

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	27-11-2025 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	27-11-2025 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	30 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Revenue
संगठन का नाम/Organisation Name	Cbic Central Board Of Indirect Taxes & Customs
कार्यालय का नाम/Office Name	Central Excise And Central Tax Uttar Kannada Divsn
वस्तु श्रेणी /Item Category	Cleaning, Sanitation and Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, dusting); Indoor
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)	15 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	1 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) *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	5
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	813847
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

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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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. 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. 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.

4. 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.

5. 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.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Geographical presence: Registered Office or one of the Branch Offices at X locationsRegistered Office

or one of the Branch Offices at X locations

The service provider should have satisfactorily provided Cleaning and sanitation /housekeeping services for X no. of Contract of minimum Y Sq.ft of area per contract Period:As per ATC

Scope of Work for the Service:[1763364103.pdf](#)

Format to be uploaded by buyer for the breakup of components on cost/price offered by Service Provider in the Bid:[1763364122.pdf](#)

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, Dusting); Indoor (816)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Space	Office/Commercial/Institutions/Residential
Nature of Service	General Cleaning (Sweeping, Mopping, dusting)
Type of Area	Indoor
Area Inclusions	Cabin/Work Stations area/OPD/Conference halls
Floor Type	Normal Stone/Ceramic tile/Cemented Floor
Type of Cycle	Daily
एडऑन /Addon(s)	

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 / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement
1	Pradeep Kumar S	581301,O/o. The Assistant Commissioner of Central Excise and Central Tax (GST), Uttar Kannada Division, M.G. Road, opp. LIC office, Karwar (8105866898)	816	<ul style="list-style-type: none">Frequency in each cycle : 4Number of working days in a month : 22Number of cycles during Contract Period : 264

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

Option Clause: Excess Settlement. The excess settlement has been enabled for the service, allowing service providers to include additional charges up to a specified percentage of the item-level total value, including add-ons, in their invoices. Service providers must declare the applicability of additional charges during invoice creation and submit mandatory supporting documents to avail this option. The total invoice amount, including additional charges, shall not exceed the agreed-upon excess settlement percentage for the order.

3. Generic

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

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. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

6. Payment

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

7. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc.

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

Text Clause(s)

TERMS AND CONDITIONS

1.

The Office of the Assistant Commissioner of Central Excise & Central Tax, Uttar Kannada Division, Karwar may at its discretion, at any point of time, during the validity of the contract, require the Service Provider to dismiss or remove from the site of work, any person or persons, as employed by the Service Provider, who may be incompetent or for his / her / their misconduct and the service provider shall forthwith comply with such requirements.

2.

The Service Provider shall replace immediately any of its personnel, if they are unacceptable to the office because of security risk, incompetence, conflict of interest, and breach of confidentiality of improper conduct upon receiving written notice from the office.

3.

The Service Provider's personnel should be polite, cordial, positive and efficient while handling the assigned work and their actions should promote goodwill and enhance the image of the Department. The Service Provider shall be responsible for any act of indiscipline on the part of the person or persons deployed by him. The Service Provider will also provide suitable uniform so as to distinctively identify his personnel in the office at his cost.

4.

The Service Provider's personnel shall not divulge or disclose to any persons, any details of office, operational process, technical know-how, security arrangements, administrative, organizational matters as all are of confidential / secret nature. In case, the Department comes to know about any such act done by the Service Provider's Personnel, the office reserves the right to cancel the contract and in that case the Security Deposit will be liable to be forfeited.

5.

The Service Provider's persons shall not claim any benefit / compensation / absorption; regularization of service with office-under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation and Abolition) Act, 1970. Undertaking from the individual (whose services are hired from the Service Providers) persons to this effect will be required to be submitted by the service provider to this office.

6.

The persons deployed by the Service Provider shall not have any claim to any "Master and Servant" relationship against this Department / Office.

7.

The Service Provider shall ensure proper conduct of his persons in office premises and enforce prohibition of consumption of alcoholic drinks, pan, smoking, loitering without work.

8.

The Service Provider's personnel should be in uniform and should possess identity card during the office hours.

9.

The transportation, food, medical and other statutory requirement under the various Acts / Government Regulations in respect of each personnel of the Service Provider will be the sole responsibility of the Service Provider.

10.

The total area under the contract is 816 Sq. Mtr and is spread across 04 separate office buildings located at Karwar, Division office including outdoor area (510 Sq. Mtr) and Karwar Town / Rural Range office including outdoor area (151 Sq. Mtr), Haliyal Range, Dandeli (62 Sq Mtr.) and Sirsi Range, Sirsi (93 Sq. Mtr.).

11.

The Service Provider shall comply with the statutory provisions of the labour laws like Minimum wages, Bonus, E.P.F., E.S.I etc., and shall pay the minimum wages as per the Central Minimum Wage Act to the personnel deployed.

12.

Complying with the legal rules and regulations of the Central / State Government, governing such housekeeping contracts would be the sole responsibility of the contractor.

13.

The Service Provider shall furnish the bill (in duplicate) towards the services during the month in the first week of the following month. Evidences for ESI/EPF benefits given to the employees should also be furnished.

14.

Income tax as applicable shall be deducted at source.

15.

The Service Provider shall not sublet, transfer or assign the contractor or any part thereof to a third party without the prior approval of the Assistant Commissioner of Central Excise & Central Tax, Uttara Kannada Division, Karwar.

16.

The Service Provider shall exercise proper supervision of the work turned out by the deployed persons by providing the services of a Supervisor.

17.

For any damage which occurs while carrying out the work, the Contractor shall bear responsibility to fulfill it. Violation of the terms and conditions of the contract will be viewed seriously and legal action will be initiated against the Contractor. In case of any absence of the contractor's personnel, he should deploy other persons/manpower to undertake the housekeeping activities and ensure that the required work will be completed.

18.

All cleaning material like brooms, mops, phenol, room freshener, naphthalene balls, buckets, soaps, cleaning power/acid, cleaning cloth, vim powder etc., will be provided to the contractor by the Department. Hence, the cost of those materials will not be built in the tender.

19.

The housekeeping Services Contract will be awarded taking into consideration the total area of Various office premises, subject to certain modifications in respect of some office premises, which are likely to be vacated during the current Financial Year.

20.

The bidder should not have been blacklisted or debarred by any Central/State Government/ agency of Central / State Government / Public Sector Undertaking / Regulatory Authority of India at the time of submission of this bid.

CONDITIONS TO BE FULFILLED FOR ELIGIBILITY

1.

The bidder should be registered in Karnataka and well established Housekeeping Agency and should have a sufficient experience in rendering such services, to establishment of Central/State/Public Sector Organizations. A list indicating the Departments where the bidder has contract for Housekeeping along with supporting documents should be submitted with bid.

2.

The bidder should have a minimum turnover of Rs.15 Lakhs (Rupees Fifteen Lakhs Only) during the previous Financial Year.

3.

Financial Bids less than the "Estimated Bid Value" quoted by this office / buyer / consignee, shall be disquali

alified.

4.

Geographical location of the service provider must be registered / located at Uttara Kannada. The bidder registered / located outside the geographical location shall be disqualified.

5.

The persons deployed by the bidder should have sound medical fitness, well behaved and should be well experienced and trained adequately to handle any type of cleaning/housekeeping and other works entrusted to them by the department.

6.

The persons deployed should have knowledge of the local language and should not be changed by the contractor without prior intimation to the designated office of the Department.

DOCUMENTS TO BE SUBMITTED ALONG WITH THE BID

1.

Profile of the company along with financial statements indicating the turnover of the Company.

2.

List of Govt. Sector/Public Sector Organisations wherein the bidder has undertaken such housekeeping services during the previous two years.

3.

Certificate from clients for having satisfactorily completed the work of housekeeping.

4.

Copies of PAN Card, GST Registration Certificate, MSME Registration certificate, Certificate of registration with the Labour Department / Registration with EPF/ESI Departments.

5.

Any other relevant information connected with such services.

ANNEXURE I

SCOPE OF WORK FOR HOUSEKEEPING STAFF

(Office starts at 08.30hrs)

Details of the works to be performed by the Employees

1

Dusting and cleaning of office fixtures and furniture etc., on day-to-day basis.

2

Sweeping / wet mopping of office premises / clearing papers / trash on day-to-day basis.

3

Cleaning of toilets with phenyl, deodorants etc.

4

Cleaning of all glass panes of windows and cleaning doors etc.,

5

Cleaning of partitions / almirahs.

6

Cleaning of laminated wall surfaces.

7

Housekeeping services such as movement of files/equipment/records within the office.

8

Cleaning of fans, light and electronic equipment's, telephone instruments / computers / Photocopiers / CPU / Printers / Stabilisers.

9

Periodical cleaning, dusting and maintenance of records in the record room.

10

Locating and finding the required records from the Record Room.

11

Photocopying of office records.

12

Watering of plants.

13

Removing the cobwebs.

14

Toilets, sinks, kitchen, storeroom should be cleaned as and when required (morning, afternoon & evening regularly).

15

Shifting of furniture / fixture, if any, as authorized by the concerned authorities.

16

Any other work allied to the above may also be entrusted by the competent authorities from time to time.

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. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

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 कार्रवाई 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---