

Bid Corrigendum

GEM/2026/B/7257686-C1

Following terms and conditions supersede all existing "Buyer added Bid Specific Terms and conditions" given in the bid document or any previous corrigendum. Prospective bidders are advised to bid as per following Terms and Conditions:

Buyer Added Bid Specific Additional Terms and Conditions

1. 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. File Attachment [Click here to view the file.](#)
3. Buyer uploaded ATC document [Click here to view the file.](#)
4. Text Clause(s)

This document contains two parts: Part-I contains existing 'Buyers Added Scope of Work' and Part-II contains 'corrigendum to the Existing Scope of Work'. Bidders are requested to go through both the parts before submitting bids.

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PART-I

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Scope of work

1. To carry out Integrated Facility Management Service for the below mentioned premises of departmental guest houses in Mumbai region.

Sr. No.	Guest House	Location	Description of the guest house
1.	Aayakar Bhavan	7 th Floor, Aayakar Bhavan, M K Road, Mumbai 40020	8 rooms + 1 kitchen

2.	Sangam Bhavan CHS	Sangam Bhavan CHS Ltd, Colaba	1 room + 1 Hall + 1 Kitchen
3.	Hresa Co-op Hsg Society	St. Anthony's Marg, Chembur, Mumbai-400071	3 rooms + 1 Hall + 1 Kitchen
4.	Aayakar* Shikhar	Aayakar Shikhar, Nariman Point, Mumbai-400021	8 rooms + 1 Hall + 1 Kitchen

2. The Integrated Facility Management Service for the above-mentioned premises of departmental guest houses refers to the consolidated facility services under one contract on lumpsum basis wherein the contractor shall provide all Material/Chemicals/Accessories/Crockeries/Groceries etc.). Further, this service of integrity facility management service shall cover the following services:-

- i. Housekeeping and sanitization
- ii. Hospitality
- iii. Reception-cum-front office
- iv. Catering
- v. Laundry
- vi. General Administration
- vii. Linen shall be provided by the services provider.
- viii. Crockery & cutlery of good quality shall be provided by the service provider.
- ix. The Service Provider shall get the pest control carried out for mosquitos, cockroaches, flies, rodents etc once every fortnight or month as required and directed by the Authorised Officer. Service Records of the pest control shall be submitted on monthly basis.
- x. Sofa cleaning, furniture cleaning and all the articles including electronic goods should be done on daily basis.
- xi. Cleaning of wash rooms should be on daily basis. Toiletry items as well as sanitizer should be provided by the service provider.

- xii. Laundry service for the upkeep of the guest houses as well as for the belongings of the guest shall be provided by the service provider whereas cost of such service for the guests shall be borne by the guests.
- xiii. Food services shall be provided by the service provider, the cost of which will be borne by the guests. However, rate of food will be determined with mutual agreement with the department. Cost with regard to purchase of kitchen equipment viz., gas cylinders, cooking vessels for preparation of food shall be borne by the Service Provider.
- xiv. Maintenance of Water Purifiers installed at Guest Houses. Service Records of the same shall be submitted on monthly basis.
- xv. In addition to the above, following job/work will be the responsibility of the contractor.
- (a) Plumbing and Sanitary works.
 - (b) Repair and maintenance of all electrical and electronic appliances (viz. Air Conditioner, RO for Water or any other such equipment's) in the guest house. If any article becomes beyond repair, it shall be replaced by the owner. If the contractor fails to get the appliances repaired within reasonable time, the owner shall get the appliances repaired and the cost of repair shall be adjusted with the running & maintenance charges payable to the contractor.
 - (c) Supply and cleaning & maintenance of bed sheets, pillow covers, blankets, towel, sofa cover, hand napkins, tissue papers & its related items etc. will be done by contractor.
 - (d) Wear and tear of furniture, mattresses and Sofa will be borne by the contractor.
 - (e) Supply and maintenance of plants, flowerpots including manure, painting of flower pots.
 - (f) Supply of crockery, cutlery, glassware for rooms & dining hall and cleaning and maintenance thereof.
 - (g) The contractor will make timely payment for wifi/net and Cable /DTH connections in guest house (this is to be borne by the contractor and in any case, no re-imbursement will be done by owner for wifi/net and Cable TV bill/DTH Top up Recharge).
 - (h) Cleaning of all toilets two times a day (Mugs, Wash basin, Bucket, etc.) using requisite cleaning agents as per timings specified by Income Tax Representatives
 - (i) Watering and maintenance of Plants
 - (j) Polishing of brass vases etc with brass polish
 - (k) Cooking and serving food, snacks to the Guests staying in the Guest House as per requirement. All ingredients for cooking should be provided by the contractor including cooking gas bill and will be borne only by the contractor for such expense; no re-imbursement will be done by the owner.

- (l) To ensure continuous supply of branded consumables/eatables as per the approval of the Department.
 - (m) The contractor shall provide toiletries kit in all the washroom which will include items like tooth paste, bathing soap, hair shampoo, hair oil, room freshener, odonil, Dettol liquid soap, bathroom slippers etc.
 - (n) Regular pest control
 - (o) Any other work job required for smooth running of Guest House.
- xvi. The contractor will maintain and keep the kitchen running from 6:00 AM to 12:00 Midnight. He will ensure that clean and hygienic conditions are always maintained in the kitchen. The established rates of food items shall be charged from the guests. However, if any revision is needed, the contractor would approach the owner for approval of rates at least one calendar month in advance and the decision of the Dept. shall be final.
- xvii. The contractor will maintain a complaint/feedback register in the Guest House which will always be kept at a conspicuous space, say the reception. A feedback form is required to be filled mandatorily by the guests at the time of vacating the premises/guest house. All entries made by visiting guests in this register will always be open for inspection by the owner. It shall however, be the duty of the contractor to promptly intimate the owner about any suggestion or complaint received by it.
- xviii. The contractor will ensure that all the staff members employed by it are trained, polite and courteous with the guests. All the staff members will be required to wear a black pant, white shirt and black tie. The staff members will be carrying label cards indicating name and designation along with insignia of the guest house. Any complaints regarding the misbehaviour etc. of the staff members will be adversely looked upon and the contractor shall take action against the erring staff under intimation to the owner. The contractor will ensure that its staff members do not solicit any tips etc. from the guests.
- xix. The indicative/suggestive list of the manpower required under different categories is as under:
- (a) Skill based list of manpower

Category	Number of Personnel required	Skill Level
Cleaner/Sweeper/Laundry/guest house attendant/helper cook	Eight (8)	Unskilled
Cook	Three (3)	Semi-skilled
Total	Eleven (11)	

(b) Guest house premises wise list of manpower

Sr. No.	Guest House	Location	Description of the guest house	Type and no Manpower required
1.	Aayakar Bhavn	7 th Floor, Aayakar Bhavan, M K Road, Mumbai 40020	8 rooms + 1 kitchen	Three (3) Cleaner/Sweeper/laundry/guest house attendant, One (1) cook, and One (1) Helper-cook
2.	Sangam Bhavan CHS	Sangam Bhavan CHS Ltd, Colaba	1 room + 1 Hall + 1 Kitchen	
3.	Hresa Co-op Hsg Society	St. Anthony's Marg, Chembur, Mumbai-400071	3 rooms + 1 Hall + 1 Kitchen	One (1) Cleaner/Sweeper/laundry/guest house attendant, and One (1) Cook

4.	Aayakar * Shikhar	Aayakar Shikhar, Nariman Point, M umbai-4 00021	8 rooms + 1 Hall + 1 Kitchen	Two (2) Cleaner/Sweeper/laundry/guest house attendant, One (1) cook, and One (1) Helper-cook
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The above list showing deployment of manpower at the various guest houses is indicative in nature. The actual deployment of manpower at specific guest house shall be determined in consultation and approval of the Dept. on need basis. The total number of manpower shall remain the same i.e., Eleven (11) consisting of six (6) Cleaner/Sweeper/Laundry/guest house attendant, Two (2) helper-cook, and three (3) cooks throughout the period of contract.

* Although the estimated value of this bid has been computed including the above-mentioned manpower required at the Aayakar Shikhar, it is underscored that this guest house premises shall be made operational in due time, and the Service Provider shall not be paid any charges arising out of housekeeping of this guest house till it is made operational. The amount deductible from the contract value shall be computed on pro rata basis considering that this guest house premises has eight rooms out of the twenty rooms comprised in this tender.

xx. The contractor shall have to operate the above guest houses.

xxi. The guests shall be provided with guest house welcome kit comprising standard accessories such as toothpaste, toothbrush, soap, shampoo, hair oil, shaving kit and other items which shall be to the satisfaction of the Dept.

xxii. A tea/coffee kiosk with confectionary food items shall be operated at 7th floor terrace of Aayakar Bhavan with the following terms & conditions: -

Ø The location of proposed tea/coffee shop shall be on 7th floor of Aayakar Bhavan in open terrace area;

Ø Maintenance of the open terrace area will be the sole responsibility of the contractor. The contractor is required to keep aside 10% of the revenues from the kiosk operation for repair, maintenance and upke

ep of the area and the furniture to be utilized as per directions of the department.

- Ø Department shall reserve the right to direct the contractor to keep the kiosk operators temporarily shut as and when the terrace facilities are required for meeting, conference etc.
- Ø The list of the confectionery items to be made available shall be finalized with expressed approval of the department after the contract is awarded to the successful bidder.
- Ø The kiosk shall remain be manned and operated mandatorily from 9:00 AM to 7:00 PM.
- Ø The entire work of setting-up/installing the tea/coffee kiosk, operation & maintenance work may be outsourced or sublet to the eligible vendor having experience in operating coffee shop in major cities after obtaining approval from the department.
- Ø The nature of contract shall be product/item wise fixed-rate service contract where the rate, quantity & quality of food-items shall be fixed by the department;
 - Ø The department shall provide free space, electricity and water
 - Ø The vendor shall provide all the required equipment viz. tea/coffee vending machines, ingredients/ tea/coffee premix) etc., personnel/ manpower at his own cost;
 - Ø The department shall not provide any cash subsidy on any of the account.

PART-II

CORRIGENDUM TO THE SCOPE OF WORK

The below-mentioned changes are made, and the existing 'Scope of Work' are modified.

1. Clause (xiv) to Point no. 2 under Scope of Work is hereby deleted.
2. Sub-clauses (a), (b), (d),(e), (g), (i) to clause no.(xv) to point no. 2 under Scope of Work are hereby deleted.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

*This document shall overwrite all previous versions of Bid Specific Additional Terms and Conditions.

[This Bid is also governed by the General Terms and Conditions](#)