

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	13-11-2025 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	13-11-2025 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Labour And Employment
विभाग का नाम/Department Name	Employees State Insurance Corporation
संगठन का नाम/Organisation Name	Employees State Insurance Corporation
कार्यालय का नाम/Office Name	Esic Super Speciality Hospital
वस्तु श्रेणी /Item Category	Hiring of Sanitation Service - Manpower Based Model - Sanitary Supervisor; 6; All Areas; All Areas; Daily; 4 , Hiring of Sanitation Service - Manpower Based Model - Sanitary Worker; 6; All Areas; All Areas; Daily; 4
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)	353 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Exemption for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Exemption for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	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

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	3
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	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य /Estimated Bid Value	35298997.01
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	705980

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	3.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	15

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने 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 :

Medical Superintendent
ESIC Super Speciality Hospital, Sanathnagar, Hyderabad-500038
(Dr Shirishkumar G Chavan)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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1. 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.
2. 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.
3. 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.
4. 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 :

Financial Breakup - [1761105264.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Additional Scope of Work and Size of Areas to be Serviced:[1761105847.pdf](#)

Machinery,Cleaning Agent and equipment requirements to be indicated if it is to be supplied by the service provider:[1761105850.pdf](#)

This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-

Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Average Annual Turnover of the previous three financial year (i.e. 2022-23, 2023-24 and 2024-25)	20	10	View File
Total Experience of the firm	15	5	View File
Number of years of experience in relevant area in Govt. or Semi Govt. or Autonomous Bodies or PSUs	25	15	View File
Present operational contracts in the relevant field	20	10	View File
Complaints addressing mechanism in human resource	10	5	View File
Online Presentation	10	5	View File

Total Minimum Qualifying Marks for Technical Score: 50

QCBS Weightage(Technical:Financial):30:70

Designation of CA : Medical Superintendent

Office of CA : ESIC Super Speciality Hospital, Sanathnagar, Hyderabad

CA approval document link : [View file](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
05-11-2025 11:00:00	Conference Hall, II Floor, Admin Block, ESIC Super Speciality Hospital, Sanathnagar, Hyderabad 500038

Hiring Of Sanitation Service - Manpower Based Model - Sanitary Supervisor; 6; All Areas; All Areas; Daily; 4 (4)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sanitary Supervisor
Number Of Working Days in Week	6
Type of Area	All Areas
Area Inclusions	All Areas

विवरण/ Specification	मूल्य/ Values
Cleaning Cycle	Daily
Cleaning Frequency	4
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Telangana
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	NA
Machineries to be provider by service provider	NA

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	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	4	- Approx Area in Sq.Ft : 202103 - Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 25168

Hiring Of Sanitation Service - Manpower Based Model - Sanitary Worker; 6; All Areas; All Areas; Daily; 4 (81)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sanitary Worker
Number Of Working Days in Week	6

विवरण/ Specification	मूल्य/ Values
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	4
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Telangana
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	Yes
Machineries to be provider by service provider	Yes

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	अतिरिक्त आवश्यकता /Additional Requirement
1	Madireddy Srinivasu	500038,ESIC SS Hospital,Sanath nagar,	81	- Approx Area in Sq.Ft : 202103 - Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 23560.23

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**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

3. **Generic**

Products supplied shall be nontoxic and harmless to health. In the case of toxic materials, Material Safety Data Sheet may be furnished along with the material.

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. **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.

6. **Service & Support**

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

7. **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.

8. **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.

9. **Forms of EMD and PBG**

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

ESIC SAVINGS FUND ACCOUNT NO.1
payable at
HYDERABAD

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.

10. **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

ESIC SAVINGS FUND ACCOUNT NO.1
payable at
HYDERABAD

. 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.

11. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

Other instructions:

1. Duration of the service contract may be extended up to 12 months beyond the initial contract duration (subject to satisfactory performance and mutual consent).
2. All the employees deployed at the site must submit Medical test reports suggested by ESIC SSH/ NABH within one week of start of the contract/joining.
3. Following documents are appended, which are part of this report:
 - Additional Scope Of Work (Annexure A,B,C)
 - Additional Machinery And Cleaning Agent Requirements (If Any On A Monthly Basis (Machinery on Rental)) (Annexure D)
4. Bidders must quote the prices of consumables, chemicals, personal protective equipment and machinery of good quality and of reputed brands. The products supplied must be to the satisfaction of the ESIC SSH in respect of quality & quantity. Hence, the bidders must keep the same in view while quoting prices for these items. Providing of quality products of reputed brands shall be the responsibility of the bidder.

Annexure A

SCOPE OF WORK

Area of Work:

All open and covered area within the boundary (including Boundary walls) of the ESIC Super Speciality Hospital Sanathnagar Hyderabad including the basement and roof will be in the scope of housekeeping services to be provided by the contractor.

Cleaning Services:

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. The contractor and his management team will supervise the awarded work. The Contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the ESIC Super Speciality Hospital, Sanathnagar. Officials of ESIC will also monitor the entire work and staff.

General Instructions:

1. All collection, storage, transportation and disposal of hospital waste shall be in accordance with Bio-Medical Waste Management and Handling Rules in vogue and other regulations and any other guidelines by Hospital Infection Control Committee (HICC), in this regard.
2. A detailed Hospital Waste Management Plan shall be prepared and get approval from ESIC before start of work.
3. All infected, chemical, Radiation, Cytotoxic Health care Waste shall be segregated, collected, stored, transported and disposed in accordance with set guidelines in safety, ensuring that at no stage gets mixed with general waste. Unscientific burning shall not be permitted. Different coloured bags/containers namely green, red, yellow and puncture proof or stainless steel, lead containers shall be used depending on the category of waste.
4. The waste shall be carefully secured or pre-treated for transportation to a common facility for disposal.
5. Waste shall not be transferred from one bag to another. Bags should be tied when three fourths full and

then placed in a bigger bag/container for transporting. Covered Trolleys should be used for transportation. Before final disposal/treatment.

6. Waste should be kept in specified location and in specific liners and containers.

7. The scope includes segregation, collection, storage, transportation within and outside the hospital until final disposal. All statutory rules, regulations and legal requirements are to be followed at each stage.

8. The contractor has to display the cleaning schedule at all the areas with proper entries.

(A) Daily Services

Housekeeping/ cleaning services should be provided round the clock on all days including holidays, so that all areas are spic and span all the time. Working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M in rooms where work will start at 9 am. Contractor will arrange manpower for special VIP visits at no extra cost and provide full support and cooperation during Hospital accreditation process.

Housekeeping staff has to do following activities for all of the hospital rooms of all the departments, stores, canteen, kitchen, consultants chambers, wards, ICUs, operation theatres, CSSD, laundry, labs, blood bank, all corridors and all covered and open areas., etc.

1) Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUs, OT and all other departments at regular intervals on daily basis.

2) Cleaning, dusting, sweeping, mopping with disinfectant on stair cases, in cabins, lobbies, reception, pantries, CSSD, Laundry, corridors, ceilings, office rooms, training rooms at regular intervals and on daily basis.

3) Vacuum cleaning of all carpets, upholstered furniture and whenever required.

4) Cleaning and disinfecting kidney trays, urinals, bed pans, sputum mugs, humidifiers, suction bottles and emptying urine and drain bags whenever required.

5) Cleaning blood spills and others such as human excrement, urine vomitus, sterile body fluids when required.

6) Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, fire fighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc.

7) Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times. Dusting of computer systems & peripherals, furniture's, equipments & accessories etc. on a daily basis.

8) The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full.

9) Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital.

10) Collection and transportation of sharp containers to Storage site.

11) Offering and assisting the patient with kidney tray, urinals, bed pans, sputum cups when required and disposing the contents in the sluice room, clean, disinfect and keep it ready for next use.

12) Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / Nursing orderly / Staff nurse / Nursing sister wherever required.

13) Washing linen which are soiled by urine, vomits, faeces and others with 1% hypochlorite solution and send to laundry.

14) Spray in groom fresheners in all rooms on a daily basis & at regular intervals.

15) Assist in transporting dead bodies to mortuary and dispose off dead fetus and amputated limbs or other parts to BMW collection point.

16) Assist in fumigation of ICUs as per schedule.

17) Cleaning, mopping & disinfecting the OT floors, walls, ceilings/OT lights morning before starting case, in between cases and terminal cleaning at the end of the day.

18) Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when client is discharged or when soiling occurs.

19) Cleaning and carbolization of ICU beds, OT beds between cases.

20) Washing of slippers in ICU's, OT, dialysis etc.

21) Scrubbing/cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.

22) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime.

23) Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the ESIC official in charge.

24) Any additional work assigned by the Sister I/C of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C on duty of that area. Checklist has to be provided and signature of Sister I/c to be obtained and submitted to Administration branch every month.

(B) Waste Disposal Management (Including Bio Medical Waste):

- 1) The contractor will prepare a flowchart indicating the method of collection / disposal, etc.
- 2) The contractor will teach and train his staff for the collection / disposal work. The garbage will have to be disposed off at least thrice a day.
- 3) The contractor will make arrangement to collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the hospital.
- 4) Supervision of collection of BMW by the outsourced agency and documenting the same.
- 5) Ensure that the GHMC bin is cleared daily.

(C) Weekly Services:-

The deep cleaning of the entire area will be done by the Contractor once a week as under:-

Dusting of entire area including windows/window panes/ doors/ ledges, etc.

1. Thorough cleaning/sweeping/washing/mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
2. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
3. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
4. Washing of outside area with High Pressure Jet machine.
5. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
6. The Contractor will make a cleaning program and submit to ESIC for weekly cleaning so that ESIC's concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
7. The Contractor will work in the specified area mentioned in the scope of work.
8. The Contractor will provide the duty register to ESIC as required.
9. Cleaning of water coolers at least twice a week and maintaining a cleaning schedule.

(D) Pest and Rodent Control Services

1. The entire hospital including parking spaces, drive ways, wards, ICUs, office rooms, store rooms, sterile areas, Operation theatres etc. are included in the scope of contract for Pest and Rodent Control Services.
2. The Contractor shall take effective measures for Rodent and Disinfection Services including fogging etc. in the area under contract.

3. The Contractor shall use chemicals that are harmless to humans and machines and treated area. MSDS report of these chemicals should be

so be attached. These chemicals, tools required for pest and rodent control and man power needed has to be arranged by the contractor himself.

4. The Contractor will be responsible for any damage to human/machinery by any chemicals used by him. Any damage caused to machinery/books due to rodent and disinfection services in the areas covered under contract shall be made good by the Contractor.

5. The Contractor will submit a detailed plan for carrying out the Pest and Rodent Control Services for the approval of ESIC SSH Sanathnagar.

6. The contractor shall provide good quality gum pads / metal cage traps for rodents at places / sites as and where required.

7. In case of any event of sighting/ notice/ occurrence of pest, rodent infestation a penalty of Rs.1,000/-s shall be levied on every such occasion.

(E) Housekeeping Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the Contractor supervising staff on duty daily. The said checklist will be verified by Sister incharge at regular intervals.

2. Management / Housekeeping Service Requirements/ Complaints Report

This is to be filled up by the management and administrative staff of the Contractor who receive/observe the complaints/requirements for any of the services. All suggestions, complaints related to services or staff deployed by the Contractor will be registered at site on the computer provided to the Contractor and reported to Caretaker, ESIC. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3. Housekeeping Services Complaint Register

This register is to be completed on the basis of information received by the Housekeeping Manager from ESIC officials through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter/fax/e-mail, verbal complaints from ESIC, etc. and necessary action is to be taken.

ADDITIONAL SCOPE PERTAINING TO HOSPITAL:

1. Housekeeping in the hospital conditions is different than the housekeeping services in other commercial organizations. Housekeeping staff has to work between the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staff has to show his /her humanitarian concern towards the patient and provide him all types of required help and services. Such services may be need bases and might not been included in the general scope of work but they have to be provided by the housekeeping staff if needed.

In view of the above any work assigned by the sister I/C for the patients benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him in change of soiled cloths / linen or any type of need in emergency and Helping the ill patient in any type of need is included in the scope of work.

The housekeeping staff shall maintain cleanliness in the patient rooms/ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.

2. OPERATION THEATERS:

Operation theatres are the most important place in the hospital which needs maximum care and cleanliness by the housekeeping staff. Repeated cleaning and disinfection of the operation theatres after every operation, removal of the biomedical waste including human body parts and soiled waste, cleaning the used soiled linen as per SOPs of the Operation theatres and any other type of work assigned by the sister I/C of operation theatre to the housekeeping staff has to be performed efficiently.

All the dustbins washed and lined with colour-coded bags in the morning. The trash bag shall be changed as per schedule.

Dedicated staff to be deployed at OT & ICCU.

Operation theatre walls shall be thoroughly cleaned using a specialized soap/disinfectant solution before and after every operation.

Floor shall be washed thoroughly mopped with a specialized soap/disinfectant solution. The entire operation theatre floor area shall be scrubbed once a day.

Toilets/bathrooms will be cleaned with soap solution and kept odor free using deodorizer cubes.

The common areas, doctor's lounge, nurses lounge, Change rooms, waiting lounge and inside operation theatre shall be swept and mopped in the morning and at regular intervals to keep them clean.

The floor scrubbing will be done in the night or as and when asked for according to the scheduled operations and movements in that area.

3. CLEANING OF OFFICES/CONSULTANT ROOMS

The Contractor shall remove trash from office dustbins and change the trash liner every evening before closing hours.

The offices shall be dry dusted and swept after the closing hours.

Vacuum cleaning shall be done on carpets, upholstery and whenever required.

The work tables shall be cleaned with soap solution in the morning.

The office shall be mopped with soap solution in the morning.

Office staff rest rooms/toilets shall be cleaned using soap solution and kept odour free using deodorizer.

4. CLEANING OF LABORATORY AND OTHER CRITICAL AREAS

- All the dustbins shall be washed and lined with colour coded bags in the morning. The trash bag shall be changed when it is full.
- Walls shall be thoroughly cleaned using a specialized soap/disinfectant solution in the morning.
- The floor shall be thoroughly mopped with a specialized soap solution.
- The entire laboratory area shall be scrubbed at least twice in a week.
- Toilets/bathrooms shall be cleaned with soap solution and kept odour free using deodorizer cubes.
- The common areas shall be swept and mopped in the morning and at regular intervals to keep them clean.
- Dusting and cleaning of equipments as directed by departments on a daily basis. No Rotation of staff in critical areas like OT, Laboratory, ICU & Wards is allowed.

General Requirements and Documentation:

Organizational structure and line of authority

Housekeeping manual and all SOP (Standard Operating Procedures)

List of equipments used

Colour coding

On job training and documentation

Description for each category of housekeeping

Hospitable and polite with patients and hospital staff

Personnel Protective Equipments (PPE)

Wherever necessary HBV vaccination of all the staff (Hepatitis B Vaccine)

Maintaining records of

- Needle stick injuries
- Amount of waste going out to outsourced agency
- Memorandum of understanding
- Complaint book

Maintaining logs and checklists

Both male and female staff should be posted in areas like wards, ICUs, casualty and OPD

Female patients should be attended by female staff only.

Immediate replacement of on leave staff.

Rotation of staff if required

The Housekeeping contractor shall cover entire open and covered areas of the hospital. However a provisional cleaning schedule for critical areas is as given below -

S. No.	ACTIVITY	FREQUENCY	AGENTS USED
1. OT AREA/ VERY HIGH RISK AREA			
1	Garbage Removal	After every case	As per the BMW guidelines
2	1st mopping	Before starting 1st patient and after ever case	Germicide
3	2nd mopping	Before starting 1st patient and after ever case	1% Sodium Hypochlorite
4	Garbage removal from the OT corridor	When bags are 3/4thfull	As per the BMW guidelines
5	Mopping of the OT corridor	Thrice a day	Flat mop
6	Dusting of doors and windows in OT corridor	Once a day	Z colour duster
7	Mopping in the OT walls	Twice a day before starting and the end of the day	Bacillocid/ Virux
8	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide
9	Washing of Slippers	Once a day	Detergent
10	Washing of OT	Once a week	Detergent
2. ICU / HIGH RISK AREA			

1	Garbage Removal	Thrice a day/ When bags are 3/4thfull	As per the BMW guidelines
2	Dry mop	Thrice a day	Feather brush
3	Dusting	Thrice a day	Z colour duster
4	Mopping	Thrice a day	Germicide
5	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide
6	Washing of Slippers	Once a day	Detergent
7	Assist in carbolization / Fumigation	When required	Bacillocid
8	Scrubbing of floor/ Walls	Once a month	Detergents
3.MODERATE RISK AREA WARDS			
1	Garbage Removal	Thrice a day/ When bags are 3/4thfull	As per the BMW guidelines
2	Dry mop	Thrice a day	Feather brush
3	Dusting	Thrice a day	Z colour duster
4	Mopping	Thrice a day	Germicide
5	Washroom & wash basins cleaning	Thrice a day and when required	Germicide
4. PUBLIC AREA WASHROOM			
1	Cleaning	Every 2 hourly	Germicide
2	Washroom & wash basins Cleaning	Thrice a day and when required	Germicide
5. LOBBY			
1	Garbage Removal	Thrice a day/ When bags are 3/4thfull	As per the BMW guidelines
2	Dry mop	Thrice a day	Feather brush
3	Dusting	Thrice a day	Z colour duster
4	Mopping	Thrice a day	Germicide
6. OPD AREA			
1	Garbage Removal	Thrice a day/ When bags are 3/4thfull	As per the BMW guidelines
2	Dry mop	Twice a day	Feather brush
3	Dusting	Twice a day	Z colour duster

4	Mopping	Thrice a day	Germicide
5	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
7.STORES (MEDICAL, SURGICAL, NON-MEDICAL)			
1	Garbage Removal	Thrice a day/ When bags are 3/4th full	As per the BMW Guidelines
2	Dry mop	Twice a day	Feather brush
3	Dusting	Twice a day	Z colour duster
4	Mopping	Twice a day	Germicide
5	Rodents and pest control	Once a day	Gum pads, Rat cages
8. MORTUARY			
1	Garbage Removal	Once a day/ When bags are 3/4th full	As per the BMW guidelines
2	Dry mop	Twice a day	Feather brush
3	Dusting	Twice a day	Z colour duster
4	Mopping	Thrice a day	Germicide
9.ADMINISTRATION /RECORD / ENGINEERING OFFICE			
1	Garbage Removal	Once a day/ When bags are 3/4th full	As per the BMW guidelines
2	Dry mop	Once a day /when required	Feather brush
3	Dusting	Once a day/ when required	Z colour duster
4	Mopping	Once a day /when required	Germicide
5	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
10.CSSD/LAUNDRY			
1	Garbage Removal	Once a day/ When bags are 3/4th full	As per the BMW guidelines
2	Dry mop	Twice a day /when required	Feather brush
3	Dusting	Twice a day/ when required	Z colour duster
4	Mopping	Twice a day /when required	Germicide
5	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
6	Washing of sterile area(CSSD)	Once a day	Virux solution

7	Assist in Fumigation(CSSD)	Once a week (Saturday afternoon) or as and when instructed	Bacillocid
11. Radiology			
1	Garbage Removal	Once a day/ When bags are 3/4 th full	As per the BMW guidelines
2	Dry mop	Twice a day /when required	Feather brush
3	Dusting	Twice a day/ when required	Z colour duster
4	Mopping	Twice a day /when required	Germicide
5	Washroom and wash basin Cleaning	Thrice a day and when required	Germicide
6	Assist in Fumigation(CSSD)	Once a week (saturday afternoon) or as and when instructed	Bacillocid
7	Cleaning of work benches	Twice a day and when required	0.25% Hypochlorite
12. Laboratory			
1	Garbage Removal	Once a day/ When bags are 3/4 th full	As per the BMW guidelines
2	Dry mop	Thrice a day /when required	Feather brush
3	Dusting	Twice a day/ when required	Z colour duster
4	Mopping	Thrice a day /when required	Germicide
5	Cleaning of work benches	Twice a day and when required	0.25% Hypochlorite
6	Washroom and wash basin Cleaning	Thrice a day /when required	Germicide
7	Assist in Fumigation	Once a month or as and when instructed	Bacillocid
8	Washing of Slippers	Once in a week	Detergent

Dilution of wizzard in all areas = 40 ml in 1 litre of water Cleaning of spillage of Blood/Body fluids

1. Use disposable gloves.
2. Cover area with 1% Sodium Hypochlorite
3. Leave for 20minutes
4. Collect residue with disposable paper. Wipe and discard in bag.
5. Wash surface with detergent and dry.
6. All waste, gloves, wipe, discard, seal and dispose as clinical waste/ Mops cleaning Detergent wash and dry.

Buckets – Detergent wash and dry

(if contaminated 1% Sodium Hypochlorite overnight rinse and dry).

Body packing services:-

The consumables shall be provided by ESIC, the Contractor shall carry out the body packing services as directed by ESIC.

OTHER INSTRUCTIONS:

A(1). Break-up of wages to be paid to the Sanitary Attendant and Sanitary Inspector:

The following table shows the break-up of wages (in Rs)

	Sanitary Attendant	Sanitary Inspector
Basic	523.00	579.00
DA	282.00	314.00
Basic + DA	805.00	893.00
per month	20930.00	23218.00
ESI	680.23	0.00
EPF	1950	1950
Total per month	23,560.23	25,168.00

Note:

1. PF contribution is restricted to wages of Rs 15000/- per month
2. The employees are eligible for Bonus, Leaves, National/ Festival Holidays as per applicable laws

A(2). Separate Excel sheet is attached towards price break up of wages, consumable, etc., to be uploaded in financial bid

B. Additional Terms and Conditions

1. In case the contractor fails to commence the contract by the date mentioned in the work order from the scheduled date, the performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
2. On award of contract, the contractor has to obtain a separate sub-code for ESIC and EPF for Hyderabad location for remitting the contributions for this site and all the remittances of contributions pertaining to the staff deployed at this Hospital shall have to be done under the sub-codes only.
3. The contractor shall not indulge in corrupt practices in any manner including taking amount for appointments or assigning suitable duties etc. In case it is found, the contract shall be summarily terminated and shall stand blacklisted for five years from the date of termination.
4. The contractor shall have to adopt a very transparent and efficient process for selection of their manpower to be deployed at this site. Advertisements shall have to be given in major newspapers with details of contractual employment, location, pay etc. All the application forms received, their process of evaluation and appointment etc shall be preserved and provided to this Hospital as and when required.
5. The successful contractor, before the start of the contract, has to submit a list of employees containing the details of Name, designation, qualification, experience, bank account number, aadhaar no, status of police verification. The contractor shall also provide bio-data of all the employees with the enclosures (copies of certificates) of educational qualifications, experience, police verification etc.
6. The contractor shall submit undertakings obtained from each employee that they are aware that their employment is temporary in nature and liable to be terminated any time and no amount is paid to the contractor or any person for the purpose of this employment. Similarly, the Contractor has to submit an undertaking that he has not collected or received any amount from the deployed staff for the purpose of providing employment. In case of the additional manpower deployed for the purpose of COVID duties (if any), the requirement shall be only till the COVID wave lasts and the manpower shall have to be discontinued

after that and the contractor shall adjust the discontinued employees by himself and ESIC shall not be responsible for their relocation or reappointment or readjustment.

7. All the employees deployed at this site shall have to be given appointment letters by the contractor. A penalty of Rs 1000/- per each employee for whom appointment letter was not issued shall be levied and deducted from the monthly bill.
8. The Contractor at all times should indemnify ESIC 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; Maternity Benefit Act, 1961; Shops and Establishments Act or any modification thereof or any other law relating thereto and rules made thereunder from time to time. ESIC will not own any responsibility in this regard.
9. The Contractor has to provide standard liveries to its staff. The staff shall be in proper uniform provided by the contractor but approved by ESIC administration with their identity properly displayed. Samples of liveries will have to be submitted by the Contractor for the approval of competent authority. In case of failure of the contractor to provide uniforms or proper uniforms to the staff, ESIC reserves the right to provide the uniform and deduct the expenditure incurred on the same from the monthly bills. In addition, penalty at the rate of Rs 1000/- per day per person may also be levied at the discretion of the Medical Superintendent. The Contractor shall ensure that the staff on duty wears proper uniform and in case any staff is found to be not wearing uniform or proper uniform, penalty at the rate of Rs 1,000/- per employee per day will be levied.
10. **Payment Procedure:**
 - a) Payment to all the engaged employees will have to be made on or before 7th of the succeeding month, delay in salary wages and exploitation of engaged employees shall not be tolerated by ESIC and a penalty of Rs. 1,000/- per employee per day shall be levied for delay in payment of salary to engaged employees. Said penalty shall be imposed and deducted from the total bill. **"PAYMENT OF WAGES IS NOT LINKED TO PAYMENT OF THE BILL BY ESIC."** However, Endeavour shall be made to make payment to the Agency in time.
 - b) All the payments to the workers have to be made by the Agency through Bank transactions only on or before 7th day of following month (i.e. January 2025 is paid before 7th of February 2025). Cash payment is strictly prohibited. Agreement with the Agencies, who does not make payment to its workers through Bank is shall be terminated.
 - c) The Contractor is also required to issue payslips to all its employees every month. In case of failure to provide payslips, a penalty of Rs 1000/- per employee for whom payslip was not issued shall be deducted from the monthly bill. **A PDF file showing the payslips of all the employees shall have to be mailed to the Hospital mail id.**
 - d) Payment will be made upon submission of the bill in triplicate. Payment of the bill will be based on computerized print outs in standardized proforma approved by ESIC SSH Sanathnagar along with computer generated attendance sheet in respect of the persons deployed. Bills without relevant documents may not be processed till the submission of all the documents.
 - e) While submitting the bill, the contractor shall file an undertaking as per **Annexure C** appended to this ATC without which bill shall not be processed.
11. All the employees of the Contractor have to mark their attendance in the Aadhaar Enabled Biometric attendance facility or any other attendance system as per the instructions of the competent authority of the Hospital. Payment of the bills shall be based on the attendance marked on such system along with the satisfactory certificate from the HoDs and the feedback from Santusht App.
12. The contractor shall maintain all statutory registers/ documents required in compliance to various labour and other laws. The same shall have to be produced, on demand, to the Hospital authorities or any other authority under law.
13. A representative of the Contractor should be present on every Saturday during 09:00 AM to 05:00 PM during the period of contract for proper monitoring. The records of such visits shall be entered in the register provided at the Hospital. The register shall contain the details of visit, corrective/remedial actions taken regarding the complaints/incidents raised by the deployed staff/Hospital, remarks etc. In case of non-visiting of the hospital as above, a penalty of Rs 1000/- per occasion shall be levied and deducted from the monthly bill. In case of non-maintenance of above register properly, Rs 1000/- per each instance shall be levied. The representative has to mark his attendance in the Aadhaar Enabled Biometric attendance facility or any other attendance system as per the instructions of the competent authority of the Hospital.
14. **Risk Clause**
 - a) The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of any failure of the existing arrangement. ESIC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by the ESIC SSH Sanathnagar from

- m the Contractor Security Deposit or pending bill or by raising a separate claim.
- b) All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the Medical Superintendent. Contractor and his staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.
 - c) In the event of loss/damage of equipments etc. at the premises of the ESIC SSH Sanathnagar due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to ESIC SSH Sanathnagar. The decision of the Medical Superintendent / Dean shall be final in this case and binding on the contractor. The Contractor or his representative/s shall meet Hospital representative/s regularly to take feedback regarding the services.
 - d) The Contractor will also maintain a suggestion book for comments on the services rendered by it and present to administration office monthly.
 - e) The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the ESIC SSH Sanathnagar premises and shall indemnify Hospital, for any loss or damage caused by any act of the Contractor or its employees or staff etc.
 - f) The Contractor shall not assign or sublet this Agreement or any part thereof to any third party, where service of associates for providing services / meeting contractual responsibilities if availed by the contractor, the contractor shall be fully responsible for performance & all acts of the associate as if they are his own.
 - g) Training on behavior aspects and ethics must be done regularly. ESIC SSH Sanathnagar's way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.
 - h) Licenses if any required for providing the manpower services at the site will be procured by the Contractor.
15. The monthly GST for this site has to be paid separately and shall have to be submitted along with the bill.
 16. It is the responsibility of the contractor to draw the duty roster of contract employees in consultation with respective HoDs or ANS I/cs. In case of non-submission of duty roster by 25th of the previous month, a penalty of Rs 1000/- per day per ward/Department/unit shall be levied. The duty roster shall be in compliance with all the labour/other laws in vogue and it is the sole responsibility of the contractor in case of any labour issues arising out of such rosters.
 17. Escalation Matrix for resolving the grievances of the deployed employees has to be shared with all the employees. Any grievance received from any employee has to be attended and resolved in reasonable time. Proper record of such grievances along with their resolutions shall have to be produced to the Hospital authorities once in a month or as and when demanded.
 18. ESIC reserves the right to reduce the number of outsourced manpower to any. It is the sole responsibility of the Contractor to adjust the discontinued manpower in its own organization. Any labour/legal issues arising out of the above shall have to be looked after solely by the contractor and ESIC shall not take any responsibility in this regard.
 19. Feedback regarding the performance of the deployed manpower shall be taken regularly from the HoD s/DMS/ANS I/c and Santusht App. Replacement of employee(s) due to unsatisfactory performance shall have to be done within 48 hours of intimation given to the contractor by the Hospital Authorities.
 20. The manpower shall be deployed at the Hospital only after mandatory **induction training** of atleast 7 days. All the employees shall have to be given certificates by the contractor regarding successful completion of induction training and the copies of the same shall have to be submitted to ESIC before start of the contract. The complete details of training imparted by the contractor shall be shared to ESIC. The expenditure incurred for the above training shall have to be borne by the contractor only. ESIC shall not undertake to provide any premises/training room for the above training.
 21. The on-duty Housekeeping Supervisor has to take rounds of the premises, wards and each and every corner of the Hospital and its outside premises. As a proof of above, the Supervisor has to obtain signature of the Assistant Nursing Supervisor or any designated official of the ward or Department in a register and produce the same on demand by the Hospital Administration. For common areas the signature has to be obtained from the Caretaker.
 22. The contractor has to liaison with the GHMC and ensure that the garbage is collected from Hospital premises every day. In case the GHMC, for any reason, does not collect the garbage for 3 continuous days, the contractor shall arrange to dispose the garbage at his own risk and cost. No additional charges shall be paid for the above.
 23. The manner in which the contractor engages manpower and cases of disengagement from work, if any,

would entirely be under the purview of the contractor to decide. However, as far as possible, attempts shall be made by the contractors to engage the willing and suitable manpower from the previous contractors as long as there are no complaints against them. The continuation of contractual workers shall always be in accordance with law and this will not be construed as giving any permanence to the contractual employees.

24. Notwithstanding anything contained above, the following penalties shall be levied for non-compliance of terms & conditions of GeM bid document, Contract Agreement, work order etc from the monthly bills of the contractor or the performance security deposit:

S.No.	Nature of non-compliance	Penalties for non-compliance
1.	Fails to commence the contract by the date mentioned in the work order	Performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
2.	Non-obtaining of separate ESIC and / or EPF Sub Code for this site	Rs 10,000/- during the first month, Rs 20,000/- for subsequent months. In case the delay is beyond 3 months, cancellation of contract by Dean/Medical Superintendent
3.	The contractor shall not indulge in corrupt practices in any manner including taking amount for appointments or assigning suitable duties, taking back the amount paid as salary, taking charges for uniforms from employees etc.	The contract shall be summarily terminated and the contractor shall stand blacklisted for five years from the date of termination
4.	Non deployment of total manpower mentioned in the contract as per the date of joining or as per the manpower demanded by ESIC.	Up to 15 Days, @1% per day of the total value of non-deployed manpower. Beyond 15 days contract may be cancelled with cancellation charges @ 10% of the order value.
5.	Not providing escalation matrix for redressal of grievances of employees	Rs 10,000/- during the first week, Rs 20,000/- for subsequent weeks. In case the delay is beyond 3 weeks, cancellation of contract by Dean/Medical Superintendent
6.	Non-submission of list of employees containing the details of Name, designation, qualification, experience, bank account number, aadhaar no, status of police verification and bio-data of all the employees with the enclosures (copies of certificates) of educational qualifications, experience, police verification etc.	Rs 1000/- per employee for each day of delay
7.	The contractor shall submit undertakings obtained from each employee that they are aware that their employment is temporary in nature and liable to be terminated any time and no amount is paid to the contractor or any person for the purpose of this employment. Similarly, the Contractor has to submit an undertaking that he has not collected or received any amount from the deployed staff for the purpose of providing employment. The expenditure incurred for the undertakings/affidavits shall have to be borne by the contractor only and shall not be charged to the employees. (Please see clause no C (6) of Additional terms and conditions)	Rs 1000/- per person per each day of delay for non-submission of employees' undertakings. Rs 5000/- per day for non-submission of Contractor's undertaking.

8.	All the employees deployed at this site shall have to be given appointment letters by the contractor.	A penalty of Rs 1000/- per employee for whom appointment letter was not issued shall be levied and deducted from the monthly bill
9.	If the employee is found responsible for any theft, loss of material/ articles and damages	Deduction in actual from the monthly bills, equivalent to the value of the article lost/damaged by the employee. Replacement of the employee within 2 days/cancellation of contract by Dean/Medical Superintendent depending on the gravity of the act.
10.	If the employee is found responsible for disobedience/ misconduct	Warning/counselling/Immediate replacement within 2 days as decided by the Dean/Medical Superintendent depending on the gravity of the act.
11.	If the employee is absent or takes leave for more than 2 days without informing or taking prior approval.	Substitute within 2 days failing which, @ 1% per day of the total value of the absent resources up to 15 days. Beyond 15 days contract may be cancelled with cancellation charges @ 10% of the order value.
12.	If the employee is found responsible for adopting illegal methods or exercising any corrupt practice in collusion with any third party or officials or indulges in group activities at the workplace that affects patient care or damages the name of ESIC or Hospital or Medical College	Immediate replacement within 2 days/ cancellation of the contract with cancellation charges @ 10%, as decided by the Dean/Medical Superintendent depending on the gravity of the act.
13.	Non-provision of standard uniform, ID cards & leveries as mentioned in the Terms & Conditions of the contract	A penalty at the rate of Rs 1000/- per day per person shall be levied on the contract or.
14.	Staff not wearing uniform and ID cards	Penalty at the rate of Rs 1,000/- per employee per day will be levied on the contractor
15.	Non-payment of wages on or before 7th of the succeeding month irrespective of pending bills with ESIC	Rs 1,000/- per employee per each day of delay. The amount has to be paid to the employees for whom the payment of salaries was delayed.
16.	Underpayment of wages to any deployed employee	Rs 1000/- per each employee per day till the underpayment is made good.
17.	Non-payment or underpayment of ESIC contribution	Rs 1000/- per each employee per day till the underpayment is made good.
18.	Non-payment or underpayment of EPFO contribution	Rs 1000/- per each employee per day till the underpayment is made good.
19.	Non-issue of payslips to the employees	Penalty of Rs 1000/- per employee per month for whom payslip was not issued
20.	Non-submission of bill by 20 th of the succeeding month	Rs 5000/- per each day of delay
21.	Non-maintenance/submission of statutory registers	Rs 5000/- per each instance

22.	In case of non-visiting of the hospital by Contractor/his representative or non-marking of biometric attendance	a penalty of Rs 1000/- per each day of absence or non-marking shall be levied
23.	Incase of non-maintenance of visit register properly	Rs 1000/- per each instance shall be levied
24.	Non-maintenance of suggestion book	Rs 1000/- per day
25.	Submission of duty roster by 25 th of the previous month and display of names of the deployed employees at ward / Department /Unit	It is the responsibility of the contractor to draw the duty roster of employees deployed at the Hospital. Incase of non-submission of duty roster by 25 th of the previous month, a penalty of Rs 1000/- per day shall be levied. The duty roster shall be in compliance with all the labour/other laws in vogue and it is the sole responsibility of the contractor incase of any labour issues arising out of such rosters from Regional Labour Commissioner or any Statutory authority
26.	Non-availability of cleaning equipments on the date of start of contract	Performance security deposit shall be forfeited and the contractor shall be blacklisted for three years.
27.	Non-replacement of non-functioning cleaning equipment or any cleaning equipment not found functioning	Rs 5000/- per each day of non-replacement of non-functioning of cleaning equipment
28.	Non availability of chemicals/PPEs/ consumables etc	Rs 5000/- per each day of non-availability of chemicals/PPEs/ consumables etc
29.	Incase the brooms or any cleaning material found in any place other than the designated places	Rs 1000/- per instance
30.	If the GHMC garbage area and adjacent premises is not found cleaned	Rs 5000/- per each instance
31.	Staff not using PPEs	Rs 1000/- per person per each instance
32.	Indulging in smoking/drinking/sleeping or any other misconduct during duty hours	Rs 5000/- per person and immediate removal of the offender and replacement
33.	Duty performed by a worker for more than one shift in 24 hours	Shall not be allowed. Incase such instance is found, Rs 1000/- penalty per such worker. The Contractor shall be solely responsible regarding labour issues arising for such act from Regional Labour Commissioner or any Statutory authority
34.	If an Office is not established within 15 days of issue of work order	Rs 5000/- per each day upto first 10 days, Rs 10000/- per each day from 11 th to 20 th day 15000/- per each day from 21 st to last day of the month. After one month, termination of contract
35.	If the Housekeeping Supervisor fails to take rounds and obtain signature of the ward-incharges or designated Officials	Rs 1000/- per each instance

36.	Unsatisfactory performance	Individual Complaint: 1000/- per instance. Adverse report by Committee for inspection: 5000/- per instance. Adverse Monthly report: 10,000/- per report
37.	Usage of Wrong/Improper chemical	Rs 5000/- per instance
38.	If lesser number of staff are deployed when compared to the duty roster	Rs 1000/- per each undeployed staff
39.	If any complaint is unattended in 15 minutes	Rs 1000/- per each instance
40.	If any staff refuses to do any work which is under the scope of the contract	Rs 5000/- per each instance
41.	Supply or usage of inferior quality consumables, PPEs, cleaning equipments, Chemicals	Rs 5000/- per each instance
42.	Supply of inadequate quantity of consumables, PPEs, cleaning equipments, Chemicals	Rs 5000/- per each instance
43.	Any on-duty employee not present in the allotted Department	Rs 1000/- per each instance
44.	If the contractor fails to dispose the garbage within 24 hours (of completion of 3 continuous days of non-collection by GHMC)	Rs 5000/- per day
45.	If paan or gutkha marks are found in the premises of the Hospital	Rs 1000/- per each instance

C. Additional Documents to be submitted:

1	EMD (Rs 7,05,980/-) (If claiming exemption please upload necessary certificates/supporting documents)
2	Document showing minimum Average Annual Turnover of Rs 353 lakhs during the last three years Financial Year 2022-23 (Assessment year 2023-24), Financial Year 2023-24 (Assessment year 2024-25) & Financial Year 2024-25 (Assessment year 2025-26)
3	Check list along with Proforma's (A to E given below)
4	Registration certificates / Licenses under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of Telangana
5	Declaration regarding non-blacklisting - Annexure B given below
6	Proof of payment of GST for the months of June 2025, July 2025 & August 2025. Please upload the Final Return (GST) for the above months.
7	Proof of payment of ESIC Contributions for the months of June 2025, July 2025 & August 2025. Please upload challans and Return on Contribution for the above months
8	Proof of payment of EPF Contributions for the months of June 2025, July 2025 & August 2025. Please upload challans and Electronic Challan cum receipt (ECR) for the above months
9	An office of the Service Provider must be located at Hyderabad/Secunderabad. Documentary evidence to be submitted. In case no office is located at the time of participating in the bid, bidder shall submit an undertaking that within 15 days of issue of work order, an office shall be established at Hyderabad / Secunderabad and documentary evidence regarding this shall be submitted
10	Audited Balance Sheet and Profit & Loss Account for the Financial Years 2021-22, 2022-23, 2023-24 (i.e., Assessment years, 2022-23, 2023-24, 2024-25 respectively)
11	Documentary evidence in compliance with the following clause: The Bidder must have executed at least One single order of 80% value of the Bid (or) Two orders each of 50% value of the Bid (or) Three orders each of 40% value of the Bid for similar service(s) in last three years (i.e., financial years 2022-23, 2023-24, 2024-25) to any Govt. / Semi Govt. /Autonomous Bodies/ PSUs

12	Contract Orders, Experience, or Work Completion Certificates indicating the nature of services, contract duration, and value, along with contact details of the respective departments, to validate the following clauses: i. Total Experience of the firm(Atleast 5 years as on 31-03-2025) ii. Number of years of experience in relevant area i.e. Housekeeping services in Govt. / Semi Govt. /Autonomous Bodies/ PSUs (Atleast 2 years as on 31-03-2025) iii. Present operational contracts in the relevant field i.e. Housekeeping services (Atleast 2 contracts)
13	An escalation matrix detailing the process for handling such complaints or concerns shall be submitted on the firm's/company's official letterhead, duly signed and stamped by the authorized signatory.
14	A PDF presentation comprising 8 to 12 slides must be submitted, outlining the company's objectives, achievements, vision, milestones, and strategic direction.
15	Integrity Pact as attached in Buyer Added Bid Specific Terms and Conditions

Non-submission of the above documents may lead to disqualification.

CHECK LIST

The following check list (to be filled) along with Proforma's have to be submitted (uploaded on GeM) by the bidders along with other documents. Non-submission of check list along with Proforma's shall lead to disqualification

Description	To be submitted	Please mention the submitted document
EMD (Rs 7,05,980/-) (If claiming exemption please upload necessary certificates/supporting documents)	Demand Draft /Bank Guarantee or exemption certificate	
Minimum Average Annual Turnover of the bidder (For 3 Years) (Rs 353 lakhs) Financial Year 2022-23 (Assessment year 2023-24), Financial Year 2023-24 (Assessment year 2024-25) & Financial Year 2024-25(Assessment year 2025-26) Audited Balance Sheet and Profit & Loss Account for the Financial Years 2021-22, 2022-23, 2023-24 (i.e., Assessment years, 2022-23, 2023-24, 2024-25 respectively) Registration certificates / Licenses under contract labour act of Government of India (Contract Labour Act (R&A) 1970) or Government of Telangana Proof of payment of ESI contribution for the months of June 2025, July 2025 & August 2025	Audited profit & loss a/c or CA certificate Proforma A Audited Balance Sheet and Profit & Loss Account Labour Registration Certificates of Government of India or Government of Telangana Challans and Return on contribution	
Proof of payment of EPF Contribution for the months of June 2025, July 2025 & August 2025 Proof of payment of GST for the months of June 2025, July 2025 & August 2025	Challans and Electronic Challan cum receipt (ECR) Final Return (GST)	
Documentary evidence regarding local office at Hyderabad/Secunderabad. Incase no office is located at the time of participating in the bid, bidder shall submit an undertaking that within 15 days of issue of work order, an office shall be established at Hyderabad/ Secunderabad and documentary evidence regarding this shall be submitted	Lease/rent agreement or any other Government document showing the address OR Undertaking	
Declaration regarding non-blacklisting	Declaration – Annexure B	
Executed contracts (completed) in 3 financial years i.e. 2022-23, 2023-24 and 2024-25 One contract worth 2,82,39,198 (or) Two contracts worth Rs 1,76,49,499 each (or) Three contracts worth Rs 1,41,19,599 each	Proforma B	
Total Experience of the firm(At least 5 years as on 31-03-2025)	Proforma C	
Number of years of experience in relevant area i.e. Housekeeping services in Govt. / Semi Govt. /Autonomous Bodies/ PSUs (Atleast 2 years as on 31-03-2025) Present operational contracts in the relevant field i.e. Housekeeping services (Atleast 2 contracts)	Proforma D Proforma E	
Complaints addressing mechanism in human resource	Escalation Matrix	
Online Presentation of company profile (8 to 12 slides)	Presentation	
Integrity pact	As attached in Buyer Added Bid Specific Terms and Conditions	

Proforma A

Turnover Year	Annual Turnover in Rs	Whether Audited profit & loss a/c or CA certificate enclosed
Financial Year 2022-23 (Assessment year 2023-24)		
Financial Year 2023-24 (Assessment year 2024-25)		
Financial Year 2024-25 (Assessment year 2025-26)		

(Please provide the details of only 3 Financial Years mentioned above which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma B

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Housekeeping, Nursing and Paramedical, Security manpower services or others	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only one or two or three completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma C

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Housekeeping, Nursing and Paramedical, Security manpower services or others	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma D

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Housekeeping	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order and satisfactory completion certificate enclosed

(Please provide the details of only completed contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Proforma E

Name of the Organisation for which manpower services were provided	Whether the organisation is a Govt. / Semi Govt. / Autonomous Bodies/ PSUs	Nature of services provided i.e., Housekeeping	Date of commencement of service	Date of completion of service	Amount in Rs	Whether work order or documents satisfy present operational contracts enclosed

(Please provide the details of only present operational contracts which satisfy the required eligibility criteria. Uploading of documents other than the above may lead to disqualification)

Criteria for selection of Agency:

A) Those bidders who qualify in the Eligibility Criteria mentioned under “ **Additional Documents to be submitted & Checklist**” shall only be further considered for selection on the basis of Quality cum Cost Based Selection (QCBS) criteria (30:70 for Technical and Financial evaluation respectively). An illustration of QCBS criteria in a bid is provided as under:

S.No.	Particulars	Marks Breakup		Allocation of marks		Supporting documents to be uploaded
				Min	Max	
1	Average Annual Turnover of the previous three financial year (i.e. 2022-23, 2023-24 and 2024-25)	3.5 Crores to 7 Crores	10	10	20	Audited profit & loss a/c or CA certificate
		7 Crores to 10.5 Crores	15			
		>10.5 Crores	20			
2	Total Experience of the firm	5 to 7 years	5	5	15	Experience or Work Completion Certificates indicating contract value, along with contact details of the respective departments, to validate the firm's total experience
		7 to 10 years	10			
		> 10 years	15			
3	Number of years of experience in relevant area in Govt. / Semi Govt. / Autonomous Bodies/ PSUs	2 to 5 years	15	15	25	Experience or Work Completion Certificates for Housekeeping services from Government Departments or PSUs, including contact details of the respective departments, to validate the number of years of experience
		5 to 10 years	20			
		>10 years	25			
4	Present operational contracts in the relevant field	2 to 3 contracts	10	10	20	Only Work Orders or documents satisfy ongoing operational contracts in Housekeeping services per single contract will be considered for evaluation
		4 to 5 contracts	15			

		> 5 contract s	20			
5	Complaints addressing mechanism in human resource	Mechanism	10	5	10	The firm must have a complaint addressing mechanism in place to receive, address, and resolve concerns related to its human resources. An escalation matrix detailing the process for handling such complaints or concerns shall be submitted on the firm's/company's official letterhead, duly signed and stamped by the authorized signatory.
6	Online Presentation	Presentation	10	5	10	A PDF presentation comprising 8 to 12 slides must be submitted, outlining the company's objectives, achievements, vision, milestones, and strategic direction.
Total Marks of Evaluation		Maximum Marks	100			
		Qualifying Marks	50			

B) Methodology for QCBS evaluation: (For example only. GeM calculates H1 as per 30:70 ratio)

1. Only those bidders whose Technical Proposals get a score of 50 (Fifty) marks or more out of 100 (one hundred) shall qualify for further consideration and shall be ranked from highest to lowest on the basis of their technical score. The score will be normalized (T_Norm) according to the highest marks (T_max) scored by a Bidder.
2. The Technically qualified bidder with lowest financial bid (F_lowest) will be awarded 100% score. The score of remaining qualified bidders will be normalized (F_norm) according to the lowest quoted Bidder. All the evaluation under financial will be as per GeM Portal option under QCBS.
3. The bidders must furnish the necessary documents to establish their eligibility for each of the items given in the Eligibility Criteria. Relevant portions of the documents should be highlighted. The proposals fulfilling the eligibility criteria mentioned in the tender document will only qualify for the Technical Evaluation under QCBS.

C) Final Evaluation:

1. The technical and financial scores secured by each Bidder will be added using weight age of and respectively to compute a Composite Bid Score.
2. The Bidders securing the highest Composite Bid Score as per GeM Portal selection will be adjudicated as the most responsive Bidder for award of the Contract as per GeM Portal option under QCBS.
3. In case of same or equal final score for 2 or more bidders, the bidder with higher technical score shall be treated as L1.

The detailed selection procedure (QCBS) is shown below. Bidders are advised to carefully go through this evaluation procedure.

Selection Procedure (QCBS) :

Minimum cut-off Marks for qualifying in Technical Bid - 50 marks out of 100 marks

- The proposal with the highest weighted combined score (quality and cost), calculated using the pre defined formula integrated into the GeM portal, shall be selected

- After filing the technical score, the system will open financial bid of all qualified
- Service Provider's and compute QCBS score as given below: QCBS calculation Logic (eg. 30:70 weight-age)

Successful bidder will be selected as below:

Selection of bidders will follow Quality Cost-Based Selection (QCBS) method in 30:70 ratio for Technical and Financial score respectively for deriving final score for each eligible bidders and selecting the successful bidder with the highest final score.

After the technical evaluation, a technical score (Tx) shall be assigned to all eligible bidders (who clear the eligibility criteria) as per the scoring mechanism defined in **Criteria for selection of Agency Point A**. If the highest technical score is T(max), then the normalized score (T_Norm) for all bidders will be calculated as below:

Name	Actual Score (Tx)	Normalized Score (T_Norm) (rounded to 2 decimal places)
Bidder 1	T(max)	100
Bidder 2	T2	$100 \times (T2/T(\max))$
Bidder 3	T3	$100 \times (T3/T(\max))$
Bidder 4	T4	$100 \times (T4/T(\max))$
So on.....		

After the financial evaluation, a financial score (Fx) shall be assigned to all eligible bidders (who clear the technical round). If the lowest quoted price is F(lowest), then the normalized score (F_Norm) for all bidders will be calculated as below:

Name	Actual Score (Fx)	Normalized Score (F_Norm)
Bidder 1	F(lowest)	100
Bidder 2 (2,00,000)	F2	$100 \times (F(\text{lowest})/F2)$
Bidder 3 (2,50,000)	F3	$100 \times (F(\text{lowest})/F3)$
Bidder 4 (3,00,000)	F4	$100 \times (F(\text{lowest})/F4)$
So on.....		

Final Score for bidders will be calculated as below:

$$\text{Final Score (C_Final)} = (0.3) \times (T_Norm) + (0.7) \times (F_Norm)$$

The bidder whose final score (C_Final) is the highest will be chosen as the successful bidder.

Example of GeM QCBS calculation:

	Technical Evaluation		Financial Evaluation	
Weightage =>	30%		70%	
	Marks	Score Calculated (T_norm)	Price	Score Calculated (F_norm)
Service Provider 1	75	83	2,00,000	50
Service Provider 2	80	89	1,00,000	100 (F_lowest)
Service Provider 3	90 (T_max)	100	2,50,000	40

Final Score (C_Final) =	(0.3) x (T_norm) + (0.7) x (F_norm)	Remarks
Service Provider 1	59.9	
Service Provider 2	96.7	Highest Score (H1)
Service Provider 3	58	

Note:

- In case successful bidder defaults or doesn't sign contract or doesn't deposit Performance Security Deposit as per the timeline, then the bidder scoring second highest final score will be asked to match the financial quote as quoted the successful bidder and so on. Under such scenario, user department may also scrap the bid process all together in case suitable agency is not found. User department reserves the right to take the final decision on this matter.
- In case of same or equal final score for 2 or more bidders the bidder with higher technical score shall be treated as qualified.

Annexure B

Declaration-Cum-Undertaking Regarding Non-Blacklisting by any agency of Government of India or State Governments and Understanding & Acceptance of All Terms & Conditions

(Self-certification in company's letterhead)

I, Son / Daughter of Shri.
..... Proprietor / Partner / Director / Authorized Signatory, am the competent to sign this declaration and execute this tender document.

I have carefully read and understood all the terms and conditions of the tender/GeM bid GEM/2025/B /..... and the attached ATC(s), and I hereby convey my acceptance of the same.

The information/documents furnished along with this application are true and authentic to the best of my knowledge and belief. I/We are aware that furnishing any false information or fabricated documents would lead to the rejection of my tender at any stage, besides liability for prosecution under the appropriate law.

There is no vigilance/CBI case or court case pending against the firm, nor has it ever been blacklisted by any government or Public Undertakings in India.

The company / firm have done in past satisfactory / disciplined work and have not been blacklisted.

Signature of Authorized person

Date:

Full Name:

Place:

Company's seal:

Annexure D

Additional Machinery and Cleaning Agent Requirements(Monthly Basis)

A) Additional Machinery(On rental basis)	Required No.s*
vacuum cleaner	2
floor scrubbing machine	3
Box sweeping machine	2
generally waste removal trolley	2
BMW remover trolley	1
mini scrubbing Machine	1
aluminum ladder	1
cobweb remover aluminum sticks small	2
cobweb remover aluminum sticks medium	2
cobweb remover aluminum sticks big	2
glass cleaning kit big	2
glass cleaning kit small	2
electrical extension Boxes	4
High Pressure Jet	1
Tower Ladder	1

*Required at the start of contract and to be replaced as and when required during the course of contract

B) Consumables	No. of units required per month#
Dry mop (set)	40
wet mop 12 inch (set)	150
round mop (set)	80
soft brooms	20
hard brooms	70
dust pan	40
lappam patti	20
Mugs	20
Sponge	80
squeezer big (set)	50
squeezer small (set)	25
sponge mop	10
glass cleaning wiper small	30
cobweb brush, big size	10

scrubbing machine pads	20
green pads	200
plastic brush	40
wire brush	10
Western commode brush	40
Round brush	40
dusting cloths	250
Yellow cloth	60
soft cloths	100
spray bottles	40
tissue paper roll	100
t brush	30
steel scrub	30
red colour wet mop sticks	20
green colour wet mop sticks	27
yellow colour wet mop sticks	28
blue colour wet mop sticks	15
garbage covers black colour Big	600 Kgs
garbage covers black colour Medium	500 Kgs
garbage covers black colour Small	100 Kgs
urinal cubes	60 Kgs

Please note that this is monthly requirement

C) CHEMICALS	Monthly requirement#	Units
hand wash	500	ltrs
air freshener	250	ltrs
Harpic	300	ltrs
colin	50	ltrs
room freshener	150	bottles
acid	20	ltrs
white phenyl	500	ltrs
Dettol	30	ltrs
vimbar liquid	30	ltrs
liquid soap (Soap Oil)	600	ltrs

bleaching powder	50	kgs
hypochloride	1000	ltrs
napthalin balls	5	kgs
detergent powder	10	kgs
R1	50	ltrs
R2	50	ltrs
R3	10	ltrs
R4	20	ltrs
R5	10	ltrs
R6	50	ltrs
D7	20	ltrs
odonil	150	packets
stain cleaner	10	packets
metal cleaner	10	packets

Please note that this is monthly requirement

D) Personal Protective Equipment (PPE)	Monthly requirement#
Aprons	100
goggles	30
helmet	2
n-95 masks	1100
surgical masks	3300
examination gloves	250
Sanitizer	50
Rubber hand gloves	250

Please note that this is monthly requirement

E) Approved uniforms (including safety shoes)	2 pairs per each employee including buffer, leave reserve, rest giver for first 12 months. In case the contract gets extended up to 6 months, one more pair. If the contract gets extended beyond six months (i.e., total beyond 18 months), two more pairs
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Note:

1. Please note that this Hospital has zero tolerance towards unhygienic environment or premises. All the chemicals, equipments, PPEs, consumables as shown above are required to be supplied by the contractor and shown to the Caretaker or any authorized Official before using.
2. The contract shall have to supply all the equipments before the commencement of the contract and in no case, time shall be given for the same after the commencement of the contract. A representative of the Hospital shall physically verify and confirm availability of all the equipment.
3. Necessary penalties as shown in the document 'scope of work' shall be levied for non-supply of equipments or consumables or chemicals or PPEs.

अस्वीकरण/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. 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.
16. 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.

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

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---