



Bid Number/बोली क्रमांक (बिड संख्या):
GEM/2025/B/5806941
Dated/दिनांक : 10-01-2025

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	30-01-2025 17:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	30-01-2025 17:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	30 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Finance
Department Name/विभाग का नाम	Department Of Revenue
Organisation Name/संगठन का नाम	Central Board Of Excise And Customs (cbec)
Office Name/कार्यालय का नाम	Rourkela Commissionerate Rourkela
क्रैता ईमेल/Buyer Email	sarangdharo.g4s9301@gov.in
Item Category/मद केटेगरी	Cleaning, Sanitation and Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, dusting); Indoor
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	10 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years Of Experience/अनुभव के वर्षों से स्टार्टअप छूट/ and Turnover/ टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है	Yes

Bid Details/बिड विवरण	
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Additional Doc 2 (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?/	Yes
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	1100000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Required/आवश्यकता	No
-------------------	----

ePBG Detail/ईपीबीजी विवरण

Required/आवश्यकता	No
-------------------	----

MII Compliance/एमआईआई अनुपालन

MII Compliance/एमआईआई अनुपालन	Yes
-------------------------------	-----

MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
---	-----

1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. 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.
4. 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.
5. 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.
6. 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.
7. 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.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of Work for the Service:[1736507735.pdf](#)

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; General Cleaning (Sweeping, Mopping, Dusting); Indoor (808)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
---------------	--------

Specification	Values
Core	
Type of Space	Office/Commercial/Institutions/Residential
Nature of Service	General Cleaning (Sweeping, Mopping, dusting)
Type of Area	Indoor
Area Inclusions	Common area/Lobby/Reception/Waiting Area
Floor Type	Normal Stone/Ceramic tile/Cemented Floor
Type of Cycle	Monthly
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	Area in Sq. Metre	Additional Requirement/अतिरिक्त आवश्यकता
1	Sarangadhar Oram	768004,Office of the Assistant Commissioner of Central Tax At- Danipalli PO- Budharaja	808	<ul style="list-style-type: none"> • Frequency in each cycle : 2 • Number of working days in a month : 24 • Number of cycles during Contract Period : 12

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. 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.

3. 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.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

THE TERMS AND CONDITIONS:-

1. This contract shall be valid for one year w.e.f. 01.04.2025 to 31.03.2026 subject to satisfactory performance. The bidder must provide at least 05 (Five) numbers of manpower at Sambalpur, Bargarh and Boudh Range Office, Balangir and Sonapur Range Office and Titilagarh and Nuapada Range Office.
2. The Service Providers must be registered in Odisha State, along with the GSTIN Number.
3. Cleaning, Sweeping and mopping of floor of the office premises with cloth soaked in water and disinfectant of all the rooms before 9:30 AM on each working day.
4. Cleaning, sweeping and mopping of adjoining areas such as corridors, staircase and common areas.
5. Cleaning of toilets and wash basins and other fixtures and fitting, dusting of office furniture's, doors, windows, curtains and appliances etc.
6. Housekeeping service such as movement of office files/records and equipments within the office and maintenance of records.
7. Service of water/tea etc to the officers and staff and to the visitors in the office.
8. Miscellaneous works within the office as and when entrusted.
9. The manpower deployed will have to work on all working days except Saturday, Sunday and National/Public holidays.
10. The manpower should have basic minimum knowledge of reading & writing of English/Hindi/Oriya. Should have sound health and be physically fit and should be well behaved and well mannered and free from any communicable disease and addiction and should not have been convicted in any offence by court of law.
11. Employment of child labour by service provider is strictly prohibited.
12. The service provider shall submit the details of ESI and PF payment particulars of the previous months along with bill every month. Service provider shall be solely responsible for payment of PF & ESI etc.
13. The service provider shall ensure the availability of manpower from 0900 hrs to 1700 hrs on all working days in the office as well as on Saturday/Sunday/Holidays, if required. The service provider shall deploy substitute manpower immediately, if any, manpower is unable to attend duty for any reason.
14. Service provider must keep the record of attendance of manpower's for verification by the department. The monthly bills shall be raised by the service provider as per the days of attendance duly certified by the officers nominated by the department.
15. No payment will be made for the absentee manpower for the period of his/her absence.
16. The service provider is required to give one month prior notice in writing to this office before withdrawing from the contract and furnish also detailed reasons for such withdrawal.

17. In case the contract is terminated before the completion of a month, the amount payable to the service provider will be calculated on pro-rate basis.
18. No Escalation of service charge whatsoever will be allowed during the period of contract. However any increase in basic minimum wage inclusive of VDA as fixed by the labour commissioner (Central) and the corresponding increase in EPF & ESI will be payable by the department.
19. Service provider shall be solely responsible for payment of wages/salaries, other benefits and allowance to the manpower deployed by him that might become applicable (as per the Minimum wages Act prescribed under the Central labour Commissioner, as amended from time to time).
20. The service provider shall ensure compliance with all labour laws applicable. He shall pay the minimum wages to the manpower deployed for services in this office in accordance with applicable rule and regulations issued by the Central Government. Any instance of violation of labour laws may render the contract liable for termination and would attract forfeiture of bank guarantee furnished towards the performance of the contract.
21. Insurance cover protecting the agency against all claims applicable under workmen compensation Act, 1948 shall be taken by the service provider. The service provider shall arrange necessary insurance coverage for any claim arising out of any mishap, that may take place. In the event of any liability/claims falling on this office, the same is to be reimbursed/indemnified by the service provider.
22. The service provider or the authorized representative of the service provider will make himself available as and when required by the department on any working day.
23. The service provider shall be directly responsible for any / all disputes arising between him and manpower deployed and keep the office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.
24. The service provider shall be fully responsible for theft, burglary, fire or any mischievous deeds by his staff.
25. Any mis-declaration/mis-statement with respect to any of the conditions prescribed above would render the contract null and void and would result in the forfeiture of bank guarantee furnished by the successful bidder besides other legal consequences.
26. It is categorically clarified that the engagement of service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office, for claiming permanent Govt. employment. The service provider shall submit the monthly bill within 1st week of the succeeding month and shall ensure payment to the manpower immediately on receipt of the payment.
27. In case the services of the contract workers are not found to be satisfactory by the Assistant Commissioner, Central Tax, CGST, Central Excise, Balangir(Sambalpur-II) Division, Sambalpur the contract shall be terminated and the Bank guarantee towards performance of contract will be forfeited by giving a 15 days' notice.
28. The service provider should submit a satisfactory current working experience certificate from one (1) Central /State Govt. Departments or Central PSUs/ State PSUs and will form part of the Technical bid.
29. The service provider should have valid (as on date) GST Registration Certificate, EPF license, ESI license & PAN card. The self attested copies of the same are required to be produced in the bid document and will form part of the Technical bid.
30. The bidder should quote his charge as per Contract Worker per day which includes (Separately indicated) (i) Minimum Wages as per Labour Commissionerate (Central) applicable norms (ii) EPF (iii) ESI (iv) Service Charges (v) any Central/State taxes of applicable including GST. It may be noted that TDS will be deducted @2% of the total payment.
31. The amount quoted as Contractor's service charges on per square feet basis in the financial bid will be the only criterion for evaluating the bids and it is clarified that the basic minimum wage, EPF, ESI are fixed and to be quoted. The tenderer has to quote the Rate per square feet as per the scope of work and the terms & conditions of the tender.

32. The cost of cleaning material should not be included in the rate for bidding and it would be provided by the Divisional Office.
33. The service provider shall be solely responsible for payment of PF and ESI and GST etc. On demand the service provider will be required to produce the necessary evidences in respect of discharge of above statutory liabilities. Any complaint regarding payment of less wages to the workers will be taken seriously and same will be referred to the Central Labour Commissioner.
34. The service provider shall ensure proper conduct of his persons in the office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.
35. The transportation, food, medical and other statutory requirement under the various acts/ Government regulations in respect of each person of the service provider will be the sole responsibility of the service provider.
36. 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 or improper conduct upon receiving written notice from the office.
37. The service provider shall not sublet, transfer or assign this contract or any part thereof to a third party without the prior approval of the Assistant Commissioner of, CGST & Central Excise, Balangir (Sambalpur-II) Division, Sambalpur.
38. The service provider shall exercise proper supervision of the work by the deployed persons.
39. The Assistant Commissioner, CGST & Central Excise, Balangir(Sambalpur-II) Division, Sambalpur reserves the right to postpone and/or extend the date of receipt/opening of/Quotation or to withdraw the same, without assigning any reason thereof.
40. All bidders are directed to physically visit the work place before submitting the said tender, if bidder do not physically visit the work place, they are technically disqualified of the said tender.
41. The service provider shall provide Aadhar Details, PAN and police verification of all the manpower. The bidder must provide at least 05 (Five) numbers of manpower at Sambalpur, Bargarh and Boudh Range Office, Balangir and Sonepur Range Office and Titilagarh and Nuapada Range Office.
42. Watering of flowering plants, indoor/outdoor plants of Office premises.

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.

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 [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---