

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	18-05-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	18-05-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	100 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Revenue
संगठन का नाम/Organisation Name	Central Board Of Direct Taxes (cbdt)
कार्यालय का नाम/Office Name	Ddo Reac 1 4
वस्तु श्रेणी /Item Category	Manpower Outsourcing Services - Minimum wage - Semi-skilled; High School; Non-IT Technical , Manpower Outsourcing Services - Minimum wage - Skilled; Secondary School; Non-IT Technical , Manpower Outsourcing Services - Minimum wage - Skilled; ITI; Non-IT Technical
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	44 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / MSE Relaxation for Years Of Experience and Turnover	Yes Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Relaxation for Years Of Experience and Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	4
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
न्यूनतम मूल्य/Floor Price	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.
अनुमानित बिड मूल्य / Estimated Bid Value	8775440
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	200000

ईपीबीजी विवरण /ePBG Detail

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

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

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

लाभार्थी /Beneficiary :

Commissioner of Income-tax(AU)-10, Mumbai
29th Floor, Centre-1, World Trade Centre, Colaba, Mumbai - 400005.
(Abhishek Meshram)

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

एमआईआई अनुपालन/MII Compliance

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

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

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

4. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
5. 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.
6. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
7. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
8. 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.
9. 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.

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

Break up of costs - [1776764923.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:The bidder should have executed at least 1 project with contract value not less than Rs. 60 Lakh per annum for providing manpower services to Central Govt./State Govt./PSU in last 3 Financial Years.

The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:The bidder should have executed at least 1 project with supply of at least 30 Manpower in each contract of providing Manpower Services to Central Govt./State Govt./PSU n last 3 Financial Years.

Buyer to upload Gazette notification for the breakup of ESI/EPF/ELDI etc if required:[1776765137.pdf](#)

Scope of work & Job description:[1776765283.pdf](#)

Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per complied with The Code on Wages Act:[1777285692.pdf](https://www.mca.gov.in/Ministry/Ministry%20of%20Labour%20and%20Employment/Ministry%20of%20Labour%20and%20Employment%20-%20Code%20on%20Wages%20Act%20-%202019.pdf)

Manpower Outsourcing Services - Minimum Wage - Semi-skilled; High School; Non-IT Technical (18)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Semi-skilled
Educational Qualification	High School
Type of Function	Non-IT Technical
List of Profiles	Housekeeping Assistant
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	0 to 3 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Maharashtra
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	HRA
Title for Optional Allowances 2	Leave Allowance
Title for Optional Allowances 3	Festival Holidays
Designation	Houekeeping Assistant

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
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प्राचल/Parameter	मूल्य/Values
कोर / Core	4.54

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Shashikant Narayan Sawant	400005, Commissioner of Income Tax (A) Unit - 10 Room No.14, 29th floor, World Trade Center, Cuffe Parade, Mumbai	18	• Minimum daily wage (INR) exclusive of GST : 805 • Bonus (INR per day) : 67.05 • EDLI (INR per day) : 4.03 • EPF Admin Charge (INR per day) : 4 • Optional Allowances 1 (INR per day) : 40.25 • Optional Allowances 2 (INR per day) : 59.33 • Optional Allowances 3 (INR per day) : 20.61 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 26.16 • Provident Fund (INR per day) : 96.6 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; Secondary School; Non-IT

Technical (1)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Skill Category	Skilled
Educational Qualification	Secondary School
Type of Function	Non-IT Technical
List of Profiles	Gardener
Specialization	Not Required , Horticulture
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Maharashtra
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	HRA
Title for Optional Allowances 2	Leave Allowance
Title for Optional Allowances 3	Festival Holidays
Designation	Gardener

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	4.54

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Shashikant Narayan Sawant	400005,Commissioner of Income Tax (A) Unit - 10 Room No.14, 29th floor, World Trade Center, Cuffe Parade, Mumbai	1	• Minimum daily wage (INR) exclusive of GST : 981 • Bonus (INR per day) : 81.72 • EDLI (INR per day) : 4.91 • EPF Admin Charge (INR per day) : 4.91 • Optional Allowances 1 (INR per day) : 49.05 • Optional Allowances 2 (INR per day) : 72.3 • Optional Allowances 3 (INR per day) : 25.11 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 31.88 • Provident Fund (INR per day) : 117.72 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

Manpower Outsourcing Services - Minimum Wage - Skilled; ITI; Non-IT Technical (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	

विवरण/ Specification	मूल्य/ Values
Skill Category	Skilled
Educational Qualification	ITI
Type of Function	Non-IT Technical
List of Profiles	Electrician
Specialization	Not Required , Electrician
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
Is the Geographical presence of the Service Provider's office required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Maharashtra
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Title for Optional Allowances 1	HRA
Title for Optional Allowances 2	Leave Allowance
Title for Optional Allowances 3	Festival Holidays
Designation	Electrician

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	Yes
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प्राचल/Parameter	मूल्य/Values
कोर / Core	4.54

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources to be hired	अतिरिक्त आवश्यकता /Additional Requirement
1	Shashikant Narayan Sawant	400005, Commissioner of Income Tax (A) Unit - 10 Room No.14, 29th floor, World Trade Center, Cuffe Parade, Mumbai	1	• Minimum daily wage (INR) exclusive of GST : 981 • Bonus (INR per day) : 81.72 • EDLI (INR per day) : 4.91 • EPF Admin Charge (INR per day) : 4.91 • Optional Allowances 1 (INR per day) : 49.05 • Optional Allowances 2 (INR per day) : 72.3 • Optional Allowances 3 (INR per day) : 25.11 • Estimated Number of Overtime Hours per Resource per Month : 0 • Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc & excluding GST) : 0 • ESI (INR per day) : 31.88 • Provident Fund (INR per day) : 117.72 • Number of working days in a month : 26 • Tenure/ Duration of Employment (in months) : 12

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

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Generic

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.

3. 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.

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

Text Clause(s)

1.1 Scope of work:

- (i) Service of 20 (twenty) personnels (15 male and 5 female) is required for housekeeping services, facilitation staff, gardener and electrician on 8th, 28th and 29th floor of Centre-1, World Trade Centre occupied by Income Tax Department. Accordingly, number of manpower to be procured in this bid will be as under: -

Sr. No.	Particulars of Manpower	Type	Number
1.	Supervisor	Semi-skilled	1
2.	Facilitation counter staff	Semi-Skilled	1
3	House Keeping Staff (10 male + 6 female)	Semi-skilled	16
4	Electrician	Skilled	1
5	Gardener	Skilled	1
		Total	20

- (ii) The housekeeping services have to be provided on 3 floors (8th, 28th and 29th floors) of Centre-1, world Trade Centre, Colaba, Mumbai-400005, each floor admeasuring 3821.10 sq. meter (i.e. each floor admeasuring 41,130 sq. feet) [each floor of 28th and 29th admeasuring 1,530.02 sq. meter (i.e. 16,469 sq. Ft.) and 8th floor admeasuring 761.06 Sq. Meter (i.e. 8,192 Sq. Feet)] (which has been referred as 'the premises'). T

he premises contain: -

- (a) 4 toilets/wash rooms on 28th floor.
- (b) 4 toilets/wash rooms 29th floor.
- (c) 2 toilets/wash rooms on 8th floor.
- (d) one canteen on 28th floor for officers and staff.
- (e) lift lobbies on 8th floor, 28th floor and 29th floor.
- (f) 6 stair cases (2 stair cases area on each floor) on 8th floor, 28th floor and 29th floor.
- (g) Record keeping areas on each floor
- (h) Reception counter/facilitation counter on 29th floor
- (i) Sitting arrangement of officers and staffs of income-tax department in the form of rooms and halls

Thus, housekeeping services have to be provided to the premises including aforementioned specified spaces.

- (iii) Electrician has to provide services within the premises from 9:30 AM to 6:00 PM on all working days. Further, if need arises, the electrician may be called on holidays also. The electrician should have ITI certificate and also should have license of working as electrician.
- (iv) The gardener has to maintain all the plants available within the premises occupied by the Income tax department. The material required for the maintenance of plants has to be provided by the service provider.

1.2 Definition: -

For the purpose of the housekeeping: -

- (i) The word 'toilet' refers to the enclosed area/ room consisting of urinals, Western / Indian Style commodes, common areas of such enclosed room as well as the wash basins situated in the room.
- (ii) The word 'Common areas' refers to all those areas other than the officers' room including corridors connecting them, areas leading to all the entrances and exits of the floor, lobbies on all floors, stair cases, pantry area pathways and lifts and other such areas.
- (iii) The word "Agency" refers to the successful firm/company/AOP/individual (successful bidder) to whom the work will be awarded.
- (iv) The Word "Buyer" means the 'Building-in-charge' of the premises occupied by the Income-tax department, Mumbai Region.
- (v) The word 'Service Provider' means bidder taking part in this bid.

1.3 REGULAR SANITIZATION & MAINTENANCE WORK:

A. Officers and staff rooms:

- (i) Officers and staff rooms should be cleaned before Office commences at 9:30AM on every working day.
- (ii) Sweeping & mopping of the floors of rooms and common areas before 9:30AM on daily basis and such service has to be provided whenever the need arises during the office hours also.
- (iii) Cleaning of almirahs, furniture like work station, chairs, sofas, side tables, Telephones, Computer Trolleys, doors and windows on daily basis.
- (iv) Dusting of computer, printer, keyboard and mouse and such other things kept in the rooms and halls of officers and staffs has to be done on daily basis.
- (v) Cleaning of removal of cobwebs, floor cleaning with scrubbing Machine/vacuum cleaning should be carried out as and when required during the working hours or beyond the working hours.

B. (a) Toilets have to be facilitated on daily basis as under:

- (i) Floor cleaning of toilets and cleaning of Urinals 4 (Four) times a day at regular interval besides as and when it is required to do so.
- (ii) Washing & scrubbing of toilets with water and application of Phenyl and other standard cleaning solution
- (iii) Sprinkling of bleaching powder in the toilets and corners of the corridors every day in the morning.
- (iv) Removal of solid waste/ garbage etc. from toilets.
- (v) Disinfection of the toilets as and when required.
- (vi) Cleaning of mirrors of the toilets.
- (vii) Cleaning of waste bins.
- (viii) Keeping the tissue papers and liquid soap in the wash basin area of each toilet and the same should be refilled as and when required during the day.

(b) Further, the toilets have to be facilitated on weekly basis as under:

- (i) Acid Wash of toilets including the entire tiled areas.
- (ii) Cleaning of exhaust fans in the toilets.
- (iii) Pressure cleaning/deep cleaning of all the urinals and toilets.
- (iv) Dusting of stand fans (wherever available), ceiling, walls as well as all doors and windows.

C. Housekeeping has to be provided in common areas including Canteen areas on daily basis as under:

- (i) Cleaning of walls i.e. all the walls in the common areas of the building upto the height of 5 feet.
- (ii) Cleaning of all area (including stair case) where dustbins and or spittoons are located.
- (iii) Sweeping & mopping with cleaning liquid of all floor areas, corridor and common passages including staircases twice a day.
- (iv) Cleaning of areas near water coolers and other damp areas of the premises.
- (v) Cleaning of main doors and partitions.
- (vi) Cleaning of doors and windows on both sides in case of common areas and the outer side of the office room doors and windows facing the common areas.
- (vii) Cleaning of ducts, adjacent to the toilet with necessary care.

- (viii) Cleaning of fans in the corridors.
- (ix) Cleaning of sign boards/ name boards.
- (x) Removal of waste/garbage from canteen. Cleaning of canteen as and when it is required.
- (xi) Collecting all waste in waste bins.
- (xii) Cleaning of waste bins.
- (xiii) The resultant debris/dry leaves/waste papers/ garbage etc. of all the above activities shall be dumped at the designated dumping yard.
- (xiv) The open spaces mean & include passage inside compound wall, wall cleaning upto man height, Entrance gate.

D. The housekeeping on Weekly basis has to be provided as under:

- (i) Removal of cobwebs and cleaning of ceiling, ventilators, pipes etc. on all the floors belonging to the department.
- (iii) Cleaning of almirahs and lockers in the officer's cabin and staff rooms. They shall be dusted and cleaned with moist cloth/cleaning liquid. All the corners in the spaces between the almirahs shall also be cleaned.
- (iv) Cleaning of fans and tube lights in the corridors.
- (v) Cleaning of corridor floors with scrubbing machine/ vacuum machine.
- (vi) The resultant debris/ waste papers / garbage etc. out of all the above activities shall be dumped at the designated dumping yard.

E. Miscellaneous: -

Besides above, every now and then, it is required to shift files and folders as well as furniture from one room to other room or from one floor to another floor. This has to be done in proper manner as directed by the designated officers/officials of Income-tax Department as and when required. Apart from the above, any other work deemed appropriate by the higher authorities of the department shall have to be carried out in professional manner.

1.4 FACILITATION COUNTER WORK:

(a) The persons deployed for managing the facilitation counter at the main entrance on 29th floor of World Trade Centre for visitors to the Income Tax office in World Trade Centre should be present at the counter during office hours from 9.30 am till 6.00 pm from Monday to Saturday. Further, the persons shall also be required to be present at the counter beyond office hours as and when need arises including holidays as per instructions issued by the Department from time to time either in writing or oral instruction.

(b) Apart from the above, any other work deemed appropriate by the higher authorities of the department shall have to be carried out in professional manner.

(c) The personnels deputed for facilitation counter work should have minimum educational qualification of 10 + 2 or HSC with typing/basic computer knowledge.

Note: The work on weekly basis is to be done on weekends (i.e. Saturday or Sunday). All the aforementioned works have to be provided in professional manner and with due care of COVID-19 protocol, if any.

The normal working hours for sanitation workers is from 8.30 AM to 5.00 PM whereas it is from 9:30AM to 6PM for the personnels at facilitation counter. Housekeeping personnels shall have to carry any housekeeping work as and when directed by the Caretaker of Income-tax Department at World Trade Centre.

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

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

6. **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.

7. **Service & Support**

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

8. **Buyer Added Bid Specific ATC**

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

अस्वीकरण/Disclaimer

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

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export

experience.

9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

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

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।/In terms

of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---