



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/4936505
Dated/दिनांक : 20-05-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	04-06-2024 10:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	04-06-2024 10:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (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	N/a
Office Name/कार्यालय का नाम	Dg Iced Jaipur
Item Category/मद केटेगरी	Hiring of Sanitation Service - Housekeeping Manager; 6; All Areas; All Areas; Daily; 3 , Hiring of Sanitation Service - Housekeeping Supervisor; 6; All Areas; All Areas; Daily; 3 , Hiring of Sanitation Service - Cleaning Staff; 6; All Areas; All Areas; Daily; 3
Contract Period/अनुबंध अवधि	9 Month(s) 4 Day(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	322 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 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
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC), 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
Floor Price/न्यूनतम मूल्य	This bid has been created/published with floor price (minimum value) selected by the Buyer. Service Providers are advised to quote above the minimum floor value.
Estimated Bid Value/अनुमानित बिड मूल्य	8065477
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	403000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	11

(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 कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी 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 :

Sr. Administrative Officer

DG iCED Jaipur, Indian Audit and Accounts Department, N/A, Comptroller and Auditor General (CAG) of India
(Anupam Srivastava)

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. 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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Additional Scope of Work and Size of Areas to be Serviced:[1715843638.pdf](#)

Machinery,Cleaning Agent and equipment requirements to be indicated if it is to be supplied by the service provider:[1715844107.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
27-05-2024 11:00:00	O/o the Director General, International Centre for Environment Audit & Sustainable Development (iCED), Plot No. SP-6& 7, RIICO Industrial Area, Kaant-Kalwar, Near Achrol, Jaipur - Delhi Highway NH 11C, Jaipur, Rajasthan - 303002

Hiring Of Sanitation Service - Housekeeping Manager; 6; All Areas; All Areas; Daily; 3 (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Category of Resource	Housekeeping Manager
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	3
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Addon(s)/एडऑन	
Garbage Lifting and Disposal (Per Ton Cost)	Yes
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	Yes

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	Vijendra Singh Tanwar	303002,Plot SP 6-7 RIICO Industrial Area Kant Kalwar Near Achrol , Jaipur	1	<ul style="list-style-type: none">• Monthly Volume of Garbage (In Tons) : 0.1• Approx Area in Sq.Ft : 286218• Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 23243.93

Hiring Of Sanitation Service - Housekeeping Supervisor; 6; All Areas; All Areas; Daily; 3 (4)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Category of Resource	Housekeeping Supervisor
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	3
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Addon(s)/एडऑन	
Garbage Lifting and Disposal (Per Ton Cost)	Yes
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	Yes

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	Vijendra Singh Tanwar	303002,Plot SP 6-7 RIICO Industrial Area Kant Kalwar Near Achrol , Jaipur	4	<ul style="list-style-type: none">• Monthly Volume of Garbage (In Tons) : 1• Approx Area in Sq.Ft : 286218• Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 19646.59

Hiring Of Sanitation Service - Cleaning Staff; 6; All Areas; All Areas; Daily; 3 (35)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Category of Resource	Cleaning Staff
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	3
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Addon(s)/एडऑन	
Garbage Lifting and Disposal (Per Ton Cost)	Yes
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	Yes

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	Vijendra Singh Tanwar	303002,Plot SP 6-7 RIICO Industrial Area Kant Kalwar Near Achrol , Jaipur	35	<ul style="list-style-type: none">• Monthly Volume of Garbage (In Tons) : 1• Approx Area in Sq.Ft : 286218• Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 16908

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

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

3. Generic

Shelf Life: The Product/Spare parts to be supplied as part of the services must have minimum

1 year

Shelf Life. On the date of supply, minimum

6 months

usable shelf life should be available / balance.

4. Generic

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.

2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior

written consent of buyer.

3. 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.

5. **Payment**

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

6. **Forms of EMD and PBG**

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

PAO, IAAD, JAIPUR
payable at
JAIPUR

. 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.

7. **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, IAAD, JAIPUR
payable at
JAIPUR

. 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.

8. **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, IAAD, JAIPUR

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.

9. **Purchase Preference (Centre)**

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, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 100% of total value.

10. **Certificates**

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the

Bid document, ATC and Corrigendum if any.

11. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Bidder shall have registered office in Jaipur (Rajasthan). A documentary proof in the form of Rent Agreement, Landline Bill/ Electricity Bill (in the name of the firm), etc. In case of the bidder does not have branch in Jaipur or is not able to provide documentary evidence of the same the bid submitted by the concerned firm will be rejected.

A physical verification of the Bidders office in Jaipur will be conducted by iCED during Technical evaluation.

12. Service & Support

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

13. Service & Support

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

14. Service & Support

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

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

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

16. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [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. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)

9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.

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---

Bid Document No. D.G/iCED/GS/2024-25

Dated: 18.05.2024

BID DOCUMENT

(Buyer Added Bid Specific ATC)

For Engagement of Manpower Agency for Outsourcing of Manpower Services (Sanitation/ Housekeeping Services) to Office of the Director General, International Centre for Environment Audit and Sustainable Development (iCED), Plot No. 6-7, RIICO Industrial Area, Kant Kalwar, Near Achrol, Jaipur- 303002

E-tender (through GeM Portal) under a two-bid system from eligible outsourced manpower (Sanitation/ Housekeeping service) providers for providing Manpower Services to **Office of the Director General, International Centre for Environment Audit and Sustainable Development (iCED), Plot No. 6-7, RIICO Industrial Area, Kant Kalwar, Near Achrol, Jaipur- 303002** for an initial period from **01.07.2024** to **31.03.2025** (extendable for two more terms of one year each with mutual consent of both parties and subject to approval by the competent authority) is invited.

Requirement/eligibility criteria Terms and Conditions of the contract have been clarified in the additional documents. Bid documents are available online at GeM Portal as well as on the website of the **Office of the Director General, International Centre for Environment Audit and Sustainable Development (iCED), Plot No. 6-7, RIICO Industrial Area, Kant Kalwar, Near Achrol, Jaipur- 303002** i.e. <https://iced.cag.gov.in>

However, for any clarification, bidders may seek the same through GeM portal or contact iced@cag.gov.in. Bidders are advised to read Bid documents (uploaded on the website and GeM portal) and check their eligibility before participating in the bid.

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INTERNATIONAL CENTRE FOR ENVIRONMENT AUDIT AND
SUSTAINABLE DEVELOPMENT (iCED), JAIPUR

Bid Document No. D.G/iCED/GS/2024-25

Dated: 18.05.2024

**BUYER ADDED BID SPECIFIC ATC
FOR**

“Hiring of Manpower (Sanitation/ Housekeeping Services) services (skilled, Semi-Skilled and Un-Skilled staff) to work as Housekeeping Manager/Supervisor/MTS (Cleaning Staff) for Office of the Director General International Centre for Environment Audit and Sustainable Development (ICED), located at Plot No.6-7, RIICO Industrial Area, Kaant Kalwar, Near Achrol, Jaipur, Rajasthan”

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Dated 18.05.2024

**ANNEXURE-1
BID SUBMISSION FORM**

(to be printed on Bidder's letterhead, signed, stamped, scanned and submitted online through GeM Portal)

Date:

LETTER OF BID

To

The Director (Administration),
Office of the Director General,
International Centre for Environment Audit and Sustainable Development (ICED)
Plot No.6-7, RIICO Industrial Area, Kant Kalwar, Near Achrol, Jaipur-303002

Ref: Invitation for Bid document No. D.G/iCED/GS Dated .05.2024

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders.
2. We undertake to provide the **OUTSOURCED MANPOWER (SANITATION/ HOUSEKEEPING SERVICES)** services along with the consumables/ equipments/ machineries as per the list to your office in conformity with the Bidding Document.
3. **We have quoted the cost of consumables/ equipments/ machineries. Detailed calculation has been included in the financial document. The payment for the Material and High-end Machineries and equipment will only be made after physical verification of these items and satisfactory performance for quality service.**
4. Our bid shall be valid for a period of 180 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and may be accepted at any time before the expiration of that period.
5. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
6. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any other failure/lapses of serious nature.
7. We undertake, to enter into agreement as per the terms and conditions of the bidding document and bear all expenses including charges for stamps etc and agreement will be binding on us.
8. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorised Signatory

(Authorised person shall attached a copy of Authorisation for signing on behalf of Bidding company)

Full Name and Designation

(To be printed on Bidder's letterhead)

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ANNEXURE-2

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

- 1.1 Office of the Director General, International Centre for Environment Audit And Sustainable Development (iCED), hereinafter referred to as the 'Client' invites e-bids (ONLINE BIDS) UNDER TWO BID SYSTEM (TECHNICAL AND FINANCIAL) THROUGH Government e-Marketplace (GeM) from reputed firms dealing with Ministries / Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies for providing hired Manpower (Sanitation/ Housekeeping Services) services for its office.
- 1.2 While all efforts have been made to avoid errors in the drafting of the bid document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the bid documents shall be entertained.
- 1.3 The Bidder should download the Bid document (Scope of Work and Buyer Added Bid Specific ATC) through GeM Portal and upload it again at the time of submission of the bid with signature and stamp in token of the Bidder having acquainted himself/ themselves and accepted the entire Bid document (Scope of Work and Buyer Added Bid Specific ATC) including various conditions of contract.
- 1.4 The bidder shall attach the copy of the authorization letter / power of Attorney as proof of authorization for signing on behalf of the Bidder.
- 1.5 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids, not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the bid documents are liable to be rejected.
- 1.6 The parties to the Bid shall be the 'Bidders' (to whom the work has been awarded) and the Office Of The Director General International Centre For Environment Audit And Sustainable Development (ICED), Jaipur
- 1.7 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to the Office of The Director General International Centre for Environment Audit And Sustainable Development (iCED) Jaipur. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- 1.8 The requirements of number of Manpower (Housekeeping Services) as mentioned in the bid document is tentative and may increase or decrease at the sole discretion of the competent authority of the Client. Accordingly, the contract cost is also liable to increase / decrease.

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2. MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of bidders technically.

- a. **Legal Valid Entity:** The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company / a Private Limited Company registered under the Companies Act, 2013 or a Limited Liability Partnership (LLP) under the Limited Liability Partnership Act, 2008. Bidder in the form of JV/Consortium, Proprietorship, and Partnership is not permitted. Proof for supporting the legal validity of the Bidder shall be submitted.
- b. **Registration:** The Bidder should be registered with the Income Tax, Goods and Service Tax and also registered under the labour laws, Employees Provident Fund Organisation, Employees State Insurance Corporation.
- c. **Clearance:** The Bidder should also have filled GST, Income Tax Department returns, etc. as per applicable statutory obligations on time. Relevant proof in support shall be submitted.
- d. **Experience:** The Bidder should have at least three years' experience for providing Manpower (Housekeeping Services) services in Ministries / Departments under Government of India / State Government Departments/ Public Sector Undertakings/ Autonomous Bodies.
- e. **Turnover:** The Bidder should have minimum average annual turnover of **Rs. 3,22,00,000 (Rupees- Three Crore and Twenty Two Lakhs)** for the last three years in the similar business of providing Manpower (Sanitation/ Housekeeping Services) as per the bid document.
- f. The bidder should have its own trained Manpower (Sanitation/ Housekeeping Services) on their rolls. A Notarized affidavit and undertaking that the workers employed would be paid atleast minimum wages (both for skilled and unskilled) as per orders of Govt. of NCT of Rajasthan and oblige all statutory requirements with respect to ESI, EPF etc., with reference to those workers.
- g. The bidder should have its office located in Jaipur (Rajasthan). The Bidder should submit documentary proof for the same.

2.1 Documents supporting the Minimum Eligibility Criteria

- (i) In proof of having fully adhered to the minimum eligibility criteria at 2(a), attested copy of Incorporation Certificate issued by the Companies Registrar/concerned authority shall only be acceptable.
- (ii) In proof of having fully adhered to minimum eligibility criteria at 2(b), attested **copy of PAN, GST Registration, EPF Registration, ESIC Registration and Labour Licence** shall only be acceptable.
- (iii) In proof of having fully adhered to minimum eligibility criteria at 2(c), attested **copy of ITR and GST/Service Tax Return for the last three financial years** shall only be acceptable.
- (iv) In proof of having fully adhered to minimum eligibility criteria at 2(d), attested copy of work orders along with work completion certificate/ experience certificates showing continuous experience in the field for the last three years, issued by the Government Departments/PSUs/Autonomous Bodies shall only be acceptable. A notarized affidavit shall also be required to be submitted as per Annexure-9
- (v) In proof of having fully adhered to minimum eligibility criteria at 2(e), attested

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copy of the **audited balance sheets** (audited by Chartered Accountant) for the completed three financial year i.e., 2020-21, 2021-22 and 2022-23 shall only be acceptable.

(vi) Other documents as per Clause 6 of Annexure-2

3. EARNEST MONEY DEPOSIT:

- 3.1 The bids shall be accompanied by an Earnest Money Deposit of Rs.4,03,000 (Rupees- Four Lakh and Three Thousand Only) in the form of Bank Guarantee/Demand Draft of State Bank of India as per bid document of GeM. The validity of the Earnest Money Deposit shall be for a period of forty-five days beyond the final bid validity period. The Bank Guarantee / Demand Draft shall be in favour of **P&AO, IA&AD, Jaipur.**
- 3.2 The Bidder should scan a copy of the earnest money deposit and upload it online through GeM Portal. The original copy of the earnest money deposit should be sent to Sr. Administrative Officer (GS), Office of The Director General International Centre for Environment Audit and Sustainable Development (iCED), Plot No. SP-6&7, RIICO Industrial Area, Kaant- Kalwar, Near Achrol, Jaipur on or before the time of closing of the uploading of the Bids. The original of the EMD can be sent by Speed Post or Registered Post. It can also be handed over in person. In the event of non-receipt of the EMD before the closing of the uploading of the Bids, the bid shall not be considered.
- 3.3 Bidders, who are eligible to be exempted from depositing EMD according to Rule-170 of GFRs, 2017, should submit documentary proof thereof alongwith technical bid online through GeM Portal. Besides, they have also to enclose a hardcopy of same valid exemption certificate(s) and ensure that the same is submitted to the officer in charge as detailed in clause 3.2.
- 3.4 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- 3.5 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.
- 3.6 The bids without Earnest Money shall be summarily rejected.
- 3.7 No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.
- 3.8 The bid security (earnest money deposit) may be forfeited:**
- (i) If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or
- (ii) In case of successful bidder, if the bidder

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- (a) Fails to sign the contract in accordance with the terms of the bid document
 - (b) Fails to furnish required performance security in accordance with the terms of bid document within the time frame specified by the Client.
 - (c) Fails or refuses to honor his own quoted prices for the services or part thereof.
 - (d) In such case, the bidder is also liable to be debarred from future tendering.
- 3.9 No interest shall be paid on the earnest money deposit.

4. VALIDITY OF BIDS

- 4.1 Bids shall remain valid and open for acceptance for a period of **180 days** from the last date of submission of Bids.
- 4.2 In case Client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
- 4.3 The Client may request for extension for another period of 30 days, without any modifications and without giving any reasons thereof.

5. PREPARATION AND SUBMISSION OF E-BIDS IN GeM PORTAL

- 5.1 The bid document, along with terms and conditions, has been uploaded on GeM Portal. The bidders can log on to the website and see the bid document. The Bidders shall be required to submit Technical and Financial Bids through GeM Portal electronically using valid GeM ID. More information useful for submitting online bids on the GeM Portal may be obtained.
- 5.2 The bidders who are desirous of participating in e-procurement shall submit their Bids in two bid system i.e. Technical Bids and Financial Bids through GeM Portal.
- 5.3 The bidders should upload the scanned copies of all relevant certificates, documents etc. including earnest money deposit / exemption certificate as per the requirements contained in **Clause 6 of Annexure 2** of the Bid Document in support of their Technical bids. The bidder should sign on all statements, documents etc. uploaded by him, owning responsibility for their correctness/authenticity.
- 5.4 It is requested that the Bidders may also submit earnest money deposit and all the affidavits in original as mentioned in **Clause 6 of Annexure 2** of the Bid Document in a sealed envelope superscribed "Bids for providing Manpower (Sanitation/ Housekeeping Services) Services" in drop box at Reception, Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED), Jaipur or send by post at the above highlighted address on or before the dates specified in the Bid document.
- 5.5 The Bidder should upload the financial bids as per the instructions contained in the Bid Document on GeM Portal.
- 5.6 It is requested that the bidders after duly filling the bids online at GeM Portal may also send the original Earnest Money Deposit / exemption letter and other documents viz. affidavits to Office of The Director General International Centre For Environment Audit

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And Sustainable Development (iCED), Jaipur.

5.7 The important dates are mentioned in Bid document.

6. TECHNICAL BID

The Bidder shall be required to follow the procedure as specified above and submit the Technical Bid online through GeM Portal. The following documents shall comprise Technical Bid:-

- a. **Annexure-1:** The Bidder shall be required to print 'Bid Submission Form' as per Annexure-1 on entity's letterhead, sign, scan and upload it online with the Bid in GeM Portal.
- b. **Annexure-7:** The Bidder shall be required to submit a notarized affidavit on non-judicial stamp paper of Rs.50/- as per Annexure-7 to the effect of acceptance of the terms and conditions of the Bid Document. The Bidder shall ensure that copy of the Affidavit is scanned and uploaded in GeM Portal and hard copy of the same may also be sent along with EMD and other documents as per the timelines defined in the Bid Document.
- c. **Annexure 8 :** The Bidder shall be required to submit a notarized affidavit on non-judicial stamp paper of Rs.50/- as per Annexure-8 to the effect that none of the relatives of the Bidder are employees of Client and that the bidder has not been convicted of an offence under the Prevention of Corruption Act, 1988 and the bidder has not been convicted under the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract. The Bidder shall ensure that copy of the Affidavit is scanned and uploaded in GeM Portal and hard copy of the same may also be sent alongwith EMD and other documents as per the timelines defined in the Bid Document.
- d. **Annexure-9:** The Bidder shall be required to submit a notarized affidavit on non-judicial stamp paper of Rs.50/- as per Annexure-9 to the effect that they have fully adhered to minimum eligibility criteria as per the requirements of the bid document and has provided Sanitation/ Housekeeping services in the Ministries / Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies.
- e. **Annexure-10:** The Bidder shall be required to submit a notarized affidavit on non-judicial stamp paper of Rs.50/- as per Annexure-10 to the effect that they have trained Manpower (Sanitation/ Housekeeping Services) on their rolls for providing requisite services in accordance with the conditions of the bid document.
- f. **Annexure 6: Technical Bid Form:** The Bidder shall be required to sign, scan and upload the Technical Bid Form as per Annexure 6 in GeM Portal. **The Bidder shall mandatorily submit an Index mentioning all the documents submitted in the Bid along with page number for reference. A sample Index is placed as Annexure 14**
- g. **Earnest Money Deposit:** A scanned copy of earnest money deposit or exemption certificate should be uploaded through GeM Portal as per clause 3 of the bid

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document. It is also requested that Bidder may also submit the original of the earnest money deposit / exemption certificate in the office as per the instructions of Clause 3.1 of Annexure-2.

- h. **Documents in support of Minimum Eligibility Criteria:** The Bidder shall be required to upload each of the document online through GeM Portal as mentioned in Clause 2.1 of Annexure-2 of the Bid Document in support of their fulfillment of minimum eligibility criteria.

7. FINANCIAL BID:

- 7.1 The Bidder should quote rates for each and every category of Manpower (Sanitation/ Housekeeping Services). If rate is not quoted for all the category of Manpower (Housekeeping Services), the bid will not be valid and hence the same will be rejected. **The consolidated price will be taken into consideration while awarding of contract to the successful bidder.**

- 7.2 **iCED reserves the right to reject the bid if finds the price quotes for consumable unrealistic.**

- 7.3 The rates quoted shall be firm and final. The price should be all inclusive of all i.e. Minimum Wages, EPF, ESIC, Uniform, & Liveries, Gratuity, Bonus, Substitute and other statutory charges arising from time to time.

- 7.4 At the time of payment of bills, the income tax and any other tax / duty etc. that is required to be deducted, shall be deducted at source as per Government rules and guidelines as may be prevailing at the time of payment.

8. CLARIFICATION ON TECHNICAL BID EVALUATION.

- 8.1 The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be submitted on GeM portal within prescribed time.

- 8.2 If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.

- 8.3 Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per clause 2.1.

9. TECHNICAL BID EVALUATION

- 9.1 The Client shall follow two stage bid evaluation system where the technical bid and financial bid shall be evaluated separately as per the process established in GeM Portal.

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9.2 The technical bid evaluation shall be done based on the following criteria:

- (i) That the Bidder has signed, scanned and uploaded copy of the 'Bid Submission Form' as per Annexure-1 in the prescribed format in GeM Portal.
- (ii) That the Bidder has signed, scanned and uploaded the Technical Bid Form as per Annexure 6 in the prescribed format in GeM Portal.
- (iii) That the Bidder has scanned and uploaded a copy of notarized Affidavit as per Annexure 7 in the prescribed format in GeM Portal.
- (iv) That the Bidder has scanned and uploaded a copy of notarized Affidavit as per Annexure 8 in the prescribed format in GeM Portal.
- (v) That the Bidder has scanned and uploaded a copy of notarized Affidavit as per Annexure 9 in the prescribed format in GeM Portal.
- (vi) That the Bidder has scanned and uploaded a copy of notarized Affidavit as per Annexure 10 in the prescribed format in GeM Portal.
- (vii) That copy of Earnest Money Deposit is scanned and uploaded in GeM Portal. The original of the EMD and other affidavits should be submitted by the Bidder as per the timelines specified in the Bid document.
- (viii) That the Bidder meets the minimum eligibility criteria as per Clause 2.1 of Annexure 2 and has uploaded copies of all documents required in support of minimum eligibility criteria as per clause 2.1 of Annexure-2.

9.3 It is requested that originals of Earnest Money Deposit, Annexure-1, Annexure-6, Annexure-7, Annexure-8, Annexure-9, Annexure-10 and Authority Letter to sign on behalf of the Bidder may be delivered by the Bidder in an enveloped superscribed "Bid for providing Manpower (Sanitation/ Housekeeping Services) Services" in drop box at Reception, Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED), Jaipur or sent by post at the above highlighted address on or before the dates specified in the bid document.

9.4 The bids shall be summarily rejected, if the bid is submitted other than through online (GeM Portal).

9.5 A substantially responsive bid shall be one that meets the requirements of the bidding document in totality. The technical bid not meeting the minimum eligibility criteria as per the bid document, shall be rejected.

10. FINANCIAL BID OPENING PROCEDURE

10.1 The Financial Bids of all the technically qualified Bidders, whose bids are accepted in conformity with the required specifications shall be opened on the appointed date and time.

10.2 Mere becoming the lowest bidder, will not give any right to the Lowest bidder to claim that he is successful in the bidding process.

11. RIGHT OF ACCEPTANCE:

11.1 The Office of The Director General International Centre For Environment Audit And Sustainable Development (iCED) Jaipur reserves all rights to reject any bid including of

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those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority of the Office of The Director General International Centre for Environment Audit and Sustainable Development (iCED) Jaipur in this regard shall be final and binding.

- 11.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- 11.3 The competent authority of the Office of The Director General, iCED, Jaipur reserves the right to award any or part or full contract to any successful agency (ies) at its discretion and this will be binding on the bidders.
- 11.4 In case of failure to comply with the provisions of the terms and conditions of the contract by the agency (ies) that has/have been awarded the contract, the competent authority of the Office of The Director General, iCED, Jaipur reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.
- 11.5 The Office Of The Director General International Centre for Environment Audit and Sustainable Development (iCED) Jaipur may terminate the Contract if it is found that the Contractor is black listed/debarred on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.

12. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'

- 12.1 After determining the successful Bidder, Client shall issue a Letter of Acceptance (LoA), to successful bidder, who will return one copy to Client duly acknowledged, accepted and signed by the authorized signatory, within **Three (3) days** of receipt of the same.
- 12.2 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be a binding to the contract.
- 12.3 The time taken between the date of issue of LoA and Notice to Proceed shall not prevent the contractor for mobilization.

13. RETURNING OF EARNEST MONEY DEPOSIT (BID SECURITY AMOUNT)

- 13.1 The Earnest Money Deposit of the unsuccessful bidders in the *technical Bid evaluation stage* shall be returned within seven (07) days after opening of the eligible financial Bids.
- 13.2 The Earnest money Deposit of the unsuccessful bidders in the *financial bid evaluation stage* shall be returned within seven (07) days, on award of contract to the Successful bidder.
- 13.3 The Earnest money deposit of all the bidders shall be returned, in case of cancellation of bid after the opening of Bids and prior to opening of financial bids.

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- 13.4 No interest shall be payable on the Earnest Money Deposit returned to successful/ unsuccessful bidders.
- 13.5 Bid security will be refunded to the successful bidder on receipt of Performance Security.

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**ANNEXURE-3
GENERAL CONDITIONS OF CONTRACT (GCC)**

1. DEFINITIONS

1.1 General

In this Contract including the Schedules the following words and expressions shall (unless the context requires otherwise) have the meaning assigned to them in this Schedule.

“Agreement”	The word “Agreement” and “Contract” has been used interchangeably.
Party	The word “party” means the Successful Bidder to whom the work of providing Manpower (Housekeeping Services) services has been awarded and the Client “Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED)”.
Letter of Acceptance	Shall mean the intent of the Client to engage the successful bidder for providing Manpower (Housekeeping Services) services in its premises
Notice to Proceed	Shall mean the date at which the Manpower (Housekeeping Services) services are to commence in Client’s premises
‘Confidential Information’	shall mean all information that is not generally known and which is obtained / received during the tenure of the contract and relates directly to the business / assets of Client including the information having the commercial value.
Termination Date”	Shall mean the date specified in the notice of Termination given by either Party to the other Party, from which the Contract shall stand terminated.
Termination Notice	Shall mean the notice of Termination given by either Party to the other Party
Contractor	Shall mean the successful bidder to whom the work of providing Manpower (Housekeeping Services) services in Client’ premises has been awarded.

1.2 CONFIDENTIALITY

1.2.1 The Contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Client’s business or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and/or business of the Client. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of Client’s information.

1.2.2 If the Contractor receives enquiries from Press / News / Media/ Radio / Television or other bodies / persons, the same shall be referred by the Contractor to Client immediately on receipt of such queries.

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2 PERFORMANCE BANK GUARANTEE (SECURITY DEPOSIT)

- 2.1** The successful bidder within fifteen days of the acceptance of the LoA shall execute a Performance Bank Guarantee in the form of a Bank Guarantee of State Bank of India, a sum equivalent to 5 % of the accepted contract value in favour of **P&AO, IA&AD, Jaipur.** The Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations.
- 2.2** The Bank Guarantee can be forfeited by order of the competent authority of the Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said Bank Guarantee as may be considered by the Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.
- a) If the contractor is called upon by the competent authority of the Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) to deposit Security and the contractor fails to provide the security deposit within the period specified such failure shall constitute a breach of the contract and the Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) shall be entitled to make other arrangements at the risk, cost and expense of the contractor.
- b) On due performance and completion of the contract in all respects, the Security Deposit will be returned to the contractor without any interest on presentation of an absolute No Demand Certificate in the prescribed form and upon return in good condition of any specifications, samples or other property belonging to the purchaser, which may have been issued to the contractor

3. NOTICE TO PROCEED

After the acceptance of the LoA and securing Performance Bank Guarantee from the successful bidder, Client shall issue the 'Notice to proceed', to the contractor authorising him to provide Manpower (Housekeeping Services) in the Office at the specified locations.

4. SIGNING OF CONTRACT AGREEMENT

- 4.1** The successful Bidder shall enter into contract and shall execute and sign the Contract Agreement in accordance with the Articles of Agreement before commencement of the services.
- 4.2** Client shall prepare the draft Articles of Agreement in the Proforma included in this Document, duly incorporating all the terms of agreement between the two parties and send the same in duplicate to the successful Bidder for their concurrence.
- 4.3** The successful Bidder shall return the duly concurred copies of the draft Articles of Agreement within Two (02) days of receipt of the draft Articles of Agreement from Client, duly printed on the correct amount of stamp paper, duly adjudicated by the registrar of

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stamps where the contract is proposed to be executed.

- 4.4 The competent authority of the Client shall sign the Contract agreement and return a copy of the same to the successful bidder.

5. SERVICES REQUIRED BY THE CLIENT

- 5.1 The Contractor shall be providing Manpower (Housekeeping Services) services in Client's premises or any other location as required by the Client to be read with the Special Conditions of Contract, Assignment Instructions and Schedule of Requirements.
- 5.2 The Client shall pay the charges as agreed between the Client and the Contractor at the time of bidding process. A schedule of charges shall be annexed to the Articles of Agreement after finalizing the amount at the conclusion of Bidding process.
- 5.3 The Contractor shall provide Manpower (Housekeeping Services) services in the Client's premises to its entire satisfaction and it is the sole responsibility of the Contractor that the work is executed in all respects in accordance with the Contractor's obligations.

6. COMMENCEMENT OF SERVICES

The Contract shall become legally binding and in force only upon :

- 6.1 Submission of Performance Bank Guarantee.
- 6.2 The Contractor shall commence Manpower (Housekeeping Services) services in Client's premises within 10 days from the date of receipt of Notice to Proceed.

7. CONTRACTOR'S OBLIGATIONS

- 7.1 The Contractor shall provide Manpower (Sanitation/ Housekeeping Services) services at Client's premises as per Schedule of Work / Requirements which may be amended from time to time by the Client during the Contractual period and it shall always form part and parcel of the Contract. The Contractor shall abide by such assignments as provided by the Client from time to time.
- 7.2 The Contractor shall provide Manpower (Sanitation/ Housekeeping Services) services through its uniformed and trained personnel for the performance of its services hereunder and these personnel deployed shall be employees of the Contractor only and the Client shall not in any manner be liable and all statutory liabilities (such as ESI & EPF etc.) shall be paid for by the Contractor.
- 7.3 The Contractor shall submit to Client the details of amount deposited on account of EPF and ESI in respect of the deployed personnel to the concerned authorities every month. The contractor shall submit to the client the list of EPF Account numbers of the outsourced Manpower (Housekeeping Services), copy of annual EPF slip, copy of ESIC card. The details of submission of EPF and ESIC contribution to the concerned authorities by the contractor shall be submitted on every month to the Client.

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- 7.3.1 Further, the Contractor shall also be required to submit an undertaking with the monthly bills that they have paid the monthly dues of EPF/ESI to the respective authorities.
- 7.4 The Contractor shall produce to the client the details of payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
- 7.5 The Client shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove any personnel with prior intimation to the Client, emergencies, exempted.
- 7.6 The Contractor shall cover its personnel for personal accident and death whilst performing the duty and the Client shall own no liability and obligation in this regard.
- 7.7 The Contractor shall exercise adequate supervision to reasonably ensure proper performance of Manpower (Housekeeping Services) Services in accordance with Schedule of Requirements.
- 7.8 The Contractor shall issue identity cards / identification documents to all its employees who will be instructed by the Contractor to display the same.
- 7.9 The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
- 7.10 The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account. The Contractor shall also abide by and comply with the Labour laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act) or any other law in force.
- 7.11 The Contractor shall provide minimum of two sets each of summer and winter uniform to its personnel at its own cost in April and October each year.
- 7.12 The Contractor shall cover all its personnel under the relevant laws of EPF, Labour, ESIC etc. Proof of the same should be submitted by the Contractor quarterly.
- 7.13 The Contractor shall submit a copy of wages sheet showing monthly wages paid to its personnel.
- 7.14 Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
- 7.15 All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Client.
- 7.16 The Contractor shall not employ any person below the age of 18 years old. Manpower (Housekeeping Services) so engaged shall be trained for providing services.

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7.17 Contractor's Personnel

- 7.17.1 The Contractor shall at all times ensure that it has sufficient, suitable and qualified personnel to supervise the Client premises at the Client Site and in sufficient number to undertake the responsibilities imposed upon the Contractor under the Contract and to provide full attention for executing the work thereof.
- 7.17.2 The Contractor shall submit its Organisation Chart, showing therein the details of key personnel with their full contact details. The Contractor shall also keep informing the Client of any change in its organization or its personnel
- 7.17.3 The personnel engaged by the Contractor shall be dressed in neat and clean uniform (including proper name badges).

8. CONTRACTOR'S LIABILITY

- 8.1 The Contractor shall completely indemnify and hold harmless the Client and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the Manpower (Housekeeping Services) services to the Client.
- 8.2 The Contractor shall not be liable in any way whatsoever and the Client hereby expressly waives any right to, any loss, injury, damage, cost or expense of whatsoever nature directly or indirectly:
- 8.2.1 caused by, resulting from or in connection with any Act of Terrorism or any Biological or Chemical Contamination or any Nuclear Risks;
- 8.2.2 consisting of, caused by, resulting from or in connection with any loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus) unless such loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data was due to the negligence or default of the Contractor or any of its employees engaged in the provision of Manpower (Housekeeping Services) Services to the Client.
- 8.3 The Contractor shall not Sub-Contract or Sub-let, transfer or assign the contract or any other part thereof. In the event of the contractor contravening this condition, Client shall be entitled to place the contract elsewhere on the contractors risk and cost and the contractor shall be liable for any loss or damage, which the Client may sustain in consequence or arising out of such replacing of the contract.

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9. CLIENT'S OBLIGATIONS

- 9.1 Except as expressly otherwise provided, the Client shall, at its own expense, provide timely all the required equipment and facilities at the location(s) where the Manpower (Sanitation/ Housekeeping Services) Services are to be provided / required to enable Contractor's employees to carry out the Services.
- 9.2 The Client shall comply with and fulfil the recommendations (if any), if deemed necessary by the Client, made in writing by the Contractor in connection with the performance of the Services. The Client shall notify the Contractor of any dishonest, wrongful or negligent acts or omissions of the Contractor's employees or agents in connection with the Services as soon as possible after the Client becomes aware of them.
- 9.3 The Client shall not be under any obligation for providing empanelment to any of the personnel of the Contractor after the expiry of the contract. The Client does not recognize any "employee-employer" relationship with any of the workers of the Contractor.

10. VALIDITY OF CONTRACT

The contract, if awarded, shall be initially for a period of nine months from the date of award, which may be extended for two more terms of one year each subject to continuous satisfactory performance. In case of breach of Contract or in the event of not fulfilling the minimum requirements / statutory requirements/ unsatisfactory performance, the Client shall have the right to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the contractor and initiating administrative actions for black listing etc. solely at the discretion of the competent authority of the office of the Client.

11. PAYMENTS

- 11.1 After selection of the Successful bidder as Contractor, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the Contractor by the Client for the Manpower (Housekeeping Services) services.
- 11.2 The prices shall be exclusive of any GST/ service tax, education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government from time-to-time and the same shall be charged in addition to the applicable rate.
- 11.3 The Contractor shall raise invoice per month and submit the same to Client by 5th of every following month. The Client shall make all endeavour to make payments within 15-20 days from the date of the receipt of the invoice to the Contractor.
- 11.4 The initial cost of the Contract shall be valid for a period of nine months. No price escalation, other than minimum wages revision, shall be entertained by the Client during the period.

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- 11.5 After expiry of the initial period of the Contract of nine months and if the Contract is renewed by the Client, the Contractor shall claim increase in the Contract cost only on account of increase in the minimum wages, as and when increased by the Government.
- 11.6 In addition to the Contract payments, the Client shall pay for any additional services required by the Client, which are not specified in the bid document.
- 11.7 All payments shall be made by NEFT only, after deducting TDS, as per the rules of the Government and as applicable from time to time.
- 11.8 Client shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. Client shall provide a certificate certifying the deduction so made.
- 11.9 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
- 11.10 Client shall not be liable for any payment of any administrative charges incurred by the contractor on account of disbursement of insurance claim/ EPF/ ESIC etc. towards its employees.
- 11.11 The payment for the Material and High End Machineries and equipment will only be made after physical verification of these items and satisfactory performance for quality service.**

12. FORCE MAJEURE - OBLIGATIONS OF THE PARTIES

- 12.1. "Force Majeure" shall mean any event beyond the control of Client or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:
- (i) War, hostilities, invasion, act of foreign enemy and civil war;
 - (ii) Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
 - (iii) Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
 - (iv) Earthquake, fire, flood or cyclone, or other natural disaster.

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- 12.2 the date of commencement of the event of Force Majeure;
- 12.3 the nature and extent of the event of Force Majeure;
- 12.4 the estimated Force Majeure Period,

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- 12.5 reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.
- 12.6 the measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.
- 12.7 any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.

13. TERMINATION

- 13.1 This Contract may be terminated forthwith by either party by giving written notice to the other atleast 30 days in advance if:
- 13.2 The other party is in material breach of its obligations under this Agreement and / or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach; or
- 13.3 The Contract may be terminated forthwith by the Client by giving written notice to the Contractor :
- 13.3.1 In case of breach of any of terms and conditions of the Contract by the Contractor, the Competent Authority of the Client shall have the right to cancel the Contract without assigning any reason thereof, and nothing will be payable by the Client and in that event the security deposit in the form of performance Bank Guarantee shall be forfeited and encashed.
- 13.3.2 if the Contractor does not provide Manpower (Housekeeping Services) services satisfactorily as per the requirements of the Client or / and as per the Schedule of Requirements
- 13.3.3 the Contractor goes bankrupt and becomes insolvent.

14. DISCLAIMER

The relatives / near relatives of employees of the Client are prohibited from participation in this bid. The near relatives for this purpose are defined as:

- (a) Members of a Hindu Undivided Family.
- (b) Their husband or wife.
- (c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law)

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15. INSOLVENCY

15.1 The competent authority of the Office Of The Director General International Centre For Environment Audit And Sustainable Development (ICED) may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-

If the contractor being an individual or if firm, any partner in the contractor's firm, shall at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or

- i) If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver of Manager on behalf of the debenture holder shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or Manager.
- ii) If the contractor commits any breach of this contract not herein specifically proved for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the purchaser and provided also that the contractor shall be liable to pay the purchaser for any extra expenditure, he is thereby put to but shall not be entitled to any gain on repurchased.

16. CURRENCIES OF BID AND PAYMENTS

16.1 The Bidder shall submit his price bid in Indian Rupees and payments under this contract will be made in Indian Rupees.

17. GOVERNING LAWS AND SETTLEMENT OF DISPUTE

17.1 Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this Contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the Authorised Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Client in accordance with the provisions of the Arbitration and Conciliation Act 1996 and rules made thereunder including any modifications, amendments and future enactments thereto. The venue for the Arbitration will be Jaipur and the decision of the arbitrator shall be final and binding on the parties.

17.2 **Jurisdiction of Court:** This Contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Jaipur.

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18. CORRUPT OR FRAUDULENT PRACTICES

- 18.1 The Contractors shall observe the highest standard of ethics during the period of the contract.
- 18.2 D.G, iCED, Jaipur office shall reject the Bid, if it determines that the Bidder has engaged in corrupt or fraudulent practices in competing for the contract in question.
- 18.3 D.G, iCED, Jaipur office will declare a firm ineligible / black-list, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for this bid, or in executing the contract.
- 18.4 D.G, iCED, Jaipur office shall also terminate the contract and black list the contractor in case it is found that the contractor was blacklisted /debarred by any other organization on any occasion.

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ANNEXURE-4

**SPECIAL CONDITIONS OF CONTRACT
(SCC)**

1. The special conditions of Contract shall supplement the “Instructions to the Bidders” as contained in Section 5 and General Conditions of the Contract (GCC) as contained in Section 6.

2. INDEMNIFICATION:

The successful bidder is solely liable to fully indemnify and keep Client indemnified against all loses/penalties/awards/decrees arising out of litigation/claims/application initiated against the Client on account of acts of omission/commission attributable to the Contractor and which are punishable under the provisions of various Central Labour and Employment Acts including the following Acts as amended from time to time. Client shall be vested with sole discretion to determine damages/ loss suffered on account of above from the dues payable from security deposit as performance Guarantee or from either the personal property of bidder or property owned by his firm/company by way of initiating suitable legal litigation against the Contractor at any point of time.

3. LABOUR LAW COMPLIANCES

3.1 The engagement and employment of labourers and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the Contractor and any breach of such laws or regulations shall be deemed to be breach of this contract. Client may ask the contractor to produce documents to verify that these provisions/laws are complied with by the contractor.

(a) All wages allied benefits such as leave, ESI, PF, Gratuity , Bonus etc, shall be paid by the contractor and Client shall not incur any liability or additional expenditure whatsoever for personnel deployed.

(b) It is mandatory that the employees must be paid through bank/cheques only.

3.2 The Contractor shall abide by all labour laws, laws related to EPF Organisation, ESI Corporation, Workmen Compensation Act. The details of EPF, ESIC in respect of their deployed staff shall be submitted by the Contractor to Client every month alongwith the bill. The Contractor shall abide including but not limited to, matters relating to timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen's compensation, working hours, safety, maternity benefits, holidays, framing of standing orders, disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonuses.

3.3 The contractor shall be liable for any legal dispute / case / claims that arises or may arise during currency of the contract due to non-compliances of labour or other related laws.

3.4 The contractor shall be responsible for compliance of all the laws rules/regulations and Govt. instructions that are/will be applicable to and aimed to protect the interest of the

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employees/worker engaged by it and shall ensure payment of all the statutory dues/liabilities as may have arisen during the past 'or' may arise during the course of performance of contract.

3.5 The Contractor shall submit periodical returns as may be specified from time to time.

4. OFFICIAL RECORDS:

4.1 The Contractor shall maintain complete official records of disbursement of wages / salary, showing specifically details of all deductions such as ESI, PF etc. in respect of all the staff deployed in Client's office.

4.2 The Contractor shall maintain a personal file in respect of all the staff who is deployed in Client's office. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary / Permanent) and all grievances recorded by the staff vis-à-vis action taken etc.

4.3 The Contractor shall furnish an undertaking that within seven days of the close of every month they will submit to Client a statement showing the recoveries of contributions in respect of employees with Certificate that the same have been deposited with ESIC / EPFO Commissioners.

4.4 Each monthly bill must accompany the:

- (a) List of employees with their date of engagement
- (b) The amount of wages (The Contractor shall ensure that minimum wages are paid to all the employees with all the benefits (such as ESIC/ EPF/ Bonus etc.)
- (c) Copies of authenticated documents of payments of such contributions to EPFO/ESIC
- (d) Declaration of the Contractor regarding compliance of Amount of EPF / ESIC

4.5 The Contractor shall also prepare a register indicating all payments / dues in respect of all the employees.

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ANNEXURE-5

**SCHEDULE OF WORKS/ SERVICES TO BE
PROVIDED**

In this Schedule of Requirements, the details of Manpower (Housekeeping Services) services to be provided by the Contractor and also other information, instructions of the Client and instructions to the Contractor's employees posted at the Clients' site and all such other aspect of the Contracts are to be mentioned.

1. GENERAL INSTRUCTIONS

- 1.1 The Contractor shall deploy all Manpower (Housekeeping Services) at the Client facility in the manner and as per the instructions of the Client.
- 1.2 The Contractor shall ensure that all personnel are fully conversant with the premises and with the client's business activities and its related Manpower (Housekeeping Services) requirements.
- 1.3 The Client shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of to the Client, emergencies, exempted.
- 1.4 The Contractor shall cover its personnel for personal accident and/ or death whilst performing the duty.
- 1.5 The Contractor shall exercise adequate supervision to ensure proper performance of Manpower (Housekeeping Services) Services in accordance with the requirements.
- 1.6 The Contractor shall issue identity cards / identification documents to all its employees who will be instructed by the Contractor to display the same at all times. The personnel of the Contractor shall be subject to detailed direction and control of the Contractor and in relation to manner and model of performance of duties, as agreed vide this agreement.
- 1.7 The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
- 1.8 The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account.
- 1.9 The contractor shall make its own arrangements for the storage of materials, and equipment needed for housekeeping jobs in iCED premises. If required, iCED may provide a suitable space, for the Contractor to keep the daily/weekly stock of materials, tools, and equipment required for undertaking the job/work so as to avoid any inconvenience in the daily issue of required materials/tools. The materials used should be ISI-certified & reputed brand and iCED may depute a Quality Manager from the Government side for undertaking joint supervision of stores along with the Facility supervisor of the Service provider (contractor).
- 1.10 In view of the short supply of potable water on the campus being no exception, the contractor/of Managers/supervisors shall ensure that deliberate wastage of tap water, wastage of electricity facilities and misuse of other facilities of iCED, by the contractor's personnel is strictly avoided.
- 1.11 The contractor shall be required to submit segregated bills for part of a month, if required by iCED
- 1.12 The contractor/managers/supervisor and personnel shall not be in the drunken or intoxicated state while on duty by consuming alcoholic drinks/drugs etc. if any manager/supervisor/personnel is found in drunken/intoxicated state he will be summarily discharged from service. Moreover the contract will also be liable for termination with compensation, on which the decision of iCED Administration will

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be final.

2. SUPERVISION

- 2.1 The Housekeeping Manager and Supervisors deputed by the Contractor shall ensure that all the duties as may be assigned differently by the Client to various categories of Manpower (Housekeeping Services) are performed by them in the desired manner of Client, failing which it shall invite penalties as prescribed in the following paragraphs.
- 2.2 The Contractor shall provide a dedicated telephone number for service support.
- 2.3 The Contractor shall ensure that all statutory / mandatory requirements either related to wages disbursements or related to deposition of EPF/ESIC with concerned authorities or providing of ESIC facilities to the Manpower (Housekeeping Services) are fulfilled through Contractor or its representative.
- 2.4 The Contractor shall ensure that the Housekeeping Manager and Supervisors are not below the level of Executive – HR who is well versed with all HR related requirement and who should be prompt enough to initiate all required action.
- 2.5 The Contractor shall ensure that a proper escalation matrix of telephone numbers is in place which should be prompt enough to initiate all required action.

3. DEPLOYMENT AND TENTATIVE REQUIREMENTS OF MANPOWER (HOUSEKEEPING SERVICES)

- 3.1 The Client intends to outsource Manpower (Sanitation/ Housekeeping Services) for deployment in different categories such as Skilled, Semi-Skilled and un-skilled staff as per the norms of the Government.
- 3.2 The Manpower (Sanitation/ Housekeeping Services) appointed in different categories shall be deployed by the Client for the work of housekeeping/ sanitation service.
- 3.3 The Contractor is required to quote prices for each of the category viz. Skilled, Semi-skilled and Unskilled.
- 3.4 The Contractor shall ensure that except that of the Service Margin all other levies (Wages, Uniform, ESIC, EPF, Bonus etc.), which are charged to Client are passed on to the deployed employees as their monthly wages by the Contractor.
- 3.5 The tentative requirements of Manpower (Housekeeping Services) in each of the category shall be as under:

Category	Tentative Requirement of Manpower (Housekeeping Services)
Unskilled (MTS (Cleaning Staff))	35
Semi-Skilled (Supervisor)	04
Skilled (Manager)	01

4. PENALTIES

- 4.1 The Contractor shall disburse salary to its deployed Manpower (Sanitation/ Housekeeping Services) inclusive of DA, if any, latest by 5th of every month, failing which penalty of Rs.5000/- per day will be imposed and the contract shall liable to be terminated. In case the Contractor fails to make the payments by the 15th of the month, the Contract is liable

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SUSTAINABLE DEVELOPMENT (iCED) JAIPUR**

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to be terminated and the Contractor is liable to be blacklisted. Security Deposit / Performance Bank Guarantee submitted by the Contractor shall be forfeited and Bank guarantee will be encashed. Further, the payments due to the agency shall also be forfeited in case the Contractor fails to make payments. Under such circumstances, the Client will have the power to appoint any other agency for the Manpower (Housekeeping Services) services at the risk and cost of the Contractor.

- 4.2 Whenever and wherever it is found that the assigned work is not performed upto the entire satisfaction of the Client, especially under the supervision of the Contractor's Supervisor, it will be brought to the notice of Contractor by the Client and if no action is taken immediately, penalty of Rs.5000/- per day per complaint will be imposed by invoking penalty clause.
- 4.3 The Contractor has to maintain adequate number of Manpower (Housekeeping Services) as per this contract and also arrange a pool of standby Manpower (Housekeeping Services) / supervisor. If the required number of workers/ supervisors / managers are less than specified number as mentioned in the contract, a penalty of Rs.500/- per absentee per day shall be deducted from the bill(s).
- 4.4 In case the Contractor fails to fulfill the minimum statutory requirements (ESIC/EPF) as per the conditions of the bid document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Contractor is liable to be blacklisted by the Client, in addition to forfeiting of the monthly bills and Performance Security Deposit.
- 4.5 In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring Manpower (Housekeeping Services) services in the event of Contractor failing to provide requisitioned number of Manpower (Housekeeping Services), the Client shall make deductions at double the rate of hiring rate on prorata basis from the bills preferred by the Vendor or that may become due to the Vendor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the Client.

5. SCOPE OF WORK-CONTRACTOR

- 5.1 Vendor must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.
- 5.2 The Contractor must provide salary slips, EPF numbers and ESI Cards, duly activated, to all the deployed Manpower (Housekeeping Services) at Client's office. The Contractor should also ensure that EPF statements to the deployed Manpower (Housekeeping Services) are provided immediately after the financial year closing. Any delay in submission of these records will force Client to deduct a proportionate amount from the bills, as decided by the competent authority of Client.
- 5.3 Contractor must employ adult and skilled personnel only. Employment of child labour shall lead to the termination of the contract at the risk and cost of the Contractor. Contractor shall deploy/engage reliable persons at Client after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. Contractor shall intimate the details like name, age, parentage, address (residential as well as permanent) of all staff to the Client and shall also intimate changes

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- in addresses of the staff as and when they take place.
- 5.4 Contractor shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to Client. It shall totally indemnify Client in this regard. iCED shall not be involved in any disputes, if any which may arise between the contractor and staff engaged by him/ her.
- 5.5 Contractor should at all times indemnify Client against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Rajasthan Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. Client will not own any responsibility in this regard.
- 5.6 Contractor staff shall always be disciplined, properly dressed and be presentable all the time during duty. The persons deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Contractor shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify Client in all respects under this contract.
- 5.7 Be it private or public areas, the Contractor's employees shall be liable to be frisked/ checked by the security personnel at Client premises or on duty at any time during performance of their duties.
- 5.8 Contractor's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.
- 5.9 Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him.
- 5.10 The payments to its employees shall be disbursed by the Contractor through Bank Account remittance. The Contractor shall be required to produce details of bank transfer along with the monthly invoice to the Client.
- 6. SCOPE OF WORK – for Housekeeping Services (Separate sheet enclosed)**
- 6.1 Contractor's personnel shall be deployed at D.G, iCED Plot No.6-7, RIICO Industrial Area, Kant Kalwar, Near Achrol, Jaipur.
- 6.2 The unskilled employees (MTS/Cleaning Staff) of Contractor are liable to be deployed as Cleaning Staff in different Sections/Wings of the Client's premises. While working as Cleaning Staff, the Contractor's personnel are liable to perform duties which are related to Cleaning of Rooms, Kitchens, Dining hall, corridors, terrace, basement, open areas and Toilets of the Premises. Some other works like cleaning of tree/plant waste, Hostel Room Cleaning, Cleaning /Dusting of concerned Section etc. or any other job as may be assigned by the Client.
- 6.3 Skilled personnel of the Contractor are liable to be deployed as Manager. While working as the Skilled personnel, they are required to adhere to the respective standards as per the requirements of Client.
- 6.4 Semi-Skilled personnel of the Contractor are liable to be deployed as Supervisor. While working as the Semi-Skilled personnel, they are required to adhere to the respective standards as per the requirements of Client.
- 6.5 While providing all the Services, Contractor shall ensure that all duties are performed invariably as per the desired standards of the Client, failing which it shall invoke penalty clauses of this Bidding Document.

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6.6 The Contractor shall also ensure that for different services, only such smart, intelligent, experienced and with thorough academic qualifications are deployed in Client's premises who can cater to the requirements of Client's standards, failing which it shall be liable for Contractor to provide replacement immediately.

7. CODE OF CONDUCT :

The Contractor shall strictly observe that its personnel:

- ✓ Are always smartly turned out and vigilant.
- ✓ Are punctual and arrive at least 15 minutes before start of their duty time.
- ✓ Take charges of their duties properly and thoroughly.
- ✓ Perform their duties with honesty and sincerity.
- ✓ Read and understand their post and site instructions and follow the same.
- ✓ Extend respect to all Officers and staff of the office of the Client.
- ✓ Shall not drink on duty, or come drunk and report for duty.
- ✓ Will not gossip or chit chat while on duty.
- ✓ Will never sleep while on duty post.
- ✓ Will not read newspaper or magazine while on duty.
- ✓ Will immediately report if any untoward incident / misconduct or misbehavior occurs, to Vendor Control and the Client.
- ✓ When in doubt, approach concerned person immediately.
- ✓ Get themselves checked by security personnel whenever they go out.
- ✓ Do not entertain visitors.
- ✓ Shall not smoke in the office premises.

CONFIDENTIALITY

- ✓ The phone number and movement plans of the client shall not be given to anyone.
- ✓ The following information about the client shall not be given to anyone.
 - ✓ Car make, color and number of any officer(s)/official(s).
 - ✓ Telephone no./ any other information.
 - ✓ Location and movement plans.
 - ✓ Meetings and conference schedules.
 - ✓ Site plan of the premises.
 - ✓ Travel details of the clients.
 - ✓ Assets of the office.

TELEPHONE HANDLING

- ✓ The Contractor's employees shall be instructed by the Contractor strictly not to misuse the telephones in the facility of the Client.

SUPERVISION PROCEDURES

- ✓ The Housekeeping Manager/ Housekeeping Supervisor will keep taking round of the building/premises and keep a watch over the deployed staff.
- ✓ Rounds of the premises should be done on an hourly basis or as per the desired frequency

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and it should be ensured that strict cleanliness is maintained.

- ✓ The Supervisor will keep a watch on the activities of the deployed staff.
- ✓ If he finds anything unusual / untoward, a written report must be given to the Sr.AO (GS)/AAO(GS)/Caretaker/designated personallen in the office of the Client.

FRISKING / CHECKING PROCEDURES

- ✓ All contract staff will be thoroughly frisked at the time of their leaving the office premises in the evening.
- ✓ If anything untoward is found, it must be reported to Sr. AO (GS)

NOTE FOR THE CLIENT

- ✓ List of authorized signatories to be provided.

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**ANNEXURE-6
TECHNICAL BID
FORM**

1. Name of the firm.....
2. Name of the authorised person submitting the Bid “Shri/Smt/Ms.....
3. Designation of the authorized person submitting the Bid.....
4. Name, Designation, address and Mobile Number of alternate person.....
.....
5. Address of the firm
.....
.....
6. Tel no. with STD code (O).....(Fax).....(R).....
7. Mobile No. of the person submitting the Bid.....
8. E-mail of the person submitting the Bid.....
9. Organization's email ID.....
10. Website Address.....
11. Registration & incorporation particulars of the firm:
 - i) Private Limited
 - ii) Public Limited
 - iii) Any other – Please specify.....
12. Name of Director(s).....
13. Email ID of Director (s).....
14. Mobile Number of Director (s).....
15. Bidder’s bank, its address and current account number
.....
.....

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16. Permanent Income Tax number, Income Tax circle

17. GST No.

18. EPF Registration No.

19. ESIC Registration No.

20. Particulars of EMD

i) Demand Draft / Bank Guarantee No.....

ii) Date.....

iii) Name of Bank.....

iv) Address of Bank.....

v) Validity of BG/DD.....

21. Description of similar work of providing furniture items during the last three financial years in Government Departments

Description of Work / order executed	Actual Value of work / order executed	Name of Government Department / Organization	Start Date	Finish Date	Document evidence upload (Yes/No)

Details of Uploaded Documents

1.	Earnest Money Deposit	Yes/No
2.	Copy of PAN	Yes/No
3.	Copy of GST	Yes/No
4.	Copies of Last three years Balance Sheet	Yes/No
5.	Copies of ITR for the last three years	Yes/No
6.	Experience Certificates and Work orders	Yes/No
7.	Annexure-1	Yes/No
8.	Annexure-6	Yes/No
9.	Annexure-7	Yes/No
10.	Annexure-8	Yes/No
11.	Annexure-9	Yes/No
12.	Annexure-10	Yes/No

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**ANNEXURE-7
UNDERTAKING**

(Notarized Affidavit to be executed on non-judicial stamp paper of Rs.50/-).

A copy of Affidavit same should be scanned and uploaded in the GeM Portal and hard copy should be delivered along with other documents as per the timelines of the Bid Document.

1. I, the undersigned certify that I have gone through all the terms and conditions mentioned in the bid document No.....dated.....and undertake to comply with them unconditionally.
2. That the rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
3. That I/We give the rights to the competent authority of the Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) to forfeit the Earnest Money/Security money deposit submitted by me/us in case of breach of conditions of Contract and take action for blacklisting my/our agency.
4. That I/We also give rights to the competent authority of the Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) to forfeit the Earnest Money Deposit and blacklist our agency in case our agency fail to accept the work order and/or execute the contract agreement, or in cases of negligence in executing the contract, or in case of breach of contract.
5. That I/We also give rights to the competent authority of the Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) to forfeit the Earnest Money Deposit and initiate action against our agency for blacklisting in case our agency fail to submit the performance bank guarantee in accordance with the terms and conditions of the bid document / contract agreement / Letter of Acceptance.
6. That I/We also declare that Government of India or any other Government body has not declared us ineligible or black listed or debarred us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of any nature.
7. That I hereby undertake to provide the items as per the directions given in the bid document/contract agreement.

Place:

Date:

Dated Signature of Bidder along with Stamp.....

Name of the Bidder.....

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ANNEXURE-8

**(Notarized Affidavit to be executed on non-judicial stamp paper of Rs.50/-).
A copy of Affidavit same should be scanned and uploaded in the GeM Portal and hard copy
should be delivered alongwith other documents as per the timelines of the Bid Document.**

- (i) That I, the undersigned that my firm has not been convicted of an offence under the Prevention of Corruption Act, 1988.
- (ii) That my firm has not been convicted under the Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.
- (iii) That I hereby certify that none of my relative(s) as defined in the bid document is/are employed in D.G, iCED as per details given in bid document. In case at any stage, it is found that the information given by me is false/incorrect, D.G, iCED shall have the absolute right to take any action including termination of the Contract as deemed fit/without any prior intimation to me.

Place:

Date:

Dated Signature of Bidder along with Stamp.....

Name of the Bidder.....

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ANNEXURE-9

**(Notarized Affidavit to be executed on non-judicial stamp paper of Rs.50/-)
A copy of Affidavit same should be scanned and uploaded in the GeM Portal and hard
copy should be delivered alongwith other documents as per the timelines of the bid
document.**

- (i) That I, the undersigned undertake that I have fully adhered to minimum eligibility criteria as per the requirements of the bid document No.....dated.....
- (ii) That my agency M/s.....has atleast three years' experience for providing Manpower (Housekeeping Services) services in Ministries / Departments under Government of India/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies.
- (iii) That my agency M/shas experience in providing Manpower (Sanitation/ Housekeeping Services) services. The details of work experience and work completion certificates have been enclosed.
- (iv) That my agency also has carried out atleast one similar work of providing hired Manpower (Housekeeping Services) services costing not less than Rs. ___crore for entire one contract in the last three years in Government Department.....

Place:

Date:

Dated Signature of Bidder alongwith Stamp.....

Name of the Bidder.....

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ANNEXURE-10

**(Notarized Affidavit to be executed on non- judicial stamp paper of Rs.50/-)
A copy of Affidavit same should be scanned and uploaded in the GeM Portal and hard
copy should be delivered alongwith other documents as per the timelines of the bid
document.**

- (i) That I, the undersigned undertake that my agency M/s _____ have
its own trained Manpower (Housekeeping Services) on our rolls to provide requisite
services in accordance with the Bid Document No. / _____ GS/.....Dated ..
2024.
- (ii) I also undertake that the workers employed would be paid at least minimum wages
(both for skilled and unskilled) as per orders of Govt. of Rajasthan and oblige all
statutory requirements with respect to ESI, EPF and other labour compliances etc.,
with reference to those workers in accordance with the conditions of the contract.

Place: Date:

Dated Signature of Bidder alongwith
Stamp.....

Name of the
Bidder.....
.....

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ANNEXURE-11

CONTRACT AGREEMENT NO..... - DATED

THIS AGREEMENT is made on between **Director (Admn), Office Of The Director General, International Centre For Environment Audit And Sustainable Development (iCED)** (hereinafter referred to as “Client” which expression unless excluded or repugnant to the context be deemed to include his successors and assigns), and whose principal place of office is at Plot No.6-7, RIICO Industrial Area, Kant Kalwar, Near Achrol, Jaipur-303002 of the One Part,

AND

M/s.....having its registered office at.....(Hereinafter referred to as “the Contractor”) which expression shall unless excluded by or repugnant to the context be deemed to include his successors, heirs, executors, administrators, representatives and assigns) of the other part for providing Manpower (Housekeeping Services) services to Client.

NOW THIS AGREEMENT WITNESSTH as follows:

- I. WHEREAS** the Client invited bids through GeM Portal, vide Notice Inviting for “**hiring Manpower (Housekeeping Services) services at its office** under Bid Document No..... /GS/ dated 2023
- II. AND WHEREAS** the Contractor submitted his bid vide in accordance with the procedure mentioned along with the bid documents and represented therein that it fulfills all the requirements and has resources and competence to provide the requisite services to the Client
- III. AND WHEREAS** the Client has selected M/s.....as the successful bidder (“the Contractor”) pursuant to the bidding process and negotiation of contract prices, awarded the **Letter of Acceptance (LoA) No.**, to the Contractor on for a total sum of [Rupees Only].
- IV. AND WHEREAS** the Client desires that the Manpower (Housekeeping Services) services (as defined in the Bidding Document) be provided, performed, executed and completed by the Contractor, and wishes to appoint the Contractor for carrying out such services.

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- V. AND WHEREAS** the Contractor acknowledges that the Client shall enter into contracts with other contractors / parties for the Manpower (Housekeeping Services) services of its premises in case the Contractor falls into breach of the terms and conditions as stipulated in the Bid Document and shall waive its claim whatsoever in this regard.
- VI. AND WHEREAS** the terms and conditions of this Contract have been fully negotiated between the Client and the Contractor as parties of competent capacity and equal standing.
- VII AND WHEREAS** the Contractor has fully read, understood and shall abide by all the terms and conditions as stipulated in the Bid Documents for providing Manpower (Housekeeping Services) for services in the Client's premises, failing which the Contract is liable to be terminated at any time, without assigning any reasons by the Client.
- VIII AND WHEREAS** the Contractor shall be responsible for payment of Service Tax with Central Excise and Taxation Department. The documentary proof of the same must be submitted within one month of payment of particular bill for the amount of Service Tax Charged in the said bill
- VIII. AND WHEREAS** the Client and the Contractor agree as follows:
1. In this Agreement (including the recitals) capitalized words and expressions shall have the same meanings as are respectively assigned to them in the Contract documents referred to.
 2. The following documents shall be deemed to form and be read and construed as part of this Agreement. This Agreement shall prevail over all other Contract documents.
 - (a) The Letter of Acceptance (LoA) issued by the Client.
 - (b) Notice to Proceed (NTP) issued by the Client
 - (c) The complete Bid, as submitted by the Contractor.
 - (d) Bid Specific Additional Terms & Conditions issued by the Client.
 - (e) The Addenda, if any, issued by the Client.
 - (f) Any other documents forming part of this Contract Agreement till date. (Performance Bank Guarantee, Bank Guarantee)
 - (g) Charges – Schedule annexed to this Article of Agreement
 - (h) Supplementary Agreements executed from time to time.
 3. Any changes/modifications/amendments required to be incorporated in the Contract Agreement at a later stage shall be discussed and mutually agreed to by both the parties and such supplementary agreements shall be binding on both the parties and shall form the part of this contract agreement.

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4. This Contract shall be governed by and construed in accordance with the laws of India. Each Party hereby submits to the jurisdiction as set out in the Dispute Resolution Procedure in the Conditions of Contract.

VII. IN WITNESS WHEREOF the parties hereto have caused this Agreement to be executed in accordance with the laws of India on the day, month and year indicated above.

Signed on behalf of the Contractor

Signed on Behalf of
**Office of The Director
General International
Centre for Environment
Audit and Sustainable
Development (iCED)
Jaipur**

(Authorised Signatory)

(Authorised Signatory)

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ANNEXURE-12

PERFORMANCE BANK GUARANTEE

(To be executed on non Judicial stamped paper of an appropriate value)

Date :

Bank Guarantee No :

Amount of Guarantee :

Guarantee Period : From to.....

Guarantee Expiry Date :

Last date of Lodgement :

WHEREAS Office Of The Director General International Centre For Environment Audit And Sustainable Development (iCED) having its office Plot No.6-7, Riico Industrial Area, Kant Kalwar, Near Achrol, Jaipur 303002 (hereinafter referred to as “**The Owner**” which expression shall unless repugnant to the context includes their legal representatives, successors and assigns) has executed a binding to the contract on [Please insert date of acceptance of the letter of acceptance(LoA)] (“**Contract**”) with [insert name of the Successful Bidder] (hereinafter referred to as the “**Contractor**” which expression shall unless repugnant to the context include its legal representatives, successors and permitted assigns) for the performance, execution and providing of Manpower (Housekeeping Services) services shall have the meaning ascribed to it in the Contract] based on the terms & conditions set out in the Bid Documents number [insert reference number of the Bid Documents] dated [insert date of issue of Bid Documents]... and various other documents forming part thereof.

AND WHEREAS one of the conditions of the Contract is that the Contractor shall furnish to the Owner a Bank Guarantee from a scheduled bank in India having a branch at Jaipur for an amount equal to 10% (ten percent) of the total Contract Sum (the amount guaranteed under this bank guarantee shall hereinafter be referred to as the “**Guaranteed Amount**”) against due and faithful performance of the Contract including the performance bank guarantee obligation and other obligations of the Contractor for the supplies made and the services being provided and executed by under the Contract. This bank guarantee shall be valid from the date hereof up to the expiry of the Contract Period including any extension thereof.

AND WHEREAS the Contractor has approached [insert the name of the scheduled bank] (here in after referred to as the “**Bank**”) having its registered office at [insert the address].....and at the request of the Contractor and in consideration of the promises made by the Contractor, the Bank has agreed to give such guarantee as hereunder:-

- (i) The Bank hereby undertakes to pay under this guarantee, the Guaranteed Amount claimed by the Owner without any further proof or conditions and without demur, reservation, contest, recourse or protest and without any enquiry or notification to the Contractor merely on a demand raised by the Owner stating that the amount claimed is due to the Owner under the Contract. Any such demand made on the Bank by the Owner shall be conclusive as regards the amount due and payable by the Bank under this bank guarantee and the Bank shall pay without any deductions or

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set-offs or counterclaims whatsoever, the total sum claimed by the Owner in such Demand. The Owner shall have the right to make an unlimited number of Demands under this bank guarantee provided that the aggregate of all sums paid to the Owner by the Bank under this bank guarantee shall not exceed the Guaranteed Amount. In each case of demand, resulting to change of PBG values, the Owner shall surrender the current PBG to the bank for amendment in price.

- (ii) However, the Bank's liability under this bank guarantee shall be restricted to an amount not exceeding [figure of Guaranteed Amount to be inserted here].....
.....only).
- (iii) The Owner will have the full liberty without reference to the Bank and without affecting the bank guarantee to postpone for any time or from time to time the exercise of any powers and rights conferred on the Owner under the Contract and to enforce or to forbear endorsing any powers or rights or by reasons of time being given to the contractor which under law relating the Surety would but for the provisions have the effect of releasing the surety.
- (iv) The rights of the Owner to recover the Guaranteed Amount from the Bank in the manner aforesaid will not be affected or suspended by reasons of the fact that any dispute or disputes have been raised by the Contractor and / or that any dispute(s) are pending before any office, tribunal or court in respect of such Guaranteed Amount and/ or the Contract.
- (v) The guarantee herein contained shall not be affected by the liquidation or winding up, dissolution, change of constitution or insolvency of the Contractor but shall in all respects and for all purposes be binding and operative until payment of all money due to the Owner in respect of such liability or liabilities is effected.
- (vi) This bank guarantee shall be governed by and construed in accordance with the laws of the Republic of India and the parties to this bank guarantee hereby submit to the jurisdiction of the Courts of Jaipur for the purposes of settling any disputes or differences which may arise out of or in connection with this bank guarantee and for the purposes of enforcement under this bank guarantee.
- (vii) All capitalized words used but not defined herein shall have the meanings assigned to them under the Contract.
- (viii) NOTWITHSTANDING anything stated above, the liability of the Bank under this bank guarantee is restricted to the Guaranteed Amount and this bank guarantee shall expire on the expiry of the Warranty Period under the Contract.
- (ix) Unless a Demand under this bank guarantee is filed against the Bank within six (6) months from the date of expiry of this bank guarantee all the rights of the Owner under this bank guarantee shall be forfeited and the Bank shall be relieved and discharged from all liabilities hereunder.
- (x) However, in the opinion of the Owner, if the Contractor's obligations against which this bank guarantee is given are not completed or fully performed by the Contractor within the period prescribed under the Contract, on request of the Contractor, the Bank hereby agrees to further extend the bank guarantee, till the Contractor fulfils its obligations under the Contract.
- (xi) We have the power to issue this bank guarantee in your favour under Memorandum and Article of Association and the Undersigned has full power to do so under the Power of Attorney dated [date of power of attorney to be inserted]... granted to him by the Bank.

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Date:

Bank

Corporate Seal of the Bank

By its constituted Attorney Signature of a person duly authorized to sign on behalf of the Bank

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**ANNEXURE-13
BID SECURITY FORM**

No.....

Date.....

To

**Director General, (hereinafter called "The Owner")
Sr. Administrative Officer (GS)
Office of The Director General
International Centre for Environment Audit and Sustainable Development (iCED)
Plot No.6-7, Riico Industrial Area, Kant Kalwar, Near Achrol, Jaipur-303002**

Whereas M/s.....(Hereinafter called "the bidder") has submitted its bid dated for providing Manpower (Housekeeping Services) services on contract basis under Bid Document No.....dated.....2023 ALL MEN by these presents that WEof having our registered office at (Hereinafter called 'the Bank') are bound unto The Owner in the sum of Rs._____ (Rupees _____) for which payment will and truly to be made of the Owner, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligations are:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid form or
2. If the Bidder, having been notified of the acceptance of his bid by the Owner, during the period of bid validity.
 - (a) fails or refuses to execute the Contract, if required;
 - OR
 - (b) fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders.
 - OR
 - (c) fails or refuses to perform their duties fully or partially to the satisfaction of the Owner.

We undertake to pay the Owner up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the Owner will not justify the demand of the amount claimed by it is due to it owing to the occurrence of any one or both of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified inof the Bid document up to 120 days and including thirty (30) days after the period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Name & Signature of witness
Address of witness

Signature of the Bank Authority
Name
Signed in capacity of
Full address of Branch
Tel No. of Branch
Fax No. of Branch

**OFFICE OF THE DIRECTOR GENERAL INTERNATIONAL CENTRE
FOR ENVIRONMENT AUDIT AND SUSTAINABLE DEVELOPMENT
(ICED) JAIPUR**

Bid Document No. D.G/iCED/GS/2024-25

Dated 18.05.2024

ANNEXURE- 14

Sample Index for Document referencing

S.No.	Name of the Document	Page No.
1.	Bid Submission Form – Annexure 1	
2.	Technical Bid Form – Annexure 6	
3.	Earnest Money Deposit/ Bid Security Form – Annexure 13	
4.	Certificate of Incorporation/ Registration	
5.	MSME Registration	
6.	Copy of PAN	
7.	Copy of GST	
8.	Copy of EPFO Registration	
9.	Copy of ESIC Registration	
10.	Copy of Labour Registration	
11.	Proof of firm having registered office in Jaipur (Rajasthan)	
12.	Copy of Audited Balance Sheet for the completed last three financial years	
13.	Copy of ITR for the last three years	
14.	Experience certificate and Work orders	
15.	Acceptance of the Terms and conditions of Bid as per Annexure – 7	
16.	Notarized affidavit form for relatives and non-conviction under IPC as per Annexure – 8	
17.	Notarized affidavit form for having experience as per Annexure - 9	
18.	Notarized affidavit form for providing required service as per Annexure - 10	
19.	Any other relevant document	

Scope of Work

Standard cleaning Services and Procedures as defined below. For these services all consumables (like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, etc.) will be provided by the vendor. Toilet paper, paper towels, and soaps for toilets for Academic Block, Hostel rooms, Admin block, Sports block and Dining block will be provided by the vendor. Fixtures that remain in toilets, e.g., cleaning brushes for the w/c, will also be placed in the toilets by vendor. Vendor has to use standard and widely used brands which will be approved by iCED for cleaning chemicals/material. Garbage collection and disposal out of the campuses is also the responsibility of the vendor.

Sweep Clean: Sweep clean all floor areas including

1. The floor cleaning inside academic and classroom/lecture hall area will be undertaken
2. Damp Mopping of Tiles, Vitrified floors, Kota / marble floors, staircases, elevators floor, sidewalls and podium entrance areas.
3. Floors shall be free of dirt, mud, sand, footprints, liquid spills, and other debris.
4. Chairs, trash receptacles, and easily movable items shall be moved to clean underneath.
5. During inclement weather, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.
6. After sweeping all floors, areas would be machine scrub cleaned.
7. Sweep Clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.

Vacuumping

1. Vacuumping all rugs and carpets runners and carpet protectors so that they are free of dirt, mud etc.
2. Appropriate type of vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.
3. Any chairs, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.

Washroom Cleaning

1. Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non-abrasive cleaners and disinfectants.
2. All surfaces shall be free of grime, soap mud and smudges. Cleaning of mirrors, glass windows, etc.
3. Replacement of paper towels, toilet paper, soap dispenser in all bathrooms shall be performed.

Trash/Bin Removal

1. Emptying all wastepaper baskets/trash bins from all floor area (including toilets/ washrooms), and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.
2. All waste from wastepaper baskets will be collected and deposited in the building's waste containers.
3. Dry & wet garbage would be segregated and dumped into designated area within the premises.

Glass Surface Cleaning

1. All glass at entrance doors of the premises would be cleaned using damp and dry method.
2. Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned.
3. Removal of grease marks or fingerprints glass counters and partitions. This cleaning is done using approved all-purpose cleaner and lint free cloth or paper towels.

Spot Carpet Cleaning

1. Spot clean carpets whenever necessary to remove spots, using appropriate product.

Damp & Dry Cleaning

1. Wipe clean all White boards of classrooms, labs, library, meeting rooms, Conference rooms, workstations, etc. Wipe clean all tabletops of workstations, cubicles and other furniture and fixtures.

Deep Cleaning

1. Stairways, surrounding common areas, terraces, generator rooms, car parking, etc.
2. Ceilings, Walls, Partitions, etc. – Toilets and Washrooms.

Window Glass and chajja Cleaning

1. Interior & Exterior glass will be cleaned on both sides, throughout the building. Safety devices to be used for cleaning at the heights
2. The façade cleaning will be undertaken using safety equipment by specialized agency of the service provider
3. Exterior façade cleaning of the glasses every month.
4. Dusting window- sills and blinds.
5. Removal of dust from chajjas outside each window in academic, library and office once in a month.

Sanitizing

1. Sanitization machine to be provided and maintenance of the same at every gate, academic and office building.
2. Office Desk paper bins would be cleaned and sanitized
3. All washroom dustbins would be thoroughly cleaned and sanitized. – All telephone instruments would be sanitized using disinfectants.
4. Waste Bins from Pantry and cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.

5. Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.

Sweep Cleaning

Sweep Cleaning external common areas like terrace, parking areas, pathways, walkways, compound, playground, garden, wall sides, etc.

Dusting & Wiping

Dusting & wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks.

Scrubbing

1. Scrubbing of all floor areas with scrubbing machines.

Fire exit stairs & main stairs

1. Fire exit stairs will be swept, mopped and dusted once a day.
2. Wall skirting, windows ledges and window glass (from inside) will be cleaned on a daily basis.
3. Handrails will be buffed on a daily basis.
4. Fire exit doors will be wiped and cleaned daily.
5. Fire extinguishers will be dusted on a daily basis
6. Ensuring that Fire exit routes are clear without stacking of any material

Common Areas

1. Entrances, car parks, paving, paths, roads within the campus, grounds and the outside Premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
2. Regular cleaning of Solar panels
3. Cleaning of Terrace
4. Empty all waste bins and replace in their original locations
5. Clearing and cleaning of all storm water drains.
6. Litter picking, cleaning of signages to be carried out at regular intervals.
7. All hard-paved areas to be cleaned periodically through appropriate mechanized machinery
- 8.

Solar panels cleaning and maintenance

1. All solar panels (wherever installed) will be cleaned regularly and properly maintained.

Inspections

1. Supervisors should monitor activities of their staff to ensure that housekeeping is acceptable.
2. Supervisors should develop an inspection checklist that is tailored to the individual work area. The check list should be available to Institute through a monitoring software with evidence.
3. All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the checklist as a cleanup guide.
4. During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the Facility Management Services manager who in turn, will notify University/Institution.

Apart from the above-mentioned duties the Contractor and his staff shall also be responsible for the following duties:

1. The sewerage blockage or sewerage choking (sewerage of toilet or of campus) within the campus premises has to be dealt by the Facility Management Services agency and the drain/ sewerage within school has to be kept clean
2. Checking of leakages and replacement of leaking taps minor repairs etc. after obtaining material from the concerned authority of the Institution.
3. Supply of necessary items like liquid soap, naphthalene balls, room fresheners, etc. to maintain hygienic atmosphere.
4. Cleaning and maintenance of all the drains within the compound of the Institution.
5. Supply of suitable and adequate number of dustbins, cleaning of dustbins and removal/disposal of collected garbage to an approved location, clearance of segregated waste as per the prescribed norms of waste disposal at designated places.
6. Providing at least two female staff in iCED campus to ensure proper hygiene and sanitary requirement of the female toilets
7. Pest Control, mosquito control including winged pests, larva control and rodent control of the entire campus of iCED, in all covered and open area.
8. Cleaning of all equipment available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, etc. with dusting or wet ping or vacuum cleaning.
9. Cleaning of fire-fighting equipment, CCTV and public address systems, etc.
10. Cleaning of all miscellaneous equipment as available or being provided from time to time. The cleaning of carpets, etc. with modern equipment shall be done once a week.
11. During holidays cleanliness will be done at such frequency as required by the concerned authority of the Institution.
12. Cleanliness of the iCED premises and all related activities shall be conducted to the satisfaction of the concerned authority of iCED.
13. Deep cleaning in locations as called for by the institute.
14. Any other provisions as required by the Institution may be incorporated in the agreement. The same shall also be binding on the contractor.

FREQUENCY OF CLEANING

CLEANING OF TRAINING Hall, Auditorium, Hostel Room, LIBRARY, OFFICES AND OTHER INTERNAL AREAS:

Sr. No.	Area	Activity	Frequency
1	Institute classroom/ labs/workshops/ library/ common rooms/ office /Admin rooms/reception/ record rooms/ faculty rooms / other general rooms	Damp & dry mopping, sweeping	Once a day
		Spit stains removal	As required
2	Benches, tables, chairs, cupboards and other furniture items & computer/ other labs/ Office's chair/sofas/computers	Dry cleaning, stain removing	Once a day
3	White board	Damp mopping or dry cleaning	Daily once
4	Dustbins and outer institute open spaces/grounds and gates	Emptying bins, cleaning corridors and outer	Twice a day
5	Basement	Sweeping, removing of blockage, cobweb cleaning.	Daily
6	Windows and door, window and door glasses, glass walls, shutters, and windowpanes	Dry cleaning, stain removing	Once a week
7	Fans, Tube lights etc. cleaning	Dry cleaning, stain removing	Fortnightly
8	Internal walls and roof area.	Dusting, cobweb cleaning	Fortnightly
9	Terrace area, rainwater outlets.	Sweeping, removing of blockage, cobweb cleaning.	Fortnightly
10	Mechanized cleaning using scrubber machine, vacuum cleaners, high pressure jet machines		Weekly once

CLEANING OF HOSTEL, GUARD ROOM, CORRIDORS, OPEN AREA NEAR HOSTEL:

Sr. No.	Area	Activity	Frequency
1	Hostel rooms/corridors	Damp & dry mopping, sweeping	Common areas: Once per day Rooms: Every day if occupied; alternate day during vacancy
		Spit stains removal	As required
2.	Dining Hall	Damp & dry mopping, sweeping	Thrice per Day
		Stains removal/ Food residues/ Table Cleaning	As required
3.	Hostel toilets	Damp Mopping, sweeping, pressure cleaning, stain removing disinfections	3 times a day
4.	Guard rooms	Damp& dry mopping, sweeping, spit stains removal	Once a day
5.	Open area near hostels	dry mopping, sweeping	Once a day

CLEANING OF PASSAGES & OUTER CORRIDORS:

Sr. No.	Area	Activity	Frequency
1	Staircases & Railing cleaning	Damp & dry mopping, sweeping	Once a Day
		Spit stains removal	As required
2	Main Gates & Porch Area	Damp & dry mopping, sweeping	Once a day
		Split stains removal	As required
3	Fans, Tube-lights etc. cleaning	Dry cleaning, stain removing	Fortnightly
4	Walls and roof area	Dusting, cobweb cleaning	Fortnightly
5	Door frames & Windowsills cleaning	Mopping cleaning stain removing	Once a week
	Man-height column, Side-walls cleaning	Dusting, dry cleaning	Monthly
6	Out skirt area	Sweeping, Brooming	Alternate Day
		Removing of stagnant Water	As and when required.
7	Dust bins	Emptying and cleaning of bins	Twice a day
8	Mechanized cleaning using Scrubber machine, Vacuum Cleaners, High Pressure jet Machines.		Weekly once

CLEANING OF TOILETS/URINALS:

Sr. No.	Area	Activity	Frequency
1	Floor area	Damp Mopping, sweeping	Twice a day
		Pressure cleaning, Stain removing disinfection	Once a week
2	Urinals, partitions, W.C. pots, commodes etc. cleaning	Manually	Every hour
		Pressure cleaning, Stain removing, disinfection	Twice a week
3	Doors, Window channel etc. cleaning	Dry cleaning, stain Removing	Once a week
		Wet cleaning	Once a week
4	Switch Boards, & Instruments cleaning	Dry cleaning, stain Removing	Once a week
	Electrical instruments like Exhaust Fans, Tube-lights etc. cleaning	Dry cleaning, stain removing	Fortnightly

5	Internal area	Manually	Twice a day
	Side - Walls Cleaning up to man height	Pressure cleaning, Stain removing disinfestations	Fortnightly
6	Dust bins	Emptying and cleaning of bins	Twice a day
7	Mirror/Wash Basin	Cleaning, stain removing	Once per day
8	Mechanized cleaning using Scrubber machine, Vacuum Cleaners, High Pressure jet Machines.		Weekly Once

CLEANING OF OPEN AREA:

Sr. No.	Area	Activity	Frequency
1	Campus Area	Sweeping and brooming	Once a day
2	Garden Area/Amphitheater	Sweeping and brooming	Once a day

CLEANING OF TANKS:

Sr. No.	Area	Activity	Frequency
1	Terrace Tank	Emptying, Deep Cleaning and removal of dirt	Monthly
2	Water cooler tanks	Deep Cleaning and removal of dirt	Monthly
3	Underground Tank	Deep Cleaning and removal of dirt	6 monthly

Other Services:

Sr. No.	Area
1	Visit by a Team of staff iCED campus at least once in a week. Receive and register complaints in prescribed format and take necessary corrective actions wherever possible.
2	Inform the concerned authorities so as to take necessary actions.
3	Any complaints must be covered immediately and latest within 24 hours of receipt of complaints.
4	When it is not possible to close the complaint within stipulated period the same must be informed to concerned authorities at iCED for further action and permission with the reason.

Size of Area to be serviced

S. No.	Covered area	Un-Covered area	Total Area
1.	3,37,763.68 Sq. Feet	520890.58 Sq. Feet	858,654.26 Sq. Feet

Regular Equipment		
S.No	Item Name	Quantity
1.	Broom- Fool Jhadu	
2.	Bamboo Broom	
3.	Pani Ki Jhadu	
4.	Dry Mop	
5.	Wiper Big (Classic)	
6.	Wiper Small (Classic)	
7.	Cobweb Brush	
8.	Glass and Kitchen Viper	
9.	Stainless Steel Scrubber	
10.	Nylon Scrubber	
11.	POP Blade	
12.	Drain Choke Pump	
13.	Bucket	
14.	Mug	
15.	Dustpan	
16.	Dustbin Garbage	
17.	Table Duster	
18.	Glass Duster	
19.	Floor Duster Big	
20.	Floor Duster Small	
21.	Rags	
22.	Window Cleaner Brush	
23.	Paper Towel	
24.	Scrub pad small	
25.	Latex Gloves (Prima)	
26.	Masks	
27.	Toilet Brush	
28.	Harness, Helmets, Wet floor Sign, Extension Cords (Annually once)	

Consumables List		
S.No	Item Name	Quantity
1.	Disinfectant Toilet Cleaner Liquid (R6)	
2.	Hard Surface Cleaner Concentrate (R2) (Diversey)	
3.	Bathroom Cleaner Concentrate (R9) (Diversey)	
4.	Floor Cleaner Concentrate (R7) (Diversey)	
5.	Hand wash	
6.	Liquid soap	
7.	Glass Cleaner Concentrate (R3) (Diversey)	
8.	White Phenyl past	
9.	Furniture Cleaner and Maintainer (R4) (Diversey)	
10.	Stainless Steel Polish (D7) (Diversey)	
11.	Room Air Freshener (Odonil)	
12.	Odonil	
13.	Mosquito and Fly Killer Spray (Black Hit)	
14.	Urinal Sanitary Cubes	
15.	Naphthalene Balls	
16.	Dhulai Pad Green, White, Red	
17.	Pitambari	
18.	Oil and Grease Remover	
19.	Detergent	
20.	Toilet Paper Tissue Roll	
21.	Acid (Cleanzo)	
High End Machinery & Equipment		
1.	Vacuum Cleaner with attachments	
2.	Floor Single Disc scrubber driver machine	
3.	High Pressure Jet	
4.	Carpet Cleaning Machine	
5.	Glass Cleaning Poles (20 Feet) /Glass Viper	
6.	20 feet Aluminum foldable Ladder	
7.	Pad Holder	
8.	Cleaning Cart/ Trolley/ Mop-Wringer Trolley	
9.	Telescopic water fed poles for cleaning high rise glasses/Hexagonal Canopies	
10.	For security of cleaning personnel it will be useful to perform cleaning of High rise glasses/windows using Suspended Platforms meant for cleaning such installations (automatic/manual)	