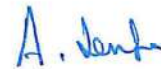


Atal Akshay Urja Bhawan, Lodhi Road  
New Delhi – 110003  
04<sup>th</sup> December, 2023

Notice Inviting Tender

**Subject: Contract for House Keeping & Maintenance Services, Pest Control and Sanitization Services, Parking Assistance and Gym Services**

1. E-bids on Government E Marketplace (GeM) are invited from **reputed Professional Facility Management Services inclusive of House Keeping & Conservancy Services, Pest Control Services, Sanitization of Office Space, Parking Assistance and Gym Services** having capacity to provide the required number of *uniformed* trained manpower for above services at Atal Akshay Urja Bhawan, Ministry of New and Renewable Energy (MNRE), New Delhi - 110003 for a period of 2 year on contract basis extendable by 1 year on the basis of mutual agreement and on satisfactory performance as decided by the Ministry.
2. Bid documents may be downloaded from the Ministry of New and Renewable Energy website [www.mnre.gov.in](http://www.mnre.gov.in) or the GeM Portal <https://gem.gov.in>.
3. Bids shall be submitted online and only at GeM. Notes: The prices shall be filled up both in figures and in words. Any correction shall be legible and signed by the authorized signatory. MNRE reserves the right to modify any terms and conditions before submission of the bids. Such changes will be put on the website/GeM at least three (03) days prior to the submission of bids.
4. **Bidders are advised to refer to the ‘Frequently Asked Questions by sellers’ available through the link <https://gem.gov.in/userFaqs/seller>.**
5. **Bidder shall not modify the downloaded tender form including downloaded financial bid template in any manner.** In case any tender form/financial bid template is found to be tampered with/modified in any manner, such bid would be summarily rejected, Bid Security would be forfeited, and bidder would be liable to be banned from doing business with MNRE.
6. Bidders are advised to check the website [www.mnre.gov.in](http://www.mnre.gov.in) and GeM Portal <https://gem.gov.in/> prior to closing date of submission of tender for any corrigendum, addendum, or amendment.



7. **Bid Security:** Bid Security (EMD) amount of **Rs.6,00,000/- (Rupees Six Lakh only)**, in the form of Crossed Demand Draft/Pay Order/FDR drawn on any scheduled commercial bank in favour of **Drawing & Disbursing Officer, MNRE, New Delhi** is to be delivered in original to the Under Secretary (Admin – II), Room no. 417, Atal Akshay Urja Bhawan, Lodhi Road, New Delhi – 03 before the time stipulated against 'Bid Submission End Date & Time'. Name & full address of the bidder shall be written at the back of the Demand Draft/Pay Order/FDR. Signed and scanned soft copy of the Bid Security instrument must be uploaded to the GeM Portal along with other bid documents as prescribed below. Bids in respect of which Bid Security is not received as above shall be summarily rejected.
8. **BID Validity Period:** The bid shall be valid for a minimum of 180 days from the date fixed for opening of bids.
9. **Submission of Tender**
- A. The tender shall be submitted online in two parts, viz., technical bid and financial bid.
- B. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- C. **Technical Bid:** All technical bid documents should be uploaded on GeM portal and signed and stamped hard copy of the same shall be provided to the Ministry by next day of the bid end date by 5 PM. The hard copy shall be submitted through CR Section only located at Ground Floor, AAUB, Lodhi Road, New Delhi and receiving for the same as per **Annexure-III (on bidder's Letter Head)** should be obtained from them. The Ministry may require the bidder to submit the receiving, failure to do so may liable the bid to be rejected. The signed and scanned copies of the following documents are to be provided by the bidder along with the Technical Bid Qualifying criteria format at **FORM-II:**
- a) **The bidder shall provide the following certificates:**
- Self-attested copies of Certificate of Incorporation under the Indian Companies Act, 1956.
  - Self-attested copy of PAN Card.
  - Self-attested copy of TAN Registration.
  - Self-attested copy of Goods & Service Tax Registration Certificate.
  - Self-attested copy of latest 3 months GST R1 & GST 3B.
  - Self-attested copies of EPF & ESI Registration Certificates.
  - Self-attested copies of latest month EPF & ESIC Challan & ECR with Minimum 250 Employees on their Payroll and latest GST Challans.
  - Self-attested copy of Shop & Establishment Registration Certificate.

- i. Self-attested copy of MSME Registration Certificate (if applicable).
  - j. Self-attested copy of Start Up Registration Certificate (if applicable).
  - k. Self-attested copy of Udyam Registration Certificate.
  - l. Self-attested copy of Labour Identification Number (LIN)
  - m. Self-attested copy of ISO Certificate (9001:2015, 27001:2013, 14001:2015, 45001:2018, SA 8000:2014, CMMI Level 5 & 16949:2009).
  - n. Self-attested copy of Escalation Matrix with contact numbers.
- b) The average annual turnover of the bidders must be duly ink signed and date certified by a Chartered Accountant /Auditor /any other prescribed authority (particularly mentioning this bid number) and it should be minimum **Rs. 10 Crores (Rupees Ten Crores)** during the each of the last three financial years.
  - c) **Audited Balance sheet and Profit loss statement** for the last three financial years (2020-21, 2021-22 & 2022-23) must be duly ink signed and date certified by a Chartered Accountant /Auditor /any other prescribed authority (particularly mentioning this bid number).
  - d) The bidder must be registered with Income Tax Department and must submit Chartered Accountant certified copy of **IT Return Acknowledgement** for the Assessment Year 2022-23.
  - e) The bidder must submit a **latest bank solvency certificate** i.e. issued after bid publish date for an amount of **Rs 1,00,00,000/- (Rupees One crore)** from the commercial bank.
  - f) Bidder must have **rating over 4 stars on Gem Portal** during the past one year and the self-attested copy of snapshot should be submitted of the gem star rating.
  - g) The bidder requires to attend the **Pre-Bid Meeting on 08<sup>th</sup> December 2023 at 03:00 to 04:00 PM in Conference Room No. 412, Ministry of New and Renewable Energy, Atal Akshay Urja Bhawan, Lodhi Road, New Delhi – 110003**. The technical evaluation will be valid for the bidder who attends the pre-bid meeting (attached format of Pre-Bid Meeting Attendance Certificate as per **Form-III** on Bidder's letter head verified by the Under Secretary (Admin-II), MNRE).
  - h) The bidder should not be under **liquidation, court, receivership or similar proceedings** and should not be bankrupt. Bidder to upload **undertaking (Form-IV)** to this effect on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number).
  - i) **Non-Blacklisted certificate (Form-V)** duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number).
  - j) **Undertaking (Form-VI)** duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the bidder has not been indicted for any criminal, fraudulent and anti-competition activity.
  - k) **Undertaking (Form-VII)** duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) regarding the compliance of statutory dues like EPF/ESIC/GST.
  - l) **Undertaking (Form-VIII)** duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) for **Non-Disclosure of the contract** or any provision, specification, plan design, pattern, sample or information thereof to any party during and after the expiry of Contract.

- m) **Undertaking (Form-IX)** duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder/Service Provider requires to **pay Salaries/Wages of the contracted staff deployed at the buyer location first** i.e. on their own on the first day of every month and then claim payment from Buyer along with the all statutory documents like EPF, ESIC etc. as well as bank statement of payment done to staff.
- n) The bidder should upload an **undertaking (Form-X)** duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) **for the police verification of the employees and the latest police verification of the vendor issued after publication date of this tender.**
- o) **Undertaking (Form-XI)** duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder/Service Provider have a registered/branch office in Delhi/NCR along with a **self-attested copy of valid rent agreement or relevant document as proof.**
- p) **The bidder must submit certificate in Form-XII** on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) **indicating** details of similar works done during three years prior to the date of submission of the present bid **along with Letter of Award, Experience Certificate and Satisfactory Work Performance Certificate certified by the contracting Ministry/PSU.** The value of similar work should be equivalent to estimated value of this tender document in a single contract or of a value equivalent to 60% of the value of this tender document in two contracts or a value equivalent to 50% of this tender document in three contracts for a contract period of not less than 1 year in the last 3 years satisfactorily. The estimated value of this tender may be taken as Rs 1.5 Crores per year. The bidder must also submit at least one prior experience of providing pest control and sanitization services in the Government (Central / State or PSU) within the past three years from the date of submission of the bid.
- q) The bidder must submit **undertaking (Form-XIII)** on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) for providing **insurance cover** to contracted personnel from any reputed insurance company registered with IRDAI along with self-attested policy copy of Group Insurance Medical Policy/Employee State Insurance Corporation (2022-23), CGL-Public Liabilities Policy (2022-23), and Personal Accidental Insurance (2022-23).
- r) Bidder's bank account details in **FORM-XIV** on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number), along with a cancelled cheque and banker verified latest bank statement.
- s) The Bidder must submit a copy of tender document duly signed on each page as a token of agreeing to the Terms and Conditions of Tender Document.
- t) The **Bidder registered under MSME / Start Up organization** should submit an undertaking (**Form-XV and/or Form-XVI**) on Notarized Judicial Stamp Paper of Rs 100/- along with MSME / Start Up Registration Certificate for exemption for the following points mentioned below:

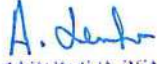
- a. Exemption from submission of certificate for average annual turnover and annual value of similar work of the bidders.
- b. Exemption from Bank Solvency submission in this bid.
- c. Exemption from submission of Auditor Balance Sheet and Profit Loss statement for Last three Financial Years (2020-21, 2021-22 & 2022-23).
- d. Exemption from Submission of EPF/ESIC Challan & ECR with minimum 250 employees and Latest GST Challans.
- e. Exemption from submission of latest 3 Months GST R1 & GST 3B.
- f. Exemption from submission of Gem Star Rating not below than 4.0.

#### 10. Financial Bid

- (a) Signed and scanned copy of Financial Bid Undertaking in the format at **FORM-XVII and FORM-XVIII shall be uploaded on GeM Portal.**

#### 11. Special Note

- a) Bidder offer is liable to be rejected if they do not upload any of the certificates/documents sought/undertakings and fulfil the eligibility criteria as per the bid documents, ATC and corrigendum, if any.
- b) Bidders are requested to study the terms and conditions of the tender carefully, and then submit their tenders accordingly. Any tender/quotation received against this tender and any contract resulting from this tender shall be governed by the terms and conditions indicated in the tender document and the tenderer quoting against this tender shall be deemed to have read, understood and accepted the same. No clarification shall be entertained after receiving the bids.
- c) Technical Bids shall be opened first and on scrutiny and assessment of technical capabilities, the Financial Bid of the technically accepted bids will be opened, the date of which will be notified to the technically qualified bidders only.
- d) In case no clarification is sought during the period of the bid, it will be deemed that the bidders have understood the parameter / requirement indicated / enunciated / described completely and are complying with the same at the time of submission of the tender. The bidders may also note that no request for clarifications will be entertained after the closure of the bid. **The replies to pre-bid queries shall only be uploaded on GeM Portal.**
- e) Bid must be submitted giving complete details as sought in the enclosed Forms. The entire schedule of the tender should be quoted for and the quote shall be unconditional, failing which the tender bid shall be rejected. The scope of services proposed should not be altered and if found altered, the tender bid shall be rejected. Bids, which do not comply with the conditions laid down in the tender document, are liable to be rejected.

  
अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा विभाग  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003

## 12. DURATION OF THE CONTRACT

- a) The contract shall be valid for a period of two years (24 months). However, in order to evaluate the performance and services, contract will cover a probationary period of 4 months. Only after the services are found to be satisfactory during the probationary period, the contract shall be confirmed for a further period of 20 months under the same terms and conditions. At the end of the 2-year period, the contract may be extended by up to 1 years at the same rate based on satisfactory performance of the contracted entity and on mutual agreement of the Tender Inviting Authority and the contracted entity.
- b) For any clarifications, prospective bidders may contact:

Under Secretary, Admin-II  
Ministry of New and Renewable Energy  
Room No. 417, Atal Akshay Urja Bhawan,  
Lodhi Road, New Delhi 110003



(Arunava Sengupta)

Under Secretary to Government of India  
Ministry of New and Renewable Energy

अरुणव सेनगुप्त / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003

## 1. Criteria for Evaluation

- a) **Qualification Criterion and Technical Bid Evaluation:** All bidders shall have to meet the following criteria to be considered as technically qualified. The relevant documentary proof to be attached in order to be considered technically qualified against the given criteria is identified below. The submission of the documentary proof is mandatory.

S. No.	Criteria	Documentary Proof Required (Mandatory)
1	<p>The bidder must submit all of the below mentioned documents:</p> <ol style="list-style-type: none"><li>Certificate of Incorporation under the Indian Companies Act, 1956.</li><li>PAN Card.</li><li>TAN Registration.</li><li>Proprietorship / Partnership Deed/ Memorandum and the Articles of Association.</li><li>Goods &amp; Service Tax Registration Certificate.</li><li>Latest 3 months GST R1 &amp; GST 3B.</li><li>EPF &amp; ESI Registration Certificates.</li><li>Latest month EPF &amp; ESIC Challan &amp; ECR with Minimum 250 Employees on the Payroll and latest GST Challans.</li><li>Shop &amp; Establishment Registration Certificate.</li><li>MSME Registration Certificate (if applicable).</li><li>Start Up Registration Certificate (if applicable).</li><li>Udyam Registration Certificate</li><li>Labour Identification Number (LIN).</li><li>ISO Certificate (9001:2015, 27001:2013, 14001:2015, 45001:2018, SA 8000:2014, CMMI Level 5 &amp; 16949:2009).</li><li>Escalation Matrix with contact numbers</li></ol>	<p><b>Self-attested copies</b> of documents must be submitted.</p>

*A. Sen Gupta*

2	The average annual turnover in the last three financial years should be Rs.10 crore.	<b>Certified Copy from Chartered Accountant /Auditor /any other prescribed authority (particularly mentioning this bid number)</b>
3	The bidder must submit Audited Balance sheet and Profit Loss statement for the last three financial years (2020-21, 2021-22 & 2022-23).	<b>Certified Copy from Chartered Accountant /Auditor /any other prescribed authority (particularly mentioning this bid number)</b>
4	The bidder must be registered with Income Tax Department	<b>Chartered Accountant certified copy of IT Return Acknowledgement for the Assessment Year 2022-23</b>
5	The bidder must submit bank solvency certificate	<b>Latest bank solvency certificate issued after the tender publish date for an amount of Rs 1,00,00,000/- (Rupees One crore) from the commercial bank</b>
6	The bidder must have rating over 4 stars on Gem Portal during the past one year	<b>Self-attested copy of snapshot should be submitted of the gem star rating.</b>
7	The bidder must attend the Pre-Bid Meeting.	<b>The bidder must submit the verified Pre-Bid Meeting Attendance Certificate as per Form-III on Bidder's letter head. The bidder should get the certificate verified by the Under Secretary (Admin-II), MNRE at the end of Pre-Bid Meeting.</b>
8	The bidder should not be under liquidation, court, receivership or similar proceedings and should not be bankrupt.	<b>The bidder submit undertaking (Form-IV) to this effect on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number).</b>
9	The bidder should not be Blacklisted by any Government Department / Public Sector Undertaking / Private Sector / or any other agency.	<b>The bidder must submit Non-Blacklisted certificate as per Form-V on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number).</b>
10	The bidder should not be indicted for any criminal, fraudulent and anti-competition activity.	<b>The bidder must submit Undertaking as per Form-VI duly ink signed on Notarized Judicial</b>

*A. Sen*



		Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the bidder has not been indicted for any criminal, fraudulent and anti-competition activity.
11	The bidder shall be complying of statutory dues like EPF/ESIC/GST.	The bidder must submit Undertaking as per Form-VII duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) regarding the compliance of statutory dues like EPF/ESIC/GST.
12	The bidder shall not disclose any information under the contract to third party.	The bidder must submit Undertaking (Form-VIII) duly ink signed for Non-Disclosure of the contract or any provision, specification, plan design, pattern, sample or information thereof to any party during and after the expiry of Contract on notarized judicial stamp paper on Rs 100/- (particularly mentioning this bid number).
13	The Bidder shall pay Salaries/Wages of the contracted staff deployed at the buyer location on time.	The bidder must submit Undertaking (Form-IX) duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder shall pay Salaries/Wages of the contracted staff deployed at the buyer location first i.e. on their own on the first day of every month and then claim payment from Buyer along with the all statutory documents like EPF, ESIC etc. as well as bank statement of payment done to staff.
14	The bidder should provide police verification of itself and its employees.	1. The bidder must submit Undertaking (Form-X) duly ink signed on Notarized Judicial

*A. Gupta*

		<p>Stamp Paper of Rs 100/- (particularly mentioning this bid number) for timely providing the police verification of its employees deployed in the Ministry under the contract.</p> <p>2. The bidder must submit its latest police verification issued after publication date of this tender.</p>
15	The Bidder shall have a registered/branch office in Delhi/NCR.	The bidder must submit Undertaking (Form-XI) duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder have a registered/branch office in Delhi/NCR along with self-attested copy of valid Rent Agreement/Proof of Ownership of Premises or other relevant document as proof.
16	<p>The bidder should have experience of providing similar services of a value equivalent to estimated value of this tender document in a single contract or of a value equivalent to 60% of the value of this tender document in two contracts or a value equivalent to 50% of this tender document in three contracts for a contract period of not less than 1 year in the last 3 years satisfactorily. The estimated value of this tender may be taken as Rs 1.5 Crores per year.</p> <p>‘Similar Service’ mean “Integrated Facility Management” services that must include “House Keeping &amp; Conservancy Services and Pest Control Services in a single campus or facility” of similar area.</p>	<p>The bidder must submit Undertaking as per FORM-XII duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) for providing the details of similar work done during last three years along with copy of Letter of Award, Experience Certificate and Satisfactory Work Performance Certificate certified by the contracting Ministry/PSU. <b>SELF-CERTIFICATION SHALL NOT BE ACCEPTED.</b></p> <p>The bidder should have one prior experience of providing pest control services and sanitization services in the Government (Central / State or PSU) within</p>

*A. Sengupta*

		<p>the past three years from the date of submission of the bid.</p> <p>The Bidder must note that they should have carried out and completed similar works in their own name as principal contractor and not in any other name as per MOU signed with other parties.</p>
17	The bidder should provide insurance cover to contracted personnel from any reputed insurance company registered with IRDAI.	The bidder must submit Undertaking (Form-XIII) duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder provides insurance cover to contracted personnel from any reputed insurance company registered with IRDAI along with self-attested policy copy of Group Insurance Medical Policy/Employee State Insurance Corporation (2022-23), CGL-Public Liabilities Policy (2022-23), and Personal Accidental Insurance (2022-23)
18	Bid Security	The bidder must submit EMD Demand Draft/ Pay Order/ FDR as in Para 7 above.
19	Bidder Bank Details	The Bidder must submit bank account details in FORM-XIV on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number), along with a cancelled cheque and banker verified latest bank statement.
20	Acceptance of Terms and Conditions of the tender document	The Bidder must submit a copy of tender document duly signed on each page as a token of agreeing to them.

*A. Sen Gupta*

अरुणव सेनगुप्ता / ARUNAVA SENSUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003

21	Exemption for MSME / Start Up organizations	<p>The Bidder registered under MSME / Start Up organization should submit an undertaking (Form-XV and/or Form-XVI) on Notarized Judicial Stamp Paper of Rs 100/- along with MSME / Start Up Registration Certificate for exemption for the following points mentioned below:</p> <ol style="list-style-type: none"> <li>a. Exemption from submission of certificate for average annual turnover and annual value of similar work of the bidders.</li> <li>b. Exemption from submission of Audited Balance Sheet and Profit Loss statement for Last three Financial Years (2020-21, 2021-22 &amp; 2022-23).</li> <li>c. Exemption from Bank Solvency submission in this bid.</li> <li>d. Exemption from Submission of last month EPF/ESIC Challan &amp; ECR with minimum 250 employees and Latest GST Challans.</li> <li>e. Exemption from submission of latest 3 Months GST R1 &amp; GST 3B.</li> <li>f. Exemption from submission of Gem Star Rating not below than 4.0.</li> </ol>
22	Submission of hard copy of technical bid documents in the Ministry	The hard copy of technical bid documents shall be submitted in the Ministry by next day of the bid end date latest by 5 PM. The hard copy shall be submitted through

		CR Section only located at Ground Floor, AAUB, Lodhi Road, New Delhi and receiving for the same should be obtained from them. The Ministry may require the bidder to submit the receiving, failure to do so may liable the bid to be rejected.
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- i) Supporting documents with respect to meeting the criteria listed in the above clauses should be enclosed. Tender document without these enclosures will be summarily rejected. Noncompliance with any of the above conditions by the Service Provider Company / Firm / Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily. The tendering agency shall furnish the properly indexed bid having all the information required as per **Form II**. Incomplete bids shall be liable to be summarily rejected.
- ii) **The prospective bidders may carry out a site survey with prior permission of this Ministry on the day of Pre-bid Meeting. The cost of the survey (if any) will be borne by the bidder and no reimbursement will be made by this Ministry.**
- b) Any action on the part of any bidder to influence any MNRE officer in the process of examination, clarification, evaluation, and comparison of bids, and decision concerning award of contract, or canvassing in any form, shall make the tender liable for rejection.
- c) MNRE may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
- d) **Financial Bid Evaluation:** The financial bids of only those bidders shortlisted from technical bid evaluation shall be opened.

1. The Financial Bid shall be made in **Form XVII** and all entries must be made mandatorily. The Bid should be inclusive of all taxes/fees/charges as per the Bill of Quantity mentioned in the Form. In case of any mathematical discrepancies, the entries made against the unit mentioned in the Financial Bid at Form - XVII will be considered to be the correct one. The rates quoted shall be inclusive of service charges, all taxes and no additional cost / tax or any other charges shall be payable by the MNRE unless the same is specifically provided in the tender document. No terms and conditions should be added by bidder in the financial form, and in case of any conditions added; the same shall be ignored in arriving at the financial cost. The rates would be valid for the period of contract.

2. The financial evaluation shall be carried out and financial bids of all the technically qualified bidders shall be opened.

3. The bidder quoting the lowest rates shall be deemed as successful Bidder.

4.MNRE will reimburse to the vendor the additional payment made to the staff along with service charges (in r/o staff whose rates have been quoted in the financial bid at the minimum wages) on account of revision of minimum wages by Govt. of NCT of Delhi under Minimum Wages Act, 1948 from time to time. The vendor will submit the proof of payment of revision of wages to the staff deployed.

5.The service provider/contractor shall be responsible for paying bonus to contract labour in the manner prescribed by the Payment of Bonus Act, 1965 & shall get reimbursed from the buyer.

6.In case the same rates are quoted by more than one bidder, the L1 bidder will be decided randomly through GeM. The rates mentioned in the bid shall be considered final for the duration of the agreement except to the extent of revision in Minimum Wages by the Government of NCT of Delhi.

e) Award of contract

- (1) The contract shall be awarded to the successful bidder by the Ministry on GeM Portal only.
- (2) Within 7 days of receipt of notification of award, the successful bidder shall furnish Letter of Acceptance to MNRE conveying willingness to accept the work/supply order in accordance with the provisions of this tender and the Letter of Award.
- (3) Within 7 days of submission of Letter of Acceptance, the successful bidder shall prepare and submit the Performance Security to MNRE.

f) Performance security

- (1) Within 7 days of submission of Letter of Acceptance, the successful bidder shall furnish **performance security amounting to 5% of the awarded contract value.**
- (2) The performance security may be either in the form of Demand Draft in favor of Drawing & Disbursing Officer, MNRE, New Delhi, or as Bank Guarantee in the format at **Annexure-II** of this document
- (3) In case Bank Guarantee is furnished as performance security, the same should be valid by more than sixty (60) days after the expiry of contract period. In case Bank Guarantee is furnished as performance security, it should be sent to MNRE by the concerned Bank, and not by the bidder itself.
- (4) The performance security amount is interest free. Subject to any provision elsewhere in the contract regarding forfeiture or appropriation in full or part thereof, the performance security shall be released at the time of expiry / non-renewal / termination of the contract. MNRE has the right to forfeit/appropriate the whole amount of performance security in accordance with the contract conditions and also to deduct there from any amount due from the contractor at the time of the termination/expiry of the contract.

g) Bid security

- (1) The bid security/EMD submitted along with the bid shall be refunded to the successful bidder after furnishing of Performance Security. Bid Security / EMD of unsuccessful bidders shall be refunded after signing of agreement with successful bidder.
- (2) Bid Security/EMD will be forfeited; if bidder withdraws bid after opening of bids; if bidder fails to accept contract after award; if bidder awarded contract fails to furnish performance security within the time limit specified; if at any time during the bidding process it is found that the information/certificates furnished by the bidder is incorrect/wrong or bogus.

h) Payment terms

- (1) Payment will be made based on monthly bills tendered in duplicate after completion of each month. Documentary proof of satisfactory completion of work as per terms of the contract, signed by the contractor or his authorized representative and verified by the official-in-charge of MNRE, will be attached with each bill. Penalties if any levied in respect of services during the relevant month shall be deducted from the billed amount. Payment will be made directly to the bank account of the contractor.
- (2) In the event of any loss occasioned to MNRE as a result of any lapse on the part of the contractor as may be established after an enquiry conducted by MNRE, the value of the loss is liable to be recovered from the contractor. The decision of MNRE will be final and binding on the contractor.
- (3) Bank Details: All payments to the contractor will be made direct to their bank account electronically, including refund of bid security. The bidder shall furnish their bank account details in the prescribed Form XIV.

## 2. SCOPE OF WORK

### General Conditions:

1. The contract will be initially for a period of **two years, which could be extendable for an additional one year on the same rates and terms and condition at the discretion of MNRE subject to satisfactory performance and mutual consent.**
2. The carpet area is 10,000 sq. m approximately.
3. MNRE reserves the right to increase/decrease the requirement of manpower and the respective applicable cost would accordingly be increased / decreased.
4. The Scope of Work includes the following components. The scope of services outlined below should be referred to as indicative type and not comprehensive type: this implies the scope can be enhanced as deemed appropriate. With the help of mix of man, machine, chemicals & standard operating procedures. Service Provider (SP) will have to ensure efficient, clean, ecofriendly & quality housekeeping service.

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S. No.	Service
1	Housekeeping
2	Pest Control & Sanitization of office spaces
3	Parking Assistance
4	Gym Instructor

5. **Definitions:**

Wherever these words occur in this specification, the following meanings shall apply:

- Service Provider/Contractor: Successful bidder after signing the contract will be called as Service Provider (SP)/Contractor
- Specifications: General Information, general requirements, specific requirements and any supplements, drawings, sketches and data sheets, attached or referenced comprise the complete specification.
- Work: All janitorial maintenance work, specified, implied or directed
- As directed: Instructions from MNRE Representative
- Approved/ Approval: Satisfactory to the MNRE representative
- Managers representative: The person designated as the project representative for administration of the facility management contract.

6. **General Requirement:**

- Hours of Service: Services are to be provided on daily basis.
- Reporting: The supervisor will submit a signed and dated daily report noting corrections, special problems and other information as requested. The supervisor shall also be responsible for all day schedules and job duties.
- Facilities: A small on-site storage facility will be provided by MNRE. Scheduling shall be so as to optimize utility conservation, janitorial closets and storage space will be used for janitorial supplies and equipment only. SP is responsible to maintain these areas in a clean and orderly state.
- Protection and Damage: SP shall without additional expense to MNRE be responsible for all damages to persons or property that occurs in connection with the contracted work performed. Breakage, loss or damage of any office equipment or the property which may occur in or about the building as a result of SPs operations or of the actions of its agents or employees shall be made good by SP at its expense. SP shall take all precautions necessary for the protection against injury of all persons engaged in the performance of the agreement. SP shall observe all safety practices and comply with any applicable safety regulations.



7. **Housekeeping and Cleaning Services:** Housekeeping Activities will include Dustbin cleaning / Disposal, Toilet Cleaning, Hard Floor (Concrete) Cleaning, Door / Frames / Surrounds Cleaning, Windows Walls Glass cleaning in partitions / doors Vitrified Tile / Vinyl Floor Cleaning Furniture / Fixings Stairwell Cleaning Lifts Balconies / Veranda Entry / Fover /Lobby Electrical Equipment cleaning/Vaccum Cleaning of Corners and Edges. The Service Provide will also clean Lobby, Corridors, Office Desks, Rooms, Restrooms, Elevator, Auditorium, Stairwells, Parking, Office Gate, Security Cabin, Parking Areas etc. The detailed requirement of housekeeping service may be seen at **Annexure-I**.

**Deployment of Man Power for housekeeping: -**

	Profile	Skills Required	Requirement
1	Site In charge / Facility Manager	Skilled (Graduate or above)	1
2	Housekeeping Supervisor	Skilled (Matriculate but not graduate)	3
3	Cleaning Staff (including minimum 8 females)	Unskilled	32
4			
<b>Total</b>			<b>36</b>

**8. Pest Control and Sanitization of Office Space and Vehicles**

**A. The SP will**

- a. Assess the built-up property for signs of insects, such as flies, mosquitoes, spiders, ants, rodents and external areas for stray animals as well as weed infestations that threaten to overwhelm flowerbeds and grass areas.
- b. Get information on treatments locally used or other authorities use such as mosquito abatement or introduction of one insect to control another. The goal is to make certain the treatment plans a manager selects is compatible with other programs in the area.
- c. Select the appropriate control methods customized to the classes and combinations of pests detected within each class. Treatment locations and frequencies can become part of an annual preventive maintenance program.
- d. Once the controls are in place, maintenance staff will have to check devices and areas regularly as recommended by the supplier to determine the results whether that is the declining presence of pests or further action required due to changing conditions, seasons or weather patterns.
- e. If the pest control program requires hazardous chemicals such as some insect sprays, the SP will have to keep material safety data sheets available to all who handle or use them and provide information and training in handling and use each time a new substance is purchased.

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- f. SP should also make sure all products are properly labelled and contain appropriate warnings about hazards, use and handling as well as what to do in an emergency.
- g. In order to control spread of Coronavirus, sanitization will have to be carried out for office space and vehicles on a daily basis. The Ministry, at its discretion, increase or decrease the area to be sanitized. The above-mentioned office space includes Rooms, Committee Rooms, Halls, Corridors, stairs, lift, washroom and cars etc. The sanitization work shall be carried out after office hours i.e. 05:30 PM.
- h. If required, a particular area/room/committee rooms etc. may be sanitized and fumigated multiple times depending upon the specific requirements of this Ministry/Buyer. The same must be adhered to and carried out.
- i. The contract includes carrying out the following jobs as described: -

S. No.	Particulars	Frequency
1	General Insect / pest control services for cockroach and mosquito extermination	Every week
2	Rodent Control Services	Every Fortnight
3	Fumigating canteen stores	Once every month
4	Beehive removal (per beehive) – Campus	As and when required
5	Fumigating basement floors	Every week
6	Sanitization of Office Space and All Vehicles	Every Day
7	Carrying out Anti-termite treatment	At least once in a month or as and when required

**Deployment of Man Power for pest control and sanitization: -**

S.No.	Worker	Skills Required	Requirement
1	Pest Control and Sanitization Staff	Unskilled	6

**9. Parking Assistance**

- A) The building has stack vehicle parking facilities in the three basement floors. During the rush hours in the morning, there will be a need to manage the parking of vehicles to ensure hassle free movement. Similarly, during the evening hours, the traffic will need to be managed for smooth movement of vehicles.
- B) Deployment of Man Power: - The SP shall provide the following staff with minimum qualification and experience as detailed below for parking and traffic assistance on all days of the week except Sundays and Holidays. All the Assistants must have a valid driver's license and their work will involve assisting drivers to help park their vehicles in the stacked parking lots.

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 भारत सरकार / Govt. of India  
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S. No.	Worker	Skills Required	Requirement
1	Parking Assistant	Semi-Skilled	03 (01 on each basement floor)

C) These staff may be re-deployed for other purposes in off peak hours.

### 10. Gym Operations

- A) The building houses a fully functional gym with all the necessary equipment viz. Chest Press Machine, Anti Burst Yoga Ball, Spin Bike, Dumbbells, Treadmill etc. Unsupervised use of the equipment may lead to serious injury to the employees. A Gym Instructor will be required to provide guidance to the people for using the equipment in the correct manner.
- B) The instructor will provide all necessary guidance to the persons using the gym equipment at any given time and will ensure that no injury takes place. He will also insure cooperation in conduct of special activities in the Gym as well as ensuring cleanliness of operations at all times.
- C) Deployment of Man Power: - The SP shall provide the following staff with minimum qualification and experience as detailed below for managing the gym.

S. No.	Worker	Skills Required	Requirement
1	Gym Instructor	Skilled (Graduate or above)	01

D) The timing for the Gym Instructor will be from 11.30 am to 8.00 pm from Monday to Friday.

### 13. General Instructions

- A) The initial sweeping and mopping of all the areas shall be completed by 8:30 AM on all working days, failing which a monetary **penalty of Rs. 1000/- per day** shall be recovered from the contractor's bill in respect of each floor. The corridors / staircases will be mopped at least twice a day i.e. once by 8:30 AM and once between 2 and 3 PM. The toilets will be cleaned at every two hours from 8:30 AM to 5:30 PM daily. The SP should provide 1 (one) full time worker per two toilets, who should be available throughout the day. The SP would ensure that 1(one) dedicated worker (male worker for gents' toilets & female worker for ladies' toilets) is available in Gents toilets and Ladies toilets on all floors from 8:30 AM to 5:30 PM and he /she will ensure the cleanliness of toilets at regular intervals failing which a penalty @ Rs 500/- on each occasion per day shall be levied and the same would be deducted from the monthly bill.
- B) In general, the services are to be provided on all working days and Saturdays as per requirement. As far as possible, the SP shall not frequently change the personnel deployed for cleanliness etc. A penalty @ Rs 500 /- on each occasion for each person shall be recovered from the SP's bill, if any worker is found missing / absent from any toilet / corridor

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as aforesaid. An attendance sheet will be signed by worker and supervisor in the morning and evening daily. They will also attend to deficiencies, if any, pointed out to them.

- C) The SP has to arrange attendance register for his staff, which will also be checked and signed by a person designated by this Ministry. Attested copy of this shall be submitted along with monthly bill.
- D) The SP shall supply fresh sets of uniforms/ badges, Identity cards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform, a penalty @ Rs 500 per person per day shall be recovered from the contractor's bill.
- E) The SP shall ensure that all personnel deployed by the firm are fully conversant with the premises. The SP must provide salary slips, EPF numbers and ESI cards, duly activated to all the deployed manpower to MNRE. The SP should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing. Any delay in submission of the records will force MNRE to deduct a proportionate amount from the bills, as decided by the competent authority.
- F) SP must employ adult personnel only. Employment of child labor shall lead to the termination of the contract at the risk and cost of the SP. SP shall deploy / engage reliable persons at Client's premises after proper character and police verification and impose any conditions as per prevailing contractual labor laws for such engagements, take disciplinary action or reward any person at work etc. at its sole costs, risks and responsibilities. SP shall intimate the details like name, age, parentage, address – (residential as well as permanent) of all staff to the Client and shall also intimate changes in addresses of the staff as and when they take place.
- G) SP shall deal with and settle the matters related with Union Of India, State Government (s) and Government UT administrations and shall make sure that no labor disputes / problems are referred to MNRE. It shall totally indemnify MNRE in this regard. SP should at all times indemnify MNRE against all claims, damages or compensation under the provisions of Payment of Wages Act 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, Workmen Compensation Act, 1936, Industrial Disputes Act, 1947, Maternity Benefit Act, 1961, Delhi Shops and Essential Act, Payment of Bonus Act, 1965 or any modification thereof or any other laws relating thereto and rules made hereunder from time to time. MNRE will not own any responsibility in this regard.
- H) The SP shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or injured or goes on strike / unfair activities etc. during performance of his / her duty. It shall indemnify MNRE in all respects under this contract.
- I) Be it private or public areas, the SP's employees shall be liable to be frisked / checked by the security personnel at Client premises or on duty at any time during performance of their duties. SP's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property / person. SPs shall be solely responsible for any indiscipline, theft or loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him.

- J) The MNRE without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist the Contractor for a suitable period without giving any notice in case he fails to honor his bid or contract without sufficient grounds or found guilty for breach of condition/s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by such Contractor or by its staff. MNRE decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.
- K) The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification, and an undertaking in this regard has to be submitted to MNRE. The persons deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out all housekeeping work using appropriate materials and tools/equipment. In case of shortfall of any attendance of the workers provided by the contractor, the monthly payment will be proportionately deducted. The contractor shall arrange for the reserve personnel in lieu of weekly off or leave periods taken by regular persons. No separate payment shall be made for such arrangements.
- L) MNRE reserves the right to call for any reports, including with regards to payments being made to the personnel in a timely manner at any time, in case of any complaints raised by any entity or person.
- M) Code of Conduct : The SP shall strictly observe that its personnel are always smartly turned out and vigilant, Are punctual and arrive at least 15 minutes before start of their duty time, Take charges of their duties properly and thoroughly. Perform their duties with honesty and sincerity, read and understand their post and site instructions and follow the same. Extend respect to all Officers and Staff of MNRE. Shall not drink liquor on duty, or come drunk and report for duty, will not gossip or chit chat while on duty Will never sleep while on duty. Will not read newspaper or magazine on duty. Will immediately report to Site in charge if any untoward incident / misconduct or misbehavior occurs. When in doubt, approach Site in charge immediately. Get themselves checked by security personnel whenever they go out. Do not entertain visitors. Shall not smoke or use gutka / pan etc in the office premises. And Not misuse the telephones/computers in the building.
- N) Confidentiality: The SP shall ensure that the following information are not given to anyone: The phone number and movement plans of MNRE officials. Car make, color and number of any officer (s) / official (s). Telephone no. / any other information. Location and movement plans. Meetings and conference schedules. Site plan of the premises. Travel details of MNRE officer (s) / official (s). Assets of the office.
- O) Monitoring and Evaluation: The Service Provider will submit an exhaustive list of work performance formats that will be displayed in various areas of work and the supervisor will make relevant entries to ensure that all activities mentioned in the checklist are being entered into the format properly and in a timely manner. The authorized representative of MNRE shall also make relevant entries in to the formats from time to time based on physical inspections. Reports shall be submitted daily, weekly and monthly to MNRE based on pre-decided formats and these will include reporting for routine activities, incidental reports and observation reports.

- P) Training: The service provider shall maintain and implement a training schedule on routine basis for housekeeping & soft skills including but not limited to induction, grooming, behavior, and use of chemicals, housekeeping machineries & all activities. All housekeeping staff shall be well trained in respective areas & responsibilities. Logging and maintenance of training records & submission of the same shall be made on a monthly basis.
- Q) Housekeeping Services Suggestion/Complaint Register: To be maintained by the Contractor at MNRE premises for recording of all suggestions, complaints or service requests from MNRE received by the Contractor or Supervisor. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

14. **PENALTY:** In case of non-performance, Penalty will be levied for the following, which is not exhaustive.

S.No	Description	Penalty
1	Non-completion of cleaning activities within the scheduled time period.	Rs 1000/- per occasion.
2	Not cleaning the toilets at regular intervals	Rs 500/- per occasion.
3	Damage to MNRE assets or equipment's etc., caused by the agency staff	The cost of assets to be covered by agency as per insurance policy
4	Absence of personnel without prior permission from Admin Representative:	Rs.500/- per person per occasion.
5	Refusing to carry out the work as specified within the time limit set by MNRE Representative	Rs.1000/- per occasion
6	Misbehavior like quarrelling, abusing etc, between the staff employed by the agency, causing disturbance in the premises	Rs.500/- per occasion with removal of staff
7	Staff not reporting in Uniform	Rs.200/- per person per occasion.
8	Deductions towards poor services like not carrying out weekly and monthly services properly etc.	Penalty of Rs. 1000/- per occasion plus cost of getting the service done from external agency
10	Deductions towards poor and ineffective pest control services	Penalty of Rs. 1000/- per occasion plus cost of getting the service done from external agency

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11	Service personnel not turning up for pest control service on the appointed day at the appointed time.	Rs. 500/- per occasion
12	Daily and Monthly Report not being submitted on time, that is, by 11AM the next day for Daily reports and by 3 <sup>rd</sup> of the next Month for Monthly reports	Rs 1,000/- per occasion
13	Failure to redress issue raised in register maintained for complaints	Rs 500 per occasions
All penalty clauses that are repeated in a month shall be increased by 50% on every repetition.		

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**HOUSEKEEPING ACTIVITIES**

1. Housekeeping Activities will include Dustbin cleaning / Disposal, Toilet Cleaning, Hard Floor (Concrete) Cleaning, Door / Frames / Surrounds Cleaning, Windows Walls Glass cleaning in partitions / doors Vitrified Tile / Vinyl Floor Cleaning Furniture / Fixings Stairwell Cleaning Lifts Balconies / Veranda Entry / Foyer /Lobby Electrical Equipment cleaning/Vacuum Cleaning of Corners and Edges. The services include the following-
- Wet / Dry mop for cleaning in the designated areas, Wet / Dry Vacuum cleaner for cleaning in the designated areas, Use of Wet / Dry Scrubber machine for cleaning in the designated areas, To use Mechanical Sweeper for sweeping in the designated areas, To use Single disk scrubber for cleaning in the designated areas, To use the rubber squeezers to remove excess water from various areas, To clean the various fittings/ fixtures in the premises as per the specifications, To clean all the lift cabins as per the specifications, To clean the parking areas, To clean the Mechanical Electrical areas (premises only) in the presence of respective operators
  - High dusting of corners, ledges, ceiling fixtures etc. will be performed on an as-needed basis, not less frequently than every 30 days, all walls, doors and windows (exterior and interior) to be cleared of all stains, smudges and hand marks. Any such marks which cannot be removed easily without affecting the surface or existing paint should be brought to the notice of MNRE, Polishing of metal. Brass handles, pots and railing etc. minimum once a week. Frequency will be increased if required.
  - Empty and clean the trash receptacles, Clean and stock the toilets in the premises, Sweep the staircases giving special focus on cleaning of landing areas, common areas witnessing considerable footfalls and other related areas, Clean the various signages of the areas, Scour wash and clean all basins, bowls and urinals including tile walls and partitions near urinals. Special attention must be taken to inspect and clean areas of difficult access such as underside of the toilet bowl rings and urinals to prevent building up of calcium and iron oxide deposits. Wash both sides of all toilet seats and wipe dry. Toilet seats to be left in an upright position.
  - Sweep, clean and dusting of entire internal and external area of the building space including moveable and immovable furniture, office equipment and Tools and Plants, General floor areas maintained free from scraps of paper etc.
  - To be alert and observe any discrepancies in the fittings, fixtures and other such items in the designated areas and to report any discrepancy to their supervisor and promptly initiate the incident report, report any lights failure etc., to MNRE
  - At least once per shift, the staff will police his particular area and picking up papers, leaves and any other debris, sweeping up the standing water and leaving the area in a neat, orderly condition. Any discrepancies or clean – up required beyond normal policing will be reported to MNRE.



- To ensure that the routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis.
  - To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as per scheduled cleaning of window grills and glass on regular and scheduled basis.
  - Provision of office related support including but not limited to dish and cup washing, cabin arrangement, conference room and auditorium arrangement.
2. The Facility Manager will be responsible to monitor and ensure proper housekeeping activities are conducted at the site as per specifications, To brief all staff regarding their duties, designated areas and special instructions if any, To create awareness and train all staff regarding methods and the specifications and to inform them of any changes in routines or specifications, To submit the various checklists at the frequency instructed in the suggested formats, To de-brief all supervised staff at the end of each shift, To monitor that the staff is cleaning in proper manner in order to ensure that the surfaces are maintained in the best possible way and enhance their longevity, To inform all discrepancies and maintenance requirements brought to his notice by his staff and his own observations to management promptly, Ensure discipline, proper attire and etiquette in the staff under them, To police all the designated areas to ensure effective housekeeping, To maintain the daily attendance record, absentees list and list of stand-by personnel called for duty, maintain Janitor closets and storage areas in a neat and orderly manner at all times, submit Method statement of the basic housekeeping process, To organize training for Housekeeping boys on use of various consumables, equipment and machinery.
3. Activity Process: These will include:
- **Spot Cleaning** – Dip a sponge into appropriate solution and give a gentle wipe of the spots of the surface. The wiping would be done horizontally first and then vertically. Keep repeating the process till the spots disappear.
  - **Damp Cleaning** – Give a complete dry mop to the surface and make sure that there are no solid dust particles. Then the mop has to be dipped in mild R2 solution or clean water and it has to be squeezed to avoid water flooding. Then it has to be run on the surface to once half part first and then the other half of the entire area.
  - **Dry Mopping** – The aim of dry mopping is to control the dusts so the mop should be handled in a straight position by the left hand near the handle and it has to be run in one directions i.e. forward and then the backwards mopping is done after covering some distance.
  - **Scrubbing** – Initially the entire surface should be given a complete dry mopping such that there are no solid dust particles. Then the diluted R2 solution has to be used with a scrubbing machine having a red pad (in case of hard surfaces brushes shall be used). The water has to be sprinkled initially and the scrubbing is done parallel. At the end of the process, the water has to be squeezed out by using volumizers and then a complete dry mopping has to be given.
  - **Buffing** – This is the next process for scrubbing and preferably to use white pads to make the surface shining and glossy.

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- **Vacuuming** – Vacuuming should be done for both hard and soft surfaces where in the floor tool has to be adjusted to keep out the brush and vacuuming should not be done if some big solid particles are there.
- **Shampooing** – Stain removers shall be used to remove small stains on the carpet, the foam is generated by the machine and it has to be run in a circular motion. In case of deep stains good concentrated stain removers shall be used and a complete vacuuming has to be done after the process and it should be allowed to dry naturally.

4. **Lobby and Corridors Service:**

- Daily:** This will include Sweep and clean building entrances, Clean and remove smudges from entry door glass, Polish all entry handles, door plates and metal trim, Spraying Room Fresheners in all rooms at regular intervals , Wipe clean all glass, wood or metal doors and door jambs, Empty all trash receptacles, clean container with clean, damp cloth and replace plastic lines, Remove all debris form landscaped pots and planters (report any thefts, broken pots or missing plants), Dust and clean all horizontal surfaces, Vacuum all carpet areas completely and remove spots, Dust mop and damp mop entry floors, Clean and remove smudges and marks on walls, wall coverings and artwork, Clean, polish and straighten all furniture as needed, Wipe clean all fire extinguishers cabinets and glass (Report broken glass or missing extinguishers), Clean and polish all elevator doors, jambs, call plates and hall buttons, Dust and clean all lobby and corridor signage, Report any lights burned out, Secure all doors and turn off appropriate lights upon completion of work assignments
- Weekly:** Clean and polish all entry metal and sills, Dust and clean polish all baseboards, Spot clean all carpeted areas, Dust all ledges and exit signs, Dust all walls
- Monthly:** Clean all ceiling vents and grills, Dust high ceiling corners and entry ways, Clean and treat all wood paneling and furniture as required, Strip, re-seal or re-wax floors as necessary, Shampoo carpet areas as necessary, Clean, details and sanitize public phones, office T&P, work stations and enclosures, Dust and clean all fire lobby doors inside and out, Polish door floor plates

5. **Office Service:**

- Daily:** These include activities such as Remove hand spots or smudges from entry doors, Using a dustless mop, damp mop all non – carpeted areas, Spraying Room Fresheners in all rooms at regular intervals, Vacuum and spot clean carpets in all traffic areas, removing staples and other debris, Properly position furniture, books and magazines in reception areas, work stations offices. Properly position furniture in offices and conference rooms, Display boards will be cleaned upon request only, Remove fingerprints and smudges from all walls, Spot clean all partition glass and mirrors, Remove all fingerprints and smudges from light switch covers, electrical outlet cover plates and doorknob handles., Dust windows sills and ledges, DO NOT dust desks, conference tables or counters which are cluttered with paperwork unless it is ordered and shall be attended in the presence of concerned staff, Dust and replace

- all desk ornaments, phones and machines in their original position, Clean furniture fabric with a whisk broom to sweep off any dust, paper bits and erasures as needed (remove all staples), Empty all waste baskets and carry trash to designated areas for removal; replace plastic liners as needed, Empty large recycling bins from offices into separate container to be disposed-off into specially designated recycling dumpsters, Clean and wash all lunchroom table tops, counters, sinks, cabinets, refrigerator and stove (exterior only) surfaces (report any insect problem), Report all burned out lights, Before leaving any suite shut off lights, electrical appliances, close drapes and blinds and lock all entrance doors and only interior doors as requested
- b. **Weekly:** Damp wipe all interior doors with a treated cloth, Detail vacuum entire carpet areas, remove staples and other debris, polish all desk tops that are cleared of paperwork, Dust all ledges, files, baseboards and sills, Vacuum all furniture or wipe vinyl furniture clean, Dust all lower parts of furniture, Dry cleaning of office towels and car seat covers.
- c. **Monthly:** Completely clean all partitions and doors, door jambs, door floor plates, glass and mirrors from floor to ceiling, Dust all ledges, wall moldings, pictures, shelves etc over seven feet, Dust clean or vacuum all drapes and blinds, Brush down and clean all vents and grills, Strip, clean and apply floor dressing to all composition, hardwood and parquet floors, Scrub and wax all tile floors, Detail all desks and office furniture, Dust and clean all light fixtures and covers, Detail and clean all lunch room areas, Clean all baseboards, Detail and vacuum chairs and upholstered furniture.

6. **Restrooms:**

- a. **Daily:** Dust and clean restroom signage and doors, Vacuum all restroom vestibules and remove spots, Wet mop and disinfect tile floor. Paying particular attention to areas under urinals and toilet bowls, Clean alkaline deposits and soap spills from floor tile grout, Wash and disinfect all basins, urinals and toilet bowls, Spraying Room Fresheners in all rooms at regular intervals, Clean underside rims of urinals and toilet bowl, Wash both sides of toilet seats with soap and water and disinfect, Empty, clean, sanitize and polish all paper dispensers, replacing liners as necessary. Clean and polish all mirrors. Dust ledges and base boards, Damp wipe, polish and shine all chrome, metal fixtures, hand plates, kick plates, utility covers, plumbing, clean – out covers and door knobs, Spot clean with disinfectant all partitions and tile walls (report any graffiti and remove if possible), Fill all toiletries in the rest room and track record of consumption, Report all burned out lights, leaking faucets, running plumbing or other maintenance needs, Janitor carts will not be brought into restroom areas or used to prop open doors, Restroom doors will be propped open with a rubber stop, and a sign indicating “restroom closed for cleaning” will be placed outside, Pour clean water down floor drains to prevent sewer gas from escaping.
- b. **Weekly:** Wash down all enamel walls, Wash all waste containers and disinfect, Clean and polish all doors, door plates and hardware

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- c. **Monthly:** Wipe clean all ceilings, lights and fixtures, Strip wax and apply new wax to tile floors, Shampoo as need and clean vestibule carpet if any, Detail all toilet compartments and fixture, Brush and clean all grills and vents.

7. **Elevators**

- a. **Daily:** Vacuum and clean all spots and stains, Dust and clean granite baseboards, Dust and polish all metal with approved polish (no abrasives), Damp wipe and remove all spots and fingerprints from doors and walls (interior and exterior), Dust and clean elevator ceilings and lights, Remove gum, stains or debris from ceilings, handrails and elevator tracks, Dust, disinfect and clean emergency phone and security compartments, Clean all call buttons, call plates and signage, Report any burned – out lights or malfunctions of elevator, Clean and polish elevator tracks, Stairwells, Police entire stairwell, removing all trash etc. ,Report any exit signs that are burned out, Report any lights burned out.

8. **Auditorium**

- **Weekly and day prior to use:** Remove hand spots or smudges from entry doors, Using a dustless mop, damp mop all non-carpeted areas, Damp wipe all interior doors with a treated cloth, Detail vacuum entire carpet areas, Detail and vacuum chairs and upholstered furniture, Vacuum all furniture or wipe vinyl furniture clean, Dust all lower parts of furniture

9. **Stairwells and Parking :**

- a. Daily Sweep down all stairs and landings, Dust all handrails, banisters and ledges, Dust and clean all stairwell signage, cleaning of all dustbins and waste baskets
- b. Monthly Wipe clean all stairwell doors and door jambs, Wet mop all stairs and staff landing (clean base boards if necessary), Dust and mop all lights and fixtures, Dust and clean all emergency fire equipment and plumbing

10. **Gate Office, External Cleaning and Parking Area and Security Cabin**

- It shall be ensured that the routine housekeeping activities but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis in gate office , parking area and security cabin, To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as per schedule, Cleaning of security gate, Cleaning of window grills & glass up to 30 ft height from in / out side on all floors on regular & scheduled basis.

11. **Garbage Collection :** Collection and disposal of all garbage on regular basis at least twice in a day including thorough incinerator services, Maintain hygiene in the premises by routine garbage collection and disposal by safe and secured manner, Lifts will not be locked off or held on any floors to remove trash or equipment, only designated stair case will be used, Building entrance doors will not be used to remove trash from the building, Prior to removal, trash will be properly protected against spillage or staining of carpet and floors, Any trash will be brought down in an inconspicuous manner, Any spills or debris should be cleaned up prior to leaving this area, Any defects or improper working conditions must be reported to the cleaning supervisor, The waste collected in the common area shall be segregated and collected in different

color bags for organic and inorganic waste and dumped to the dumping point of MCD by the housekeeping boys through their vehicles, Implementation of steps must be taken to ensure waste management to the highest standards

- a. SP would implement the effort though Systematic & Periodic waste collection, Segregation of wastes, salvaging of recyclable waste, Scientific & Environment friendly means of disposing the waste, Source reduction, Standards, Purchasing, Recycling, Education Coordination



अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अधर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110002 / New Delhi-110002

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To

Under Secretary, Admin-II  
Ministry of New and Renewable Energy  
Room No. 417, Atal Akshay Urja Bhawan,  
Lodhi Road, New Delhi 110003

WHEREAS

..... (name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no..... dated .....to provide "Housekeeping and Maintenance services in MNRE" (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial Bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of ..... (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the ..... day of ....., 20.....

(Signature of the authorized officer of the Bank)

.....

Name and designation of the officer

.....

Seal, name & address of the Bank and address of the Branch

अरुनाव सेनगुप्ता / ARUNAVA SENGUPTA  
अधर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003

(ON BIDDER'S LETTER HEAD)

**RECEIVING FOR SUBMISSION OF TECHNICAL BID DOCUMENT**

Certified that M/s..... has submitted the Technical Bid document regarding “Contract for House Keeping & Maintenance Services, Pest Control and Sanitization Services, Parking Assistance and Gym Services” in the CR Section of Ministry of New and Renewable Energy on .....(date) at .....(time).

(CR Section)

Ministry of New and Renewable Energy

*A. Jeth*

अरुणव सेनगुप्त / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110001 / New Delhi-110001

**Form – I**  
**Submission of Tender**

To,

**Under Secretary (Admin II),  
Ministry of New and Renewable Energy  
Atal Akshay Urja Bhawan, Lodhi Road,  
New Delhi 110003**

Subject: Tender for providing Housekeeping, Cleaning and Maintenance in AAUB

Sir,

In response to your tender inviting notice for the above-mentioned contract, I/We, a Company/ Partnership/ Sole Proprietor submit the tender with following particulars:

Sr.no.	Description	Particulars
	(Full Name of the Firm)	
1	Constitution & Nature of Firm	
2	Year of Establishment	
3	Registration Number under applicable act with a copy of registration certificate	
4	Registered Postal Address	
5	Telephone No. Fax No. Mobile No.	
6	Address of Branches	
7	Name and address of Directors	
8	(a) Name of Bankers & Branch with full address (b) Type of Account & Number (c) Name(s) of person(s) operating the account (enclose banker's certificate)	
9	PF Code allotted by the jurisdictional PF Commissioner with photo copy of certificate	



2. Having acquired the requisite information related to the subject work after visit of the site and examining the form of contract, nature, quantum of work as effecting the tender invited by on behalf of the Ministry of New and Renewable Energy, I/We, the undersigned hereby offer for providing qualified staff as indicated in the Tender Document to provide manpower strictly in accordance with the terms and conditions as indicated by you in the said documents. I/We confirm that adequate manpower of requisite qualification and experience is available with me/us for deployment at AAUB, MNRE, New Delhi.
3. We also agree to submit the bill on monthly basis and accept the payment to the workers as per the Minimum wages declared by the Central Government/State Government from time to time. I/We also agree for the compliance of applicable Labour and other Laws in force and other Govt. orders. All workers engaged by me/us would be suitably compensated by me/us complying with Minimum Wages Act. All other payment like payments under Workmen Compensation Act etc. shall be borne and payable by me/us. I/We will always keep MNRE, New Delhi indemnified of any claim/damages that MNRE, New Delhi have to pay with respect to the service and the deputation of any workers to MNRE, New Delhi.
4. I/We fully understand that MNRE reserves the right to reject any or all the bids or to reject the lowest bids without assigning any reasons and that MNRE further reserves the right to terminate the contract during its tenure at any time without assigning any reasons.
5. I/We further pay and have enclosed Earnest Money amounting to Rs. 6,00,000/- (Rs. Six Lakhs only) in the form of Demand Draft/Pay Order from a Nationalized / Scheduled Bank only drawn in favor of Drawing & Disbursing Officer, MNRE, New Delhi, along with the Technical Bid which will remain with MNRE up to final award of contract. However, no interest shall be payable on Earnest money. Earnest money of successful bidder shall be adjusted against the security deposit.

Thanking you,

Yours faithfully,

(Name) Signature

Signed as proprietor/partner/Director  
that holds power of Attorney on behalf of firm

Name of firm/company

*A. Sen Gupta*

अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110002 / New Delhi-110003

**FORM II**

**Technical Bid Submission Form**

S. No.	Criteria	Documentary Proof Required (Mandatory)	Documents Provided (Yes/No)
1	<p>The bidder must submit all of the below mentioned documents:</p> <ul style="list-style-type: none"> <li>a. Certificate of Incorporation under the Indian Companies Act, 1956.</li> <li>b. PAN Card.</li> <li>c. TAN Registration.</li> <li>d. Proprietorship / Partnership Deed/ Memorandum and the Articles of Association.</li> <li>e. Goods &amp; Service Tax Registration Certificate.</li> <li>f. Latest 3 months GST R1 &amp; GST 3B.</li> <li>g. EPF &amp; ESI Registration Certificates.</li> <li>h. Latest month EPF &amp; ESIC Challan &amp; ECR with Minimum 250 Employees on the Payroll and latest GST Challans.</li> <li>i. Shop &amp; Establishment Registration Certificate.</li> <li>j. MSME Registration Certificate (if applicable).</li> <li>k. Start Up Registration Certificate (if applicable).</li> <li>l. Udyam Registration Certificate</li> <li>m. Labour Identification Number (LIN).</li> <li>n. ISO Certificate (9001:2015, 27001:2013, 14001:2015, 45001:2018, SA 8000:2014, CMMI Level 5 &amp; 16949:2009).</li> <li>o. Escalation Matrix with contact numbers</li> </ul>	<p>Self-attested copies of all documents are submitted.</p>	

2	The average annual turnover in the last three financial years should be Rs.10 crore.	Certified Copy from Chartered Accountant /Auditor /any other prescribed authority (particularly mentioning this bid number)	(Yes/No)
3	Audited Balance sheet and Profit Loss statement for the last three financial years (2020-21, 2021-22 & 2022-23).	Certified Copy from Chartered Accountant /Auditor /any other prescribed authority (particularly mentioning this bid number)	(Yes/No)
4	Registered with Income Tax Department	Chartered Accountant certified copy of IT Return Acknowledgement for the Assessment Year 2022-23	(Yes/No)
5	Bank solvency certificate	Latest bank solvency certificate issued after the tender publish date for an amount of Rs 1,00,00,000/- (Rupees One crore) from the commercial bank	(Yes/No)
6	Rating over 4 stars on Gem Portal during the past one year	Self-attested copy of snapshot should be submitted of the gem star rating.	(Yes/No)
7	Pre-Bid Meeting	The bidder must submit the verified Pre-Bid Meeting Attendance Certificate as per Form-III on Bidder's letter head. The bidder should get the certificate verified by the Under Secretary (Admin-II), MNRE at the end of Pre-Bid Meeting.	(Yes/No)
8	The bidder should not be under liquidation, court, receivership or similar proceedings and should not be bankrupt.	The bidder submit undertaking (Form-IV) to this effect on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number).	(Yes/No)
9	The bidder should not be Blacklisted by any Government Department / Public Sector Undertaking / Private Sector / or any other agency.	The bidder must submit Non-Blacklisted certificate as per Form-V on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number).	(Yes/No)

*A. Jadhav*

अरुणा सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110002 / New Delhi-110002

10	The bidder should not be indicted for any criminal, fraudulent and anti-competition activity.	The bidder must submit Undertaking as per Form-VI duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the bidder has not been indicted for any criminal, fraudulent and anti-competition activity.	(Yes/No)
11	Compliance of statutory dues like EPF/ESIC/GST.	The bidder must submit Undertaking as per Form-VII duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) regarding the compliance of statutory dues like EPF/ESIC/GST.	(Yes/No)
12	Non-disclosure of contract to third party.	The bidder must submit Undertaking (Form-VIII) duly ink signed for Non-Disclosure of the contract or any provision, specification, plan design, pattern, sample or information thereof to any party during and after the expiry of Contract on notarized judicial stamp paper on Rs 100/- (particularly mentioning this bid number).	(Yes/No)
13	Undertaking to pay Salaries/Wages of the contracted staff deployed at the buyer location on time.	The bidder must submit Undertaking (Form-IX) duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder shall pay Salaries/Wages of the contracted staff deployed at the buyer location first i.e. on their own on the first day of every month and then claim payment from Buyer along with the all statutory documents like EPF, ESIC etc. as well as bank statement of payment done to staff.	(Yes/No)

*A. J. S.*

14	Police verification of bidder and its employees.	<p>1. The bidder must submit Undertaking (Form-X) duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) for timely providing the police verification of its employees deployed in the Ministry under the contract.</p> <p>2. The bidder must submit its latest police verification issued after publication date of this tender.</p>	(Yes/No)
15	Undertaking about registered/branch office in Delhi/NCR.	The bidder must submit Undertaking (Form-XI) duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder have a registered/branch office in Delhi/NCR along with self-attested copy of valid Rent Agreement/Proof of Ownership of Premises or other relevant document as proof.	(Yes/No)
16 (a)	<p>Experience of providing similar services of a value equivalent to estimated value of this tender document in a single contract or of a value equivalent to 60% of the value of this tender document in two contracts or a value equivalent to 50% of this tender document in three contracts for a contract period of not less than 1 year in the last 3 years satisfactorily. The estimated value of this tender may be taken as Rs 1.5 Crores per year.</p> <p>‘Similar Service’ mean “Integrated Facility Management” services that must include “House Keeping &amp; Conservancy Services and Pest</p>	<p>The bidder must submit Undertaking as per FORM-XII duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) for providing the details of similar work done during last three years along with copy of Letter of Award, Experience Certificate and Satisfactory Work Performance Certificate certified by the contracting Ministry/PSU. <b>SELF-CERTIFICATION SHALL NOT BE ACCEPTED.</b></p> <p>The Bidder must note that they should have carried out and completed similar works in their</p>	(Yes/No)

*A. Sen*

	<b>Control Services in a single campus or facility” of similar area.</b>	<b>own name as principal contractor and not in any other name as per MOU signed with other parties.</b>	
16 (b)	The bidder should have one prior experience of providing pest control services and sanitization services in the Government (Central / State or PSU) within the past three years from the date of submission of the bid	<b>Letter of Award, Experience Certificate and Satisfactory Work Performance Certificate certified by the contracting Ministry/PSU must be specified in Form XII.</b>	(Yes/No)
18	Insurance cover to contracted personnel from any reputed insurance company registered with IRDAI.	<b>The bidder must submit Undertaking (Form-XIII) duly ink signed on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number) that the Bidder provides insurance cover to contracted personnel from any reputed insurance company registered with IRDAI along with self-attested policy copy of Group Insurance Medical Policy/Employee State Insurance Corporation (2022-23), CGL-Public Liabilities Policy (2022-23), and Personal Accidental Insurance (2022-23)</b>	(Yes/No)
19	Bid Security	<b>The bidder submitted EMD Demand Draft/ Pay Order/ FDR as in Para 7 of bid document.</b>	(Yes/No)
20	Bidder Bank Details	<b>The Bidder submitted bank account details in FORM-XIV on Notarized Judicial Stamp Paper of Rs 100/- (particularly mentioning this bid number), along with a cancelled cheque and banker verified latest bank statement.</b>	(Yes/No)
21	Acceptance of Terms and Conditions of the tender document	<b>The Bidder submitted a copy of tender document duly signed on each page as a token of agreeing to them.</b>	(Yes/No)

*A. Sen*

अरुणव सेनगुप्त / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003

22	Exemption for MSME / Start Up organizations	<p>The Bidder registered under MSME / Start Up organization should submit an undertaking (Form-XV and/or Form-XVI) on Notarized Judicial Stamp Paper of Rs 100/- along with MSME / Start Up Registration Certificate for exemption for the following points mentioned below:</p> <ol style="list-style-type: none"> <li>Exemption from submission of certificate for average annual turnover and annual value of similar work of the bidders.</li> <li>Exemption from submission of Audited Balance Sheet and Profit Loss statement for Last three Financial Years (2020-21, 2021-22 &amp; 2022-23).</li> <li>Exemption from Bank Solvency submission in this bid.</li> <li>Exemption from Submission of last month EPF/ESIC Challan &amp; ECR with minimum 250 employees and Latest GST Challans.</li> <li>Exemption from submission of latest 3 Months GST R1 &amp; GST 3B.</li> <li>Exemption from submission of Gem Star Rating not below than 4.0.</li> </ol>	(Yes/No)
23	Submission of hard copy of technical bid documents in the Ministry	<p>The hard copy of technical bid documents shall be submitted in the Ministry by next day of the bid end date latest by 5 PM. The hard copy shall be submitted through CR Section only located at Ground Floor, AAUB, Lodhi Road, New Delhi and receiving for the same should be obtained from them. The Ministry may require the bidder to submit the receiving, failure to do so may liable the bid to be rejected.</p>	(Yes/No)

*Arundh*

Name & Mobile number of the Contact person for getting service during office hours (8 AM to 6 PM on working days)	
Name & Mobile number of the Contact person for getting service beyond office hours (i.e. before 8 AM & after 6 PM, including on holidays)	

It is certified that the above information is true and correct in the best of my knowledge and belief and in case of any of these is found to be false we shall be liable for any action as decided by the MNRE.

It is certified that I/we have read and fully understood the terms and conditions of this Tender for "Annual contract on hiring of **Housekeeping & Maintenance Services, Pest control and Sanitization Services, Parking Assistance and Gym Services** for MNRE", and if contract is awarded, I/we will abide by them till the end of contract period.

It is also certified that neither is the bidder firm blacklisted by any Central Government Ministry/Department during the three years immediately preceding the last date for submission of this bid, nor remained blacklisted at any time during the said three years.

SIGNATURE OF BIDDER & STAMP

अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003



(ON BIDDER'S LETTER HEAD)

FORM III

**PRE-BID MEETING ATTENDANCE CERTIFICATE**

Certified that M/s..... has attended the Pre-Bid meeting held on 08.12.2023 at 03:00 to 04:00 PM in the Ministry of New and Renewable Energy regarding "Contract for House Keeping & Maintenance Services, Pest Control and Sanitization Services, Parking Assistance and Gym Services".

Under Secretary to the Government of India  
(Administration-II)  
Ministry of New and Renewable Energy

अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM IV

UNDERTAKING

“I/We hereby confirm and declare that, M/s \_\_\_\_\_ is not bankrupt and is not  
under liquidation, court, receivership or similar proceedings.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM V

UNDERTAKING

“I/We hereby confirm and declare that, M/s\_\_\_\_\_ is not blacklisted/De-registered/debarred by any Government Department/Public Sector Undertaking/Private Sector/or any other agency for which we have Executed/Undertaken the works/Services.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP

अरुनव सेनगुप्ता / ARUNAVA JUNGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली - 110003 / New Delhi-110003

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM VI

UNDERTAKING

“The bidder Agency M/s \_\_\_\_\_ not have been indicted for any Criminal, Fraudulent or anti Competition activity by any Government Departments/Public Sector Undertaking/Private Sector/or any other agency. No Criminal case is pending against the firm or its partners/directors.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP



अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM VII

UNDERTAKING

“I / We hereby confirm and declare that, M/s \_\_\_\_\_ is not a defaulter of EPF / ESIC / GST / Income Tax or any other statutory dues to any state government or central government. I/We confirm that we shall pay all the statutory dues/Taxes on time & ensure compliance of all statutory dues.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP



(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM VIII

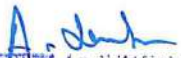
UNDERTAKING

“I / We hereby confirm and declare that, M/s\_\_\_\_\_will not disclosure contract  
or any of its provision, specification, plan design, pattern, sample or information thereof to any  
party during and after the expiry of Contract”

Place:

Date:

SIGNATURE OF BIDDER & STAMP

  
अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110002 / New Delhi-110003

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM IX

UNDERTAKING

“I / We hereby confirm and declare that, M/s\_\_\_\_\_will pay Salaries/Wages of the contracted staff deployed in MNRE from their own fund on the first day of every month and then claim payment from Ministry along with the all statutory documents like EPF, ESIC etc. as well as bank statement of payment done to staff.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP



(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM X

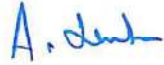
UNDERTAKING

“I / We hereby confirm and declare that, M/s \_\_\_\_\_ has submitted its latest police verification that is issued after publication date of Tender document having bid number as \_\_\_\_\_. Further, I / We will also provide police verification of our employees deployed in the Ministry under the contract within one month of their deployment.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP

  
अरुनव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003 / New Delhi-110003



(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM XI

UNDERTAKING

"I / We hereby confirm and declare that, M/s \_\_\_\_\_ has/have registered/branch  
office in Delhi/NCR. The details are as follows:

a. \_\_\_\_\_

b. \_\_\_\_\_

2. The self-attested copy of Rent Agreement / Proof of Ownership of Premises or other relevant  
document as proof is enclosed."

Place:

Date:

SIGNATURE OF BIDDER & STAMP

*A. Arunava*

अरुणव सेनगुप्ता / ARUNAVA SENAGUPTA  
अपर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा विभाग  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110003

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM XII

UNDERTAKING

DETAILS OF SIMILAR WORKS DURING LAST THREE YEARS

Sl. No	Name and Address of the Organization	Details regarding the contract including manpower deployed	Value of Contract in Rs.	Duration of Contract		Gem Contract No dated
				From	TO	
				dd/mm/yy	dd/mm/yy	

The bidder should have one prior experience of providing pest control services and sanitization services in the Government (Central / State or PSU) within the past three years from the date of submission of the bid.


**Self-attested copy of contract should be produced highlighting the details of the nature of the work, staff deployed, and the size of the contract.**

**Self-attested copy of Letter of Award, Experience Certificate and Satisfactory Work Performance Certificate certified by the contracting Ministry/PSU should be produced.**

These details shall be verified by MNRE if required.

SIGNATURE OF BIDDER & STAMP

50

  
अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा विभाग  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110002 / New Delhi-110002

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM XIII

UNDERTAKING

“I / We hereby confirm and declare that, M/s\_\_\_\_\_will provide insurance cover of Group Insurance Medical Policy/Employee State Insurance Corporation (2022-23), CGL- Public Liabilities Policy (2022-23), and Personal Accidental Insurance (2022-23) to contracted personnel from any reputed insurance company registered with IRDAI .”

Place:

Date:

SIGNATURE OF BIDDER & STAMP

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM XIV

DETAILS OF BANK ACCOUNT

(RTGS/NEFT facility for receiving payments)

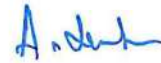
Sl. No.	Particulars	To be filled by the bidder
1.	Name(s) of Account Holder(s)	
2.	Address of Account Holder(s)	
3.	Name of the Bank	
4.	Name and Address of Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I/We, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I/we would not hold MNRE responsible.

(Signature(s) of account holder(s))

Name(s) of Account holder(s)

SIGNATURE OF BIDDER & STAMP



(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM XV

**UNDERTAKING FOR MSME REGISTERED BIDDERS**

“I/ We hereby confirm and declare that, M/s \_\_\_\_\_ is registered under MSME  
under the following category/categories:

a) \_\_\_\_\_

b) \_\_\_\_\_

2. I/We has enclosed the self-certified documents/certificate as evidence to the applicability of  
Micro and Small Enterprises. I/We also undertake to inform any change in the status of MSME  
during the currency of the contract, if any.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP

*A. dent*

(ON NOTARIZED JUDICIAL STAMP PAPER OF RS.100/- PARTICULARLY  
MENTIONING BID NUMBER)

FORM XVI


UNDERTAKING FOR STARTUP INDIA REGISTERED BIDDERS

“I/ We hereby confirm and declare that, M/s \_\_\_\_\_ falls under the definition of Startups and is registered under Startup India Initiatives. The self-certified Startup India registration certificate is enclosed. I/We also undertake to inform any change in this status during the currency of the contract, if any.”

Place:

Date:

SIGNATURE OF BIDDER & STAMP

  
अरुनव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110002 / New Delhi-110002

## FORM XVII

## Financial Bid Form

S.No.	Worker	Skills Required	Requirement	Total wage /day including all statutory requirements	Total cost per month
a	b	c	d	e	f
1	Site In charge / Facility Manager	Skilled (Graduate or above)	1		
2	Housekeeping Supervisor	Skilled (Matriculate but not graduate)	3		
3	Cleaning Staff including at least 8 females	Unskilled	32		
4	Pest Control & Sanitization Staff	Unskilled	6		
5	Parking Assistant	Semi-Skilled	3		
6	Gym Instructor	Skilled (Graduate or above)	1		
Total cost per month (inclusive of all taxes)					

A. Sen Gupta

अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
 अवर सचिव / Under Secretary  
 नवीन और नवीकरणीय ऊर्जा मंत्रालय  
 Ministry of New and Renewable Energy  
 भारत सरकार / Govt. of India  
 नई दिल्ली-110009 / New Delhi-110009

FORM-XVIII

Financial Bid Undertaking (on letter-head of the bidder)

UNDERTAKING

I submit the Financial Bid for “Annual contract on hiring of **Housekeeping, Cleaning and Maintenance Staff at Atal Akshay Urja Bhawan**” as envisaged in the Tender document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Tender document, and agree to abide by them.

3. I offer the rate(s) as indicated in the Financial Bid inclusive of all applicable charges, duties and taxes. The rates are in Indian Rupee.

4. I understand and agree that in case of any discrepancy/difference in the amounts indicated in figures and words, the amount in words will prevail and will be considered.

5. I also agree that the quoted rates shall remain firm throughout the tenure of the contract and no revision will be considered for any reason.

Place:

Date:

SIGNATURE OF BIDDER & STAMP

अरुणव सेनगुप्ता / ARUNAVA SENGUPTA  
अवर सचिव / Under Secretary  
नवीन और नवीकरणीय ऊर्जा मंत्रालय  
Ministry of New and Renewable Energy  
भारत सरकार / Govt. of India  
नई दिल्ली-110002 / New Delhi-110003