payment of workers and successfully delivery of material to this office, the department will release the payment to the firm/contractor:-
 - 1). **Service charge will be raised by the firm/contractor only on the Manpower services provided by the firm.**
 - 2). **In case of bill for material** neither service charges should be raised by the firm/contractor nor

the service charges will be paid by this office. All the material provided by the firm on quarterly basis to this office and the bill will be raised by the firm only after the satisfactory delivery of material. The payment of the bills of housekeeping services and material provided to this office will be done only after the bills will be duly certified/ verified by the caretaker of this office.

4. Similarly, the above practice will be followed in case of EPF, ESIC and GST payment. First the firm will deposit the dues to the concerned agencies and then submit the bills to the O/o DGA (CE), New Delhi for reimbursement alongwith evidence of deposit of dues.
5. TDS will be deducted as per applicable rate issued by the Government from time to time.
6. The Contractor shall submit Police Verification Certificate in respect of all Contractual Staff deployed in this office.
7. No residential accommodation, transport, canteen or medical facility will be provided to the outsourced staff by the office. That the uniform and identity cards to the persons employed shall be provided by the Contractor at his own cost. No reimbursement will be made by the O/o the DGACE against these charges.
8. The workers provided by the Contractor shall be bound to observe all instructions issued by O/o The Director General of Audit (Central Expenditure), New Delhi concerning general discipline and behavior. Consumption of liquor, smoking/chewing tobacco in the office is strictly prohibited at all times.
9. That it shall be the sole responsibility and liability of the Contractor to comply with the provisions of the Contract Labor (Registration & Abolition) Act, 1970, Employees Provident Funds Act, Employees State Insurance Act, Minimum Wages Act, 1948 and any other labour laws in force and this office shall not, in any way, be liable for the acts of omission and commission of the Contractor which may contravene with the provisions of any of the laws in force. Authority, if required. The Contractor shall be liable to defend, indemnify and hold harmless the O/o The Director General of Audit (Central Expenditure), New Delhi-110002 from any liability which may be imposed by Central,

State or Local Authorities by reason of violation by the Contractor of any laws, regulation and also from all claims, suits and proceedings that may be brought against the O/o The Director General of Audit (Central Expenditure), New Delhi arising under or incidental to or by reason of work provided/assigned under this agreement brought by the workers of the Contractor, any third party or Central/State/Local Authorities.

10. The Contractor shall get all the workers deputed to be covered under various Labour laws. O/o The Director General of Audit (Central Expenditure), New Delhi shall have no liability whatsoever in respect of the workers provided by the Contractor. They shall not be employees of the O/o The Director General of Audit (Central Expenditure) New Delhi under any law relating to their employment with the Contractor. The Contractor shall obtain labour licences from statutory body, It is made clear that there shall be no master and servant relationship between the Contractor and/or his workers and the O/o The Director General of Audit (Central Expenditure), New Delhi. O/o The Director General of Audit (Central Expenditure), New Delhi shall not be responsible, financially or otherwise, for any injury to the worker of the Contractor in the course of performing their duties during the currency of this agreement.
11. In case the number of workers put on job by the Contractor is found lesser on any day, the amount payable to the contractor shall be deducted proportionately. The Contractor shall not deploy/change the workers without prior permission of the O/o The Director General of Audit (Central Expenditure), New Delhi

0002.

12. That the working staff shall be properly dressed and shall wear full uniform while on duty (provided by the Contractor). The Contractor shall be solely responsible for all actions of his personnel including the behavior, conduct and discipline. Any breach of discipline and professional conduct shall be viewed seriously. In case of any misconduct or breach of discipline by the Contractor or its personnel the Contractor shall be informed in writing about the action to be taken and a notice for removal of such personnel shall result into immediate removal of the defaulting personnel and even termination of the agreement in the event of non compliance. The contractor would be solely responsible for any liability, financially or otherwise, arising out of any provision of any of law in force due to removal of any of its deployed personnel. All documents provided to the contractor for any work and copies thereof shall at all times be DGACR office's property. No, document or copies handed over to the contractor shall be considered to be transferred to the contractor or shall be construed as the contractor's property at any time. The contractor and his personnel shall maintain secrecy of all documents of the O/o The Director General of Audit (Central Expenditure), New Delhi-110002. The contractor's personnel shall not disclose to any unauthorized person either during or after their employment any information disclosed by such documents. The contractor's personnel shall not communicate to public or to any third party, any information or document, official or otherwise, relating to the office. On completion of the work, the contractor and his personnel undertake to return all documents, files, books, papers, memos etc. or any other property in the possession of the contractor, his personnel or under their control back to the O/o The Director General of Audit (Central Expenditure), New Delhi-110002 and no documents, copies thereof its contents or any other property and information shall leave the premises of O/o The Director General of Audit (Central Expenditure), New Delhi-110002 under any circumstances. Rights of O/o The Director General of Audit (Central Expenditure), New Delhi-110002, any breach of this clause on the part of the Contractor and his personnel shall give rise to a cause for immediate termination of this Contract. The contractor shall withdraw its Without prejudice to any other personnel without protest of demur as and when notice for such removal is given by O/o The Director General of Audit (Central Expenditure), New Delhi-110002.
13. That the contractor shall keep O/o The Director General of Audit (Central Expenditure), New Delhi-110002 both during and after the term of this agreement fully and effectively indemnify against any loss or damages caused to the property of the office by the workers provided by the contractor during performance of the jobs as per this contract. The loss or damage caused shall be made good by the contractor at its own cost and in case he fails to make good the loss, the same shall be recovered from any money payable to him by O/o The Director General of Audit (Central Expenditure), New Delhi-110002.
14. That the contract can be terminated by either side upon giving 30 days' notice in advance in writing except in the event of failure of providing services on the part of contractor in which event the agreement shall be terminated without giving any notice whatsoever and O/o The Director General of Audit (Central Expenditure), New Delhi-110002 shall not be responsible for any payments thereafter. The decision of O/o The Director General of Audit (Central Expenditure), New Delhi-110002 authorizes as to what constitutes failure of the services shall be final and binding on the Contractor and shall not be questioned by the contractor in any manner. The contractor shall not sub contract any and/or all of the work under this agreement. The Contractor shall not, except with the previous consent in writing from O/o The Director General of Audit (Central Expenditure), New Delhi-110002 assign the agreement or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever. Provided any such consent shall not relieve the Contractor from any obligation, duty or responsibility under the agreement. The invalidity or unenforceability of any one or more provisions contained in the agreement shall not affect the validity or enforceability of the remaining provisions of the agreement or part thereof. This agreement is an entire agreement of the parties and supersedes all prior agreements, writings, understandings and negotiations of the parties with respect to the contents hereof. This Agreement may be amended only by means of writing signed by the parties. Subject to the specific restriction on assignment contained in this agreement, this agreement shall be binding upon and insure to the benefits of the successors or legal assigns of the parties.
15. That in the event of any question, dispute/difference arising under this contract or in connection therewith the same shall be referred to the sole arbitration of the O/o The Director General of Audit (Central Expenditure), New Delhi-110002 or his nominee and the award of the Arbitrator shall be final and binding on the parties to that contract.

16. That this service contract shall be subject to the courts of law in New Delhi only.
17. The contract may be extended up to Two (02) years in two stretches of One (01) year each on same terms & conditions of the contract and on mutual consent between O/o the DGACE and the bidder.
18. No bidding firm will be allowed to withdraw their bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids, their EMD will be forfeited.
19. The bidder has to add whatever cost is required only in service charge; Apart from service charge quoted in financial bid, the contractor will not be entitled to any payment, whatsoever, in the form of Registration fees, Entry fees, Uniform/I card fees etc. If any such attempts come to the notice, the contract would be canceled and the contractor would be debarred from future tendering.
20. Duly constituted committee shall first open and evaluate Technical Bids. Price Bids of only those bidders shall be opened whose technical bids are found to be in order as per terms and conditions of the tender.
21. The bidders, who quote unrealistic rate of service charges as per Govt. orders / issued by the Govt. shall be debarred for further consideration.
22. The payment to workers shall not be reduced as prescribed under rules, Failure by contractor would invite action under relevant civil or/and criminal provisions.
23. The contractor shall be liable to provide services of workers on all days of the Week.
24. The contractor should provide a substitute in case of absence/on leave of any worker.
25. That the attendance register of the workers shall be properly maintained by the Contractor and shall be subject to scrutiny and inspection by the office of the Director General of Audit (Central Expenditure), New Delhi as and when, considered necessary. In case the number of workers put on job by the Contractor is found lesser on any day, the amount payable to the contractor shall be deducted proportionately. The Contractor shall not change his workers without prior permission of the Office of the Director General of Audit (Central Expenditure), New Delhi; otherwise, the tender may be cancelled.
26. For whatsoever reasons if a demand is made by Office of the Director General of Audit (Central Expenditure), New Delhi for additional manpower during the currency of the contract, the contractor shall be under an obligation to supply the same at the accepted rates.
27. That the contractor shall intimate this office in advance the names, parentage, valid ID, Bank A/c, residential and permanent address, age etc. of the persons deployed for this purpose and shall also keep this office informed of the changes in the residential address of all such persons as and when the same takes place during the currency of this contract.
28. That for the purpose of this contract, addresses of the parties shall be as **Director (Admn.), Office of**

The Director General of Audit (Central Expenditure), IP Estate, New Delhi-110002 and all correspondence and notice in relation to the present contract sent to parties, at these addresses shall be deemed to be sufficient for serving notices on the parties. All such notices as well as bill, reports etc., shall be addressed to the parties at such addresses.

29. The Contractor should ensure ESI Card and proper EPF Account number should be issued to the worker / labour employed in O/o the DGACE in this regard a bi-monthly report should be submitted to the O/o the DGACE.
30. For skilled worker like Driver, Steno, Clerk, Cook, Halwai, Asst. Halwai etc. the proper license and any other required documents as prescribed by the Govt. or requirement of the job should be furnished by the Driver.
31. In case of Cook, Halwai, Asst. Halwai and the staff of the Canteen and Guest house the annual medical certificate will be submitted by the Contractor.
32. In case of Driver the annual eye check up report and annual medical certificate will be submitted by the Contractor.
33. Time to time the training should be imparted to the unskilled/semi skilled/skilled employee by the Contractor on their own cost and a report in this regard should be submitted to this office on annual basis.
34. Penalty clause will be governed by this office as per clauses governed by GeM portal.
35. Office of the DGA (CE), New Delhi may seek clarification/original documentary evidence on any of the submitted documents at any point during the evaluation. Bidders may have to submit supporting documents if required during the evaluation.
36. Office of the DGA (CE), New Delhi may independently verify the claims made by the bidder in the technical bid, if required. Office of the DGA (CE), New Delhi reserves the right to reject any Technical proposal in case the bidder fails to satisfy any of the condition mentioned in the Technical Criteria during the evaluation.
37. Conditional bids shall NOT be accepted and shall be rejected.
38. Office of the DGA (CE), New Delhi may at any time during the period of Engagement, by a written order given to the Bidder, make changes within the general scope of the Engagement.
39. At any time prior to the last date and time for receipt of bids, the Office of the DGA (CE), New Delhi, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.
40. The amendment will be notified by Office of the DGA (CE), New Delhi and binding on all bidders.
41. In order to provide prospective Bidders reasonable time in which to take the amendment into account in preparing their bids, the Office of the DGA (CE), New Delhi may, at its discretion, extend the last date for the receipt of Bids.

42. This Bid Document submitted by respective bidder is confidential and the Bidder is required to furnish a written undertaking that anything contained in this Bid Document shall not be disclosed in any manner by submitting a Non-Disclosure Agreement (NDA). Except with the written consent of the purchaser, the bidder shall not make use of any information supplied by the purchaser for purposes of the bid or any specifications or other details mentioned in above clause otherwise than for the purpose of manufacturing the articles and the bidder shall not use any such information to make any similar article or part thereof for any other purpose. Bidder has to submit a non-disclosure agreement.
43. The contracting agency shall maintain all statutory registers as required by the Law. The agency shall produce the same, on demand, to the concerned authority of the Office of the DGA (CE), New Delhi or any other authority under Law.
44. The bidder will be bound by the details furnished by it to the Office of the DGA (CE), New Delhi while submitting the bid or at subsequent stage. In case, any of such documents furnished by it is found to be false at any stage, it would be deemed to be a breach of terms of contract making it liable for legal action besides termination of contract.
45. The contracting agency shall be responsible for payment of maternity benefit to the individual employee deployed under the contract and who are eligible for payment of such benefits under the provisions of the Maternity Benefit Act, 1961. Office of the DGA (CE), New Delhi shall reimburse the benefits paid by the contracting agency to the employee concerned subject to the fulfillment of the eligibility criteria. The date of commencement of the contract or the actual deployment of the individual employee, whichever is later, shall be treated as the starting date for calculating the qualifying period under Section 5(2) of the Maternity Benefit Act, 1961.

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TERMS & CONDITIONS FOR HOUSEKEEPING (SAFAIWALA)

46. The persons deployed by the Contractor should be properly trained, have requisite Experience and skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipment.
47. The Contractor should ensure the Health and safety measures of the employees. This office may also conduct health checkup of the staff deployed at regular intervals.
48. The Contractor will be responsible for supply/installation/refilling/maintenance of all such items/equipment used in wash rooms and other areas for housekeeping purposes.
49. The Contractor must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The Contractor shall be fully responsible for the conduct of his staff.
50. This office will ensure that the office rooms, committee rooms, Canteen, Guest House all section etc. are open at designated hours for cleaning/housekeeping work.
51. The Contractor shall:-
 - a) Provide toiletries, jumbo toilet roll dispensers, etc. in wash rooms, toiletries, C-Fold Towel dispensers, Jumbo Roll dispensers, Soap dispensers etc. in all designed wash rooms and garbage bins/bags, etc.

- b) Ensure that their manager/supervisor is equipped with mobile phones.
- c) Arrange for garbage disposed vehicle bins and other material required for segregation and disposal of waste in a professional manner.
- d) The contractor will also ensure that the garbage collection work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the Contractor to the housekeeping staff.

41. Cleaning Service:-

- a) Daily services Housekeeping/cleaning services should be done daily from Monday to Sunday at regular intervals (*One hour intervals*), so that the areas covered under the contract remain spic and span all the time, working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M.
- b) Contractor will arrange manpower for special VIP visits at no extra cost.
- c) Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as halls, conferences rooms, committee rooms, office rooms, cabins, cubicles, etc.).
- d) Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, guest house, canteen and other areas as covered in the contract.
- e) Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collecting refuse at designated site on daily basis.
- f) The labour appointed for cleaning work will also be carry out the labour work like shifting of furniture, loading and unloading of machines. Equipments, furnitures, Computer peripherals, etc. or any other work as asked by the O/o the DGACE.
- g) All doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes/Venetian blinds.
- h) Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
- i) Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and container handles. Restock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily checkups in the morning, afternoons and on call basis during daytime.
- j) Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
- k) Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.

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- l) Cleaning, dusting, canteen, guest house, reception, security rooms, training halls, committee rooms, computer labs, etc.
- m) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by this office's officials in charge.
- n) Dedicated manpower for Guest House and washroom cleaning on each floor (24 X 7) days.
- o) Checklist: This is to be attached on the back of the toilet door. It is to be filled up by the contractor supervising staff on duty daily.

52. Materials: Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, no harmful to humans and property should be used.

53. Materials:- The quantities of cleaning material and aids for three months as per Annexure-A (Attached) shall be procured by the Contractor and handed over to Supervisor(Housekeeping) / General Duty Section of this office. The material shall be issued to Staff of the Agency on weekly basis or as per the requirement. Consumables supplied shall be of same brand/equivalent as mentioned in the Annexure-C and for which the bidder has to give breakup of rates at the time of Financial Bid (Annexure-B). **(Not to be uploaded with documents of Technical Bid)**

54. All the cleaning work should be monitored by the Caretaker of O/o the DGACE and accordingly the payment will be made after submission of service satisfactory certificate by the Caretaker.

Note: - Aforesaid quantities are not exhaustive and may vary depending on requirement. If the above articles are not able to ensure an effective, efficient and timely housekeeping service management, the Contractor will have to provide additional items as per requirement and payment for the same will be made on submission of original invoice/bill.

55. Weekly Services:-

- a) The deep cleaning of the entire area will be done by the Contractor once a week as under: -
- b) Dusting of entire area including windows/windowpanes/doors/ledges, etc.
- c) Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
- d) Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with cleaning material.
- e) Cleaning of all windows glasses and grills with detergent/cleaning agents.
- f) Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.

- g) The Bidder will make a cleaning programme and submit to this office for weekly cleaning so that this office's concerned official/In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
 - h) The Contractor will work in the specified area mentioned in the scope of work.
 - i) The Contractor will provide the duty register to this office as required.
 - j) Provide office Waste Management Services wherever applicable including all equipments, disposables, containers, trolleys etc. complete in all respects.
 - k) Cleaning of the roof to be done in such a way that there is no water logging/breeding ground for mosquitoes.
 - l) **Housekeeping Services Complaint Register:-**This register is to be completed on the basis of information received by the Housekeeping attendants from this office through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/e-mail, verbal complaints from this office etc. and necessary action is to be taken.
56. It shall be considered that the bidder has read and understood all the T&Cs of the bid document alongwith the Scope of Work and Buyer Added Bid Specific ATC while participating in the bid. Future objections of any of the conditions of the bid related ATC will not be entertained by the office.

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ANNEXURE 'A'
TECHNICAL BID
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1	Name and Address of the Firm/Organization	
2	Name of the Proprietor/Partner/Directors	
3	<u>Contact Details</u>	

a)	Land Line No.	
b)	Mobile Phone No.	
c)	E-mail Id	
4	Name of the Primary Contact Person with mobile number	
5	PAN Card No. (Enclose Copy)	
6	Valid GST Registration No. (Enclose Copy)	
7	EPF No. (Enclose Copy)	
8	ESI No. (Enclose Copy)	
9	Labour license Registration No. (Minimum 100 manpower) (Enclose Copy)	
10	No. of years of relevant experience (Minimum 05 years)	
11	Average Annual Turnover of Rs. 05 Crores for last 03 years (Copy of Audited Financial Statements for last 03 years)	
12	No. of men and women on roll as on 31.03.2023 (Minimum 100 manpower)	
13	MSME Certification (Enclose Copy)	
14	NSIC Certification (Enclose Copy)	
15	ISO 45001 (IAF), 27001:2008, 9001:2015 Certification (Enclose Copy)	

I have read the terms and conditions of the Tender Notice along with its Annexure carefully. (If any facts found wrong during or after the contract I am solemnly responsible for that and liable to cancel the contract)

Name of the Authorised Signatory

Signature

Seal/Stamp

ANNEXURE-B

BREAK UP OF FINANCIAL BID (TO BE SUBMITTED WITH FINANCIAL BID)

Sl. No	Description of Item	Amount in Rs.	Remarks
1.	Basic wages	Minimum wages as per Delhi Government	
2.	Variable Dearness Allowance	As per Delhi Government	
3.	EPF (13%)	As per Rules	
4.	ESI (3.25%)	As per Rules	
5.	Service charges in Percentage (on sum of 1 to 2)%	
6.	Amount of material as per Annexure 'C' annually including GST (Amount in Rs.)		

Signature of Owner/Managing Partner/Director/Authorized signatory*

Date: -

Full Name:-

Place: -

Company's Seal:

***In case of authorized signatory, authority letter must be evidenced.**

ANNEXURE-C

LIST OF MATERIAL

Sl. No.	Description of Material	Brand	Unit	Quantity required on quarterly basis
1.	Soft/Phool Broom	As perStandard	Pcs	70
2.	Hard Broom	As perStandard	Pcs	70
3.	White Phenyl (Cleanzo)	Cleanzo	5 Ltr./Can	90
4.	Dust Bin (Big) 100 Ltr.	As per standard	Pcs.	02
5.	Floor Cleaning Duster (Pocha)	As per standard	Pcs.	250
6.	Harpic (Toilet Cleaner) (500 MI .)	Harpic	Pcs	100
7.	Harpic Matic Cake	Harpic	Pcs	40
8.	Homocol Sanitary Cube (500 g m.)	As per standard	Pkt.	70
9.	Dettol Liquid Soap (5 Ltr.)	Dettol	5 Ltr./Can	40
10.	Dettol Liquid Soap (250 MI.)	Dettol	250 MI. Bottle	70
11.	Lizol Floor Cleaner (500 MI. Bottle)	Lizol	500 MI. Bottle	60
12.	Multifold Tissue	As per standard	Pkt.	80
13.	Naphthalene Ball (500 gm.)	Trishul/ Equivalent	Pkt.(500gm)	70

14.	Black Phenyl (5 Ltr.)	Trishul/Equivalent	5 Ltr./Can	20
15.	Toilet Paper Roll	Wintex//Equivalent	Pkt. (Roll)	120
16.	Toilet Brush	As per standard	Pcs.	30
17.	Wiper Standard Size	As per standard	Pcs.	20
18.	Odonil Air Freshener	Odonil/Equivalent	Pkt.	100
19.	Urinal Cube Plastic	As per standard	Pcs.	30
20.	Garbage Bag (Big-30*40)	As per Standard	Pcs.	900
21.	Garbage Bag (Small 20*20)	As per Standard	Pcs.	2000
22.	Hand Gloves (Nitrile/ polyvinyl grade)	As per Standard	Pair	1000

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

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

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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

14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.

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

This Bid is governed by the [General Terms and Conditions/सामान्य नियम और शर्तें](#), 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 General Terms and Conditions/सामान्य नियम और शर्तें is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

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./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।

---Thank You/धन्यवाद---