



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2024/B/5689019
Dated/दिनांक : 11-12-2024

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	01-01-2025 12:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	01-01-2025 12:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	90 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Railways
Department Name/विभाग का नाम	Indian Railways
Organisation Name/संगठन का नाम	South Western Railway
Office Name/कार्यालय का नाम	South Western Railway
Item Category/मद केटेगरी	Custom Bid for Services - Mechanized Interior Cleaning of Coaches MCC of Primary Secondary trains at an average of 205 coaches per day round the clock at SBC Coaching depot for a period of 4 Years , Custom Bid for Services - Mechanized Exterior Cleaning of Coaches MCC of Primary Secondary trains at an average of 205 coaches per day round the clock at SBC Coaching depot for a period of 4 Years , Custom Bid for Services - Mechanized cleaning Watering of PFTR trains at Coaching Depot SBC for a Period of 04 Four Years at an average of 454 Coaches per Day , Custom Bid for Services - Cleaning of pitlines Catwalks Aprons etc and desilting of all the Pitlines continuously round the clock AND Cleaning of IOH shedSickLine CDOOffice other service Buildings at Coaching depot SBC for a period of 04 years , Custom Bid for Services - Watering of nominated passthrough trains at SBC Stations for a period of 04 years , Custom Bid for Services - GST AT 18 PERCENTAGE OF TOTAL QUOTED VALUE OF SCHEDULE 1 TO 5
Similar Category/समान श्रेणी	<ul style="list-style-type: none">• On-Board Housekeeping Service(OBHS) for Railways• On-Board Housekeeping Service(OBHS) for Railways• On-Board Housekeeping Service(OBHS) for Railways• On-Board Housekeeping Service(OBHS) for Railways• On-Board Housekeeping Service(OBHS) for Railways• On-Board Housekeeping Service(OBHS) for Railways
Contract Period/अनुबंध अवधि	4 Year(s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No

Bid Details/बिड विवरण	
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria, Bidder Turnover, Certificate (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
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Estimated Bid Value/अनुमानित बिड मूल्य	531876977.42
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	2809390

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	50

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

(b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable./ईएमडी और संपादन

जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए।

Beneficiary/लभार्थी :

Sr.DFM/SBC/SWR
DRM office, 2nd floor, Bangalore Division, Bangalore 560023
(Senior Divisional Finance Manager/south Western Railway/bangalore)

MII Compliance/एमआईआई अनुपालन

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. 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.
2. 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.
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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1733836093.pdf](#)

GEM Availability Report (GAR):[1733836168.pdf](#)

Scope of Work:[1733895425.pdf](#)

Payment Terms:[1733895457.pdf](#)

Custom Bid For Services - Mechanized Interior Cleaning Of Coaches MCC Of Primary Secondary Trains At An Average Of 205 Coaches Per Day Round The Clock At SBC Coaching Depot For A Period Of 4 Years (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Mechanized Interior Cleaning of Coaches MCC of Primary Secondary trains at an average of 205 coaches per day round the clock at SBC Coaching depot for a period of 4 Years
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Anurag Singh	560036,O/o Office of Senior Divisional Mechanical Engineer, Diesel Shed, South Western Railway, Krishnarajapuram, Bangalore-560036	1	N/A

Custom Bid For Services - Mechanized Exterior Cleaning Of Coaches MCC Of Primary Secondary Trains At An Average Of 205 Coaches Per Day Round The Clock At SBC Coaching Depot For A Period Of 4 Years (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Mechanized Exterior Cleaning of Coaches MCC of Primary Secondary trains at an average of 205 coaches per day round the clock at SBC Coaching depot for a period of 4 Years
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Anurag Singh	560036,O/o Office of Senior Divisional Mechanical Engineer, Diesel Shed, South Western Railway, Krishnarajapuram, Bangalore-560036	1	N/A

Custom Bid For Services - Mechanized Cleaning Watering Of PFTR Trains At Coaching Depot SBC For A Period Of 04 Four Years At An Average Of 454 Coaches Per Day (1)**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Mechanized cleaning Watering of PFTR trains at Coaching Depot SBC for a Period of 04 Four Years at an average of 454 Coaches per Day
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Anurag Singh	560036,O/o Office of Senior Divisional Mechanical Engineer, Diesel Shed, South Western Railway, Krishnarajapuram, Bangalore-560036	1	N/A

Custom Bid For Services - Cleaning Of Pitlines Catwalks Aprons Etc And Desilting Of All The Pitlines Continuously Round The Clock AND Cleaning Of IOH ShedSickLine CDOOffice Other Service Buildings At Coaching Depot SBC For A Period Of 04 Years (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Cleaning of pitlines Catwalks Aprons etc and desilting of all the Pitlines continuously round the clock AND Cleaning of IOH shedSickLine CDOOffice other service Buildings at Coaching depot SBC for a period of 04 years
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
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S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Anurag Singh	560036,O/o Office of Senior Divisional Mechanical Engineer, Diesel Shed, South Western Railway, Krishnarajapuram, Bangalore-560036	1	N/A

Custom Bid For Services - Watering Of Nominated Passthrough Trains At SBC Stations For A Period Of 04 Years (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Watering of nominated passthrough trains at SBC Stations for a period of 04 years
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Anurag Singh	560036,O/o Office of Senior Divisional Mechanical Engineer, Diesel Shed, South Western Railway, Krishnarajapuram, Bangalore-560036	1	N/A

Custom Bid For Services - GST AT 18 PERCENTAGE OF TOTAL QUOTED VALUE OF SCHEDULE 1 TO 5 (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	GST AT 18 PERCENTAGE OF TOTAL QUOTED VALUE OF SCHEDULE 1 TO 5
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अतिरिक्त आवश्यकता
1	Anurag Singh	560036,O/o Office of Senior Divisional Mechanical Engineer, Diesel Shed, South Western Railway, Krishnarajapuram, Bangalore-560036	1	N/A

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**1. Generic**

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

2. Forms of EMD and PBG

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

Senior Divisional Finance Manager, South Western Railway, Bangalore
payable at
Bangalore

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.

3. Forms of EMD and PBG

Bidders can also submit the EMD with Fixed Deposit Receipt made out or pledged in the name of A/C

Senior Divisional Finance Manager, South Western Railway, Bangalore

. The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of EMD, the FDR will be released in the favour of the bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Bidder has to upload scanned copy/ proof of the FDR along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date/ Bid Opening date

4. Forms of EMD and PBG

Bidders can also submit the EMD with Banker's Cheque in favour of

Senior Divisional Finance Manager, South Western Railway, Bangalore

payable at
Bangalore

. Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

5. Buyer Added Bid Specific SLA

Text Clause(s)

2.6.1 Minimum Eligibility Criteria

2.6.1.1 Technical Criteria: The bidder should have satisfactorily completed* in the last three previous financial years and the current financial year up to the date of opening of the tender, one similar single service contract** for a minimum of 35% of advertised value of the bid.

*Completed service contract includes on-going service contract subject to payment of bills amounting to at least 35% of the advertised value of the bid.

**** Similar service contract means**

“Mechanized cleaning of coaches in any of the coaching depots of Indian Railways”

OR

Mechanized en-route cleaning of trains during their stoppage under the “Clean Train Station” scheme

OR

Providing “On Board Housekeeping Services on trains”

OR

Mechanized Cleaning services rendered in a) Airports or b) 3 star an

d Higher-grade hotels or c) Hospitals having minimum 100 beds or d) Govt./PSU office complexes. Or e) Public listed company/Private company/Trusts having annual turnover of Rs.500 crore and above.

OR

Mechanized Cleaning of Railway stations.”

Work experience certificate from private individual shall not be accepted. Certificate from public listed company/private company/Trusts having annual turnover of Rs 500 crore and above subject to the same being issued from their Head office by a person of the company duly enclosing his authorization by the Management for issuing such credentials.

Notes:

The bidder shall submit details of work executed by them in the prescribed format along with bid for the service contracts to be considered for qualification of work experience criteria clearly indicating the nature/scope of contract, actual completion cost and actual date of completion for such contract.

2.6.1.2. Financial Standing: The Bidders will be qualified only if they have minimum financial capabilities as below —

(A). T1-Financial Turn Over: The bidder should have an aggregate financial turnover not less than 1.5 times the advertised Bid value during the last three previous financial years and in the current financial year up to the date of opening of the tender. The audited balance sheet reflecting financial turnover certified by chartered accountant with her stamp, signature and membership number shall be considered.

However, in case balance sheet of the previous year is yet to be audited, the audited balance sheet of the fourth previous year shall be considered.

(B). Liquidity: The bidder should have access to or has available liquid assets, lines of credit and other financial means to meet cash flow that is valued at 5% of the estimated bid value net of applicant's commitments for other contracts. (To be submitted as per Annexure-4).

The audited balance sheet and/or banking reference certified by chartered accountant with her stamp, signature and membership number shall be submitted by the bidder along with the bid.

Banking reference should contain in clear terms the amount that bank will be in a position to lend for this work to the applicant /member of the Joint venture/consortium. In case the net current assets (as seen from the balance sheets) are negative only the banking references will be considered. Otherwise aggregate of the net current assets and submitted banking references will be considered for working out the liquidity.

The banking reference should be from a scheduled bank in India and it should not be more than 3 months old as on date of submission of bids.

(for calculation of liquidity, the audited balance sheet of current financial year 2024- 25 and audited balance sheet of previous year 2023-24 will only be considered and hence, the T2 liquidity may be uploaded accordingly.)

2.6.1.3. Other Criteria for Eligibility: The minimum eligibility of the bidder is calculated as per the technical criteria as per Annexure-I. The bidders obtaining requisite score (STB) shall only qualify the technical bid.

Disclaimer/अस्वीकरण

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

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

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

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।

---Thank You/धन्यवाद---