

GOVERNMENT OF INDIA
LAL BAHADUR SHASTRI NATIONAL ACADEMY OF ADMINISTRATION
MUSSOORIE - 248179

Dated: 27/08/2026

दिनांक: 27/08/2026

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SECTION-I

NIT & Essential Tender Summary

1.1. "e-TENDER/ TENDER" through "GeM portal" are invited by Lal Bahadur Shastri National Academy of Administration, Mussoorie (henceforth also referred to as the Academy or LBSNAA or Client or Procuring entity) for **OUTSOURCING OF MANPOWER FOR PROVIDING CLEANING AND OTHER HOUSEKEEPING SERVICES** of Office Buildings, Guest Houses, Hostels, Sports Complex and outer areas of the Academy (as specified in Clause 5.5: Detail of buildings/areas under Section-V: Scope of work and Schedule of Housekeeping Services) for a period of **one year**, from the date of award of the tender, on the terms & conditions as per the bid document.

1.2. This NIT is an integral part of the Tender Document and serves a limited purpose of invitation, and does not purport to contain all relevant details for submission of bids. 'Essential Tender Summary' appended to this notice gives a salient summary of the tender information. Any generic reference to NIT shall also imply a reference to 'Essential Tender Summary' as well. However, Bidders must go through the complete Tender Document for details before submission of their Bids.

1.3. **Availability of the Tender Document**

The Tender Document shall be published on the GeM Portal and Academy's website. It shall be available for download free of cost after the date and time of the start of availability till the deadline for availability as mentioned in 'Essential Tender Summary', henceforth also referred to as ETS.

1.4. **Clarifications**

A Bidder requiring any clarification regarding the Tender Document may ask questions in writing/ electronically from Deputy Director (Estates), LBSNAA as mentioned in 'Essential Tender Summary', provided the questions are raised before the clarification end date mentioned in 'Essential Tender Summary'.

1.5. **Eligibility Criteria for Participation in this Tender**

1.5.1. Subject to provisions in the Tender Document, participation in this Tender Process is open to only those bidders who fulfil the 'Eligibility' and 'Qualification' criteria as of the date of his/her bid submission and should continue to meet these till the award of the contract and during the contract period. Bidder shall be required to declare fulfilment of Eligibility Criteria in Annexure-VII (Eligibility Declarations).

1.5.2. Bidder as stipulated in Tender document:

1.5.2.1. must be :

(a) Companies registered in India under companies Act 1956 or Companies Act 2013, or Shops and Establishment Act, 1958, or

(b) Partnership Firms registered with Registrar of firms and societies in India,

1.5.2.2. must:

I. not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of aforesaid reasons .

II. Including their affiliates or subsidiaries or Contractors/ subcontractors for any part of the contract:

A. Not stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by any Procuring Organisation or its Ministry/ Department/ appropriate agencies of Government Departments/Public Sector Undertakings (Central or State) / Other government organisations in last 03 years from participation in its Tender Processes; and/ or for:

B. Not be convicted (within three years preceding the last date of bid submission) for:

1. offences involving moral turpitude in business dealings under the Prevention of Corruption Act, 1988 or any other law; and/or

2. offences under the Indian Penal Code or any other law for causing any loss of life/ limbs/ property or endangering Public Health during the execution of a public procurement contract and/ or

3. suspected to be or of doubtful loyalty to the Country or a National Security risk as determined by appropriate agencies of the Government of India .

4. Not barred by any government order issued in this respect.

C. Not have changed its name or created a new "Allied Firm", consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above .

D. Not have an association (as a bidder/ partner/ director/ employee in any capacity) with:

1. any retired Manager (of Gazetted Rank) or any retired Gazetted Officer of the Central or State Government or its Public Sector Undertakings if such a retired person has not completed the cooling- off period of one year after his retirement. However, this shall not apply if such managers/ officers have obtained a waiver of the cooling- off period from their erstwhile organisation .

2. the near relations of executives involved in this Tender Process

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- III. **Not** having a conflict of interest, which substantially affects fair competition. The prices quoted should be competitive and without adopting any unfair/ unethical/ anti-competitive means. No attempt should be made to induce any other bidder to submit or not to submit an offer for restricting competition.

1.5.2.3. Must fulfil any other eligibility condition, as prescribed in Appendix to Information and Instructions to the Bidders: Eligibility Criteria.

1.5.2.4. Must provide such evidence of their continued eligibility to the Procuring Entity if so requested.

1.6. **Purchase Preference Policies of the Government**

As detailed in the Tender Document, the Procuring Entity reserves its right but not obligation to grant preferences to eligible Bidders under various Government Policies/ directives (policies relating to Make in India; MSME; Start-ups etc.).

1.7. **Pre-bid Conference :**

As indicated in Essential Tender Summary, Bidders are requested to attend a Pre-bid conference for clarification on the Tender's technical specifications, terms and conditions, on the time, date, and place mentioned therein. Participation in such a Pre-bid Conference is not mandatory. If a bidder does not participate or submit any query, then no subsequent representations from them regarding the Technical/ commercial specifications/ conditions shall be entertained.

1.8. **Submission of Bids :**

1.8.1. Bids must be uploaded till the deadline for submission mentioned in ETS. If the office happens to be closed on the deadline to submit the bids as specified above, this deadline shall not be extended.

1.8.2. The bidders are required to submit all the desired documents online through the GeM portal only except EMD. The bidders may submit the EMD through Post or by Hand. Bids/Documents, except EMD, submitted in physical mode or through non-GeM mode will be invalid.

1.8.3. As per current Government orders, in lieu of bid security, bidders must furnish Bid Securing Declaration (BSD) as Annexure-V.

1.9. **Bid Opening**

Bids received shall be opened online at the specified date and time given in ETS. If the office is closed on the specified date of opening of the bids, the opening shall be done on the next working day at the same time.

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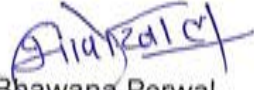
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1.10. Disclaimers and Rights of Procuring Entity

The issue of the Tender Document does not imply that the Procuring Entity is bound to select bid (s) , and it reserves the right without assigning any reason to :

- a) reject any or all of the Bids, or
- b) cancel the tender process; or
- c) abandon the procurement of the Services; or
- d) issue another tender for identical or similar Services

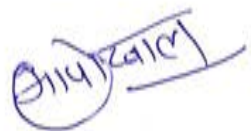
Note: For further details, please refer to appended ETS and the complete Tender Document .


Dr. Bhawana Porwal
Associate Incharge (Estate)
LBSNAA, Mussoorie

Appendix: Essential Tender Summary (ETS)







Essential Tender Summary (ETS)

**TENDER FOR OUTSOURCING OF MANPOWER FOR PROVIDING CLEANING
AND OTHER HOUSEKEEPING SERVICES**
Tender Notice No. D-161039/10/2026-EST

Basic Tender Information

Particulars	Details
Name of Work and services	OUTSOURCING OF MANPOWER For Cleaning And Other Housekeeping Services
Tender Specification number	D-161039/10/2026-EST
Tender Type	Domestic Open Competitive Bidding
Bidding System	Single stage through e-tendering on GeM portal
The Procuring Entity	Director, LBSNAA, Mussoorie
Approximate Cost of work	Rs. 477 lakh
Earnest Money Deposit to be submitted	EMD to be submitted in the form of Fixed Deposit receipt or Bank Draft valid for 90 days beyond the final bid validity period
Duration of the Contract	One Year
Extension of Contract	One more year subject to conditions in Tender Document
Cost of Tender documents	Nil

Key Events/ Dates

Event/Tender Stage	Date
Issue/Publishing of the NIT for Tender	27/08/2026
Document Download	27/08/2026
Date of Pre Bid Conference at LBSNAA, Mussoorie	07/09/2026
Last date for seeking clarifications on the bid document	09/09/2026
Last date of submission of online E-Tender	Upto 23:59 hrs.of 17/09/2026

Date of opening of Technical Bid	18/09/2026
Date of Opening of Financial Bid	Will be intimated to the successful bidders who qualify in the Technical Bid

Mandatory Documents to be submitted

SI No.	Document	Any prescribed format
1.	Company registration certificate	Government Document
2.	GST Registration certificate	Government Document
3.	PAN registration	Government Document
3.	EPFO Registration certificate	Government Document
4.	ESIC Registration certificate	Government Document
5.	ISO 9001 quality certificate	Government Document
6.	ISO 45001 quality certificate	-
7.	Labour License certificate	-
8.	Bid Form	Annexure-I
9.	Bidder's Profile	Annexure-II
10.	Details of existing contracts	Annexure-III
11.	Performance Security Deposit Form	Annexure-IV
12.	Submission of EMD	Annexure-V
13.	Instructions for filling Bid	Annexure-VI
14.	Eligibility Declaration	Annexure-VII
15.	Sample Format for Price Quoted for Bid	Annexure-VIII
16.	CA certified turnover & profitability certificate	Annexure-IX
17.	Minimum working capital availability	Annexure-X
18.	Experience certificate from concerned institute	Annexure-XI
19.	Integrity Pact	Annexure-XII
20.	Checklist for documents submitted	Annexure-XIII

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Note :

- i) Any corrigendum (s) / amendments (s) / addendums (s) to this tender will be uploaded on GeM portal only . It shall be the responsibility of the bidder (s) to check for the same and bid accordingly . The Academy shall not be responsible in any way for any ignorance of the bidders about the corrigendum or addendum or change or Tender Specification, Due Date, Terms and Conditions etc .
- ii) LBSNAA reserves the absolute right to withdraw/ cancel the tender at any stage without assigning any reasons for the same .
- iii) The bids complete in all respects should be submitted online only through the GeM portal . Wherever a specific form or schedule or annexure (I-XIII) is prescribed in the bid document, the bidder shall use the same to provide relevant information . Non submission of specific form/Schedules/Annexures will make the bid non-responsive and will be cancelled summarily.

Eligibility Criteria

S . No	Eligibility Criteria	Supporting Documents Required (To be submitted along with Bid)
1.	The bidding is open to : - Companies registered in India under companies Act 1956 or Companies Act 2013, or Shops and Establishment Act, 1958, - Partnership Firms registered with Registrar of firms and societies in India, or Note: Bids from Proprietorship/ Unregistered Partnership Firm and Joint Venture or Consortium are not eligible .	a) Copies of Memorandum and articles of association of Company in case of company, or copy of certificate of registration of partnership firms and societies in case of Firms or Attested copy of the registration certificate of the Firm (under Shops & Establishment Act or under Companies Act, 2013, b) Copy of partnership deed of the firm in case of firm is a partnership firm
2.	Valid labour license issued by Labour Commissioner of any state for providing manpower in services / industries/ government departments .	The self attested copy of the valid labour licence .
3.	Goods and Service Tax (GST)	The self attested copy of original

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	Registration certificate with code number.	document/certificate.
4.	PAN Card stating the number issued by the Income Tax Department of India.	The self attested copy of the original document/certificate.
5.	EPF certification/registration with code number issued by Employee Provident Fund Organization under EPF Act 1952.	The self attested copy of original document/certificate.
6.	ESI certificate with code number issued by Employees State Insurance Corporation under ESIC Act, 1948.	The self attested copy of original document/certificate.
7.	Chartered Accountant's certificate to certify turnover from Outsourcing Of Manpower business in Central / State PSU(s) /Govt. Department(s) in India in the last financial year viz. FY 2025-26.	Copies duly certified by Chartered Accountant which shall clearly indicate its Annual Turnover from the Cleaning and Housekeeping Manpower Business. (Annexure-IX)
8.	No Deviations from Terms and Conditions of Bid Document	Annexure-VII
9.	Undertaking for mandatory compliance of all statutory liabilities and other terms and conditions as specified in the bid document.	A self certified certificate to be furnished as per Proforma for Undertaking given in Annexure-VII.
10.	Minimum Working Capital	Bank Utilization Certificate – Fund Based (Not more than 30 days older from the date of submission of Bid) should be a minimum of Rs. 2.00 Crore as per Annexure-X.
11.	Not debarred/blacklisted by any Central / State PSU(s) / Government Department(s) /within the last three years from the date of submission of bid	An undertaking given in Annexure-I to state that no debarment/blacklisting order has been issued against the Bidder within the last three years from the date of submission of bid.
12.	Number of Years in operation	The bidder should have experience in the field of providing Human Resource (HR) Supply Services under any skill categories like Un-Skilled, Semi-Skilled, Skilled, Highly Skilled / any other in the

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		Government Departments/Public Sector Undertakings (Central or State) / Other government organisations for the last 3 years viz. FY 2023-24, 2024-25 & 2025-26. (Annexure-III) . Further, the bidder must have successfully executed/completed similar services (Housekeeping and Cleaning of Hostels or Office Premises in the Government Departments / Public Sector Undertakings (Central or State)/ Other government organisations) over the last three years viz. FY 2023-24, 2024-25 & 2025-26 prior to the bid opening: • Three similar completed services costing not less than the amount equal to 40% of the estimated cost, or • Two similar completed services costing not less than the amount equal to 50% of the estimated cost, or • One similar completed service costing not less than the amount equal to 80% of the estimated cost.
13.	Turnover from cleaning and housekeeping services in the last year viz. 2025-26.	A Chartered Accountant certified certificate (with UDIN) that turnover for the last year from cleaning/housekeeping work/manpower supply was at least Rs. 22 crore (along with documentary evidence) as per Annexure-IX.
14.	Number of Human Resource (HR) employed in FY 2025-26.	At least 900 personnel engaged in cleaning/housekeeping work/Manpower Supply should have been on its rolls in the last one year. (Annexure-III with documentary evidence)

15.	Chartered Accountant's Certificate to certify profitable business that is a positive Profit After Taxes in the last year viz. FY 2025-26.	a) The bidder should be profitable in terms of Profit after Taxes in the last year viz. FY 2025-26. b) Chartered Accountant certificate to that effect would be required.
16.	Service Delivery Certifications	The firm should have valid ISO 9001 and ISO 45001 certification.

Note :

1. All of the above conditions are to be complied with without fail. If any of the above is not met, the bid will be summarily rejected.
2. A self certificate that the bidder meets all the mandatory compliance of all statutory liabilities and other terms and conditions as specified in the bid document as per Annexure-VII.
3. Last financial year shall mean FY 2025-26.
4. In case the Chartered Accountant certified turnover details are not provided exclusively for outsourcing of manpower services by the Bidder, the bid shall be liable to be rejected.

All Queries/Communications to be addressed to :

Deputy Director (Estate)

**Lal Bahadur Shastri National Academy of Administration
(Government of India)**

Mussoorie - 248 179 Uttarakhand

Phone: (0135) -2222000/2632236 extn. 2305, 2373

FAX: (0135) 2632350, 2632720

E-mail: estate.lbsnaa@nic.in

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SECTION-II

Information and Instructions to the Bidders

2.1. Introduction

2.1.1. The Academy is located at Mussoorie, a hill station at a height of little above 6580 ft. It is 35 Km. by road from the railhead at Dehradun and some 270 km. north of Delhi. Spread over an area of 218.57 acres, the Academy has 6 major complexes housing its basic infrastructure: Main Academy Complex at Charleville, Indira Bhawan Campus, Glenmire Estate, Happy Valley Complex, Polo Ground and Monastery Estate. Besides this, 19 other properties/campuses provide residential facilities along with 02 outstation guest houses.

2.1.2. The Tender for outsourcing of manpower for providing Cleaning and other housekeeping services is for deployment of Human Resources numbering between 170 and 191 (month wise details as mentioned in Section-V: Scope of work and Schedule of Housekeeping Services of the Tender Document), including cleaners, room attendants, supervisors and facility manager for performing cleaning, housekeeping, supervisory duties and other building operations in Offices/Hostels/Sports Complex and outer areas of the Lal Bahadur Shastri National Academy of Administration. The demand is tentative and can vary by 15% plus or minus (as mentioned in Section-V: Scope of work and Schedule of Housekeeping Services of the Tender Document) based on the number of courses running at a time, the number of trainees/participants undergoing training in the campus at any point of time, major events, visits by dignitaries, or due to other circumstances. No compensation shall be payable to the successful bidder/contractor in case of decrease in demand due to such administrative reasons. The skill categories of various personnel to be deployed building wise and month wise are given in Section-V: Scope of work and Schedule of Housekeeping Services of the Tender Document.

2.2. Definitions

- A. **Agreement:** The word "Agreement" and "Contract" has been used interchangeably.
- B. **Base Financial Value:** Tentative Base Financial Value to be considered for financial bid evaluation is the approximate value (**₹ 477 lakh**) of the total cost of deployment of personnel as contained in **Section-V: Scope of work and Schedule of Housekeeping Services** for the year which includes **the EPF @ 13%, the ESI @ 3.25% and service charges @ 3.85%**. It is calculated by multiplying the number of total mandays by minimum wages and adding the EPF & ESI as mentioned above.
- C. **Statutory annual bonus:** Statutory annual bonus will be reimbursed as per the actual subject to The Payment of Bonus Act, 1965 (as amended from time to time) on presentation of proof of payment by the contractor.

- D. **Service charge:** Service charge is to be calculated as a percentage (to be quoted by the bidder in percentage upto two decimal points) on the minimum wages as detailed in Annexure-VIII. The service charge is inclusive of the cost of uniform, training, leaves, paid weekly off, gratuity, maternity benefits or any other benefit as per the applicable laws/rules.
- E. **Goods and Services Tax:** The GST will be calculated on the total value of base financial value, annual statutory bonus and service charge.
- F. **Contractor:** The words "Contractor" and the "Successful Bidder", "Service Provider/ Agency" have been used interchangeably.
- G. **Procuring Entity/Client/Purchaser:** The word "Client", "Procuring Entity", and the "Purchaser" shall mean the Office of the Director, Lal Bahadur Shastri National Academy of Administration, Mussoorie.

2.3. Availability of Bid documents

The bid document will be uploaded on the Purchaser's website as well as on the GeM portal mentioned in NIT, the same can be downloaded and submitted along with desired EMD on the due date of submission as specified in Section-I "Essential Tender Summary" of this bid document.

2.4. Invitation of Bids

The Purchaser is hereby inviting unconditional bids for outsourcing of manpower for works/services as specified in Section-V: Scope of work and Schedule of Housekeeping Services of this bid document through domestic competitive bidding (open bidding mode) from bidders fulfilling the criteria specified in Section-II "Eligibility criteria for bidders" of this bid document subject to conditions in Section-III "General Conditions of the Contract" and Section-IV "Special Conditions of Contract". The bidding process shall be undertaken through Single-Stage Two-Bid method through e-tendering. The Essential Tender Summary has been provided in Section-I "Essential Tender Summary" of this bid document.

2.5. Eligible Bidders

2.5.1 The Bidder shall be registered in India,

- a) under Companies Act 1956 or Companies Act 2013/ Shops and Establishment Act, 1958/
- b) Partnership Firms registered with the Registrar of firms and societies in India.

2.5.2. Bids from Proprietorship / Unregistered Partnership Firm and Joint Venture or Consortium are not eligible.

2.5.3. Bidders shall provide such evidence of their continued eligibility satisfactory to the Purchaser, as the Purchaser shall reasonably request.

2.6. Contract Period

Unless otherwise stipulated, the contract Period for which the Service shall be contracted shall be one year, unless terminated earlier as per the contract.

2.7. Extension of Contract Period

2.7.1. In addition, at the option of the Purchaser, the contract period may be extended by one-year subject to the service provider providing satisfactory service (unless otherwise stipulated) .

2.7.2. Notice of renewal shall be provided by physical/ digital means to the Service Provider no later than thirty (30) days before the contract ends .

2.7.3. In all cases, where the service provider has been levied a cumulative penalty of 5 percent of the total contract value, extension beyond the initial period of one year may not be considered [Inserted as per clause 5.1.12 – (Period of Contract) of Manual for Procurement of Non-Consultancy Services, issued by Govt. of India, Ministry of Finance] .

2.8. Responsibility of bidder (s)

2.8.1. The Purchaser will not assume any responsibility regarding information gathered, interpretations or conclusions made by the bidder or regarding information, interpretations or deductions the bidder may derive from the data furnished by the Purchaser or any other data .

2.8.2. Verbal agreement or conversation with any officer/employee of the Purchaser either before or after the submission of bid shall not affect or modify any of the terms and conditions or obligations contained herein .

2.8.3. It shall be the sole responsibility of bidders to determine and to satisfy themselves by such means as they consider necessary or desirable as to all matters pertaining to this bidding process including in particular all factors that may affect the cost, duration and execution of the works/services .

2.8.4. Only those bidders who meet all the terms and conditions mentioned in the Tender document, shall be considered eligible bidders .

2.9. Eligibility criteria

2.9.1. The bidder (s) shall furnish, as part of their unconditional bid, documents establishing the bidder's qualifications to perform the works/services to the satisfaction of the Purchaser. Bidder should meet (as on the date of his bid submission and should continue to meet till the award of the contract and during the contract period) the 'Eligibility Criteria' detailed in Section I: NIT & Essential Tender Summary, which shall be considered to be part of this clause of section (even though it is not being reproduced here for the sake of brevity) . Bidder shall submit

a declaration about the 'Eligibility Criteria' compliance in Annexure-VII-Eligibility Declarations.

2.9.2. Notwithstanding anything stated therein, the Purchaser reserves the right to inquire and review the bidder's capability and capacity to perform the work during the course of evaluation.

2.9.3. Any false information/regarding eligibility will lead to rejection of bid and even debarment from the bidding.

2.10. Purchase Preference Policies of the Government

Unless otherwise stipulated in ETS/ AIITB, the Procuring Entity reserves its right to grant preferences to the following categories of eligible Bidders under various Government Policies/ Directives :

- a) Class I Local Suppliers under Public Procurement (Preference to Make in India) Order 2017" (MII) of Department for Promotion of Industry and Internal Trade, (DPIIT – Public Procurement Section) as revised from time to time.
- b) Bidders from Micro and/ or Small Enterprises (MSEs) under Public Procurement Policy for the Micro and Small Enterprises (MSEs) Order, 2012 as amended from time to time.
- c) Start-ups Bidders under Ministry of Finance, Department of Expenditure, Public Procurement Division OM No F.20\212014-PPD dated 25.07.2016 and subsequent clarifications; and/ or
- d) Any other category of Bidders, as per any Government Policies, announced from time to time, if so provided in the ETS/ AIITB.

2.11. Project site visit

2.11.1. The bidder is advised to visit and examine the site where the works/services are to be executed and its surroundings; and obtain for himself on his own responsibility all information that may be necessary for preparing the bid, submission of offer and entering into a Contract for execution of works/services. The cost of visiting the site shall be borne by the bidder. Also, the purchaser reserves right to disallow the visit.

2.11.2. The bidder and any of its authorized personnel shall be granted permission by the Purchaser to enter in its premise (s) and land (s) for the purpose of such inspection, but only upon the condition that the bidder and its personnel shall release and indemnify the Purchaser and its personnel from and against all liability in respect thereof and shall be responsible for death or personal injury, loss of or

damage to property and any other loss, damage, costs and expenses incurred as a result of such inspection/visit.

2.12. Process to be Confidential

This bid document and any other document(s) released, information provided, discussions held, etc., as part of the bidding process, is strictly confidential and must not be divulged to anyone who is not directly involved in preparation of the bid, and the bidder(s) shall keep all information within this proposal or gained during the bidding or other processes confidential. No information or publicity will be allowed to any third party unless specific written authorization is obtained from the Purchaser.

2.13. Clarifications on bid documents

2.13.1. The bidders are expected to be fully conversant with all the clauses of the bid document before responding to it. However, prospective bidder(s) requiring any clarification on bidding documents may notify the Purchaser in writing through email/fax/post, to the address as mentioned in Section-I "Essential Tender Summary" of this bid document till end date as per ETS.

2.13.2. The queries shall be accepted only from the accredited/authorized officers/executives of the bidder(s).

2.13.3. The Purchaser will respond only to those queries or request(s) for clarification that it receives during pre-bid conference or before the last date of seeking clarification as provided in Section I: Essential Tender Summary. Replies to the clarifications sought and corresponding amendment(s) to the bid, if any, will be intimated to all bidders through GeM portal. All such clarifications shall form part of the bid documents and shall be incorporated in the bidder's Proposal.

2.13.4. The Purchaser reserves the right to defer/decline responding or addressing to such queries/clarification sought that it feels are inappropriate without assigning any reasons whatsoever.

2.13.5. The copies of all the replies/clarifications issued by the Purchaser shall be circulated among all the bidders without disclosing the source of the queries.

2.14. Deviations from terms and conditions of the bid

The bidder must furnish Annexure-VII: 'No Deviations Undertaking' from Terms and Conditions of Bid Document given as Annexure duly filled and signed by the authorized signatory of bidder.

2.15 Preparation of Bids



2.15.1. The bidder shall submit an unconditional ONLINE bid through GeM portal only in response to this tender/bid document as conditional bids are liable to be rejected.

2.15.2. The Bid along with all supporting documents should be uploaded Online on GeM portal only. No document shall be accepted in Hard Copy or even online through any other mode except EMD, which should be submitted in original before opening of Technical Bid. **Bidders may submit the original EMD through Post or by Hand.**

2.16. Bid Forms

2.16.1. Wherever a specific form or schedule or Annexure is prescribed in the bid document, the bidder shall use the same to provide relevant information. If the form or schedule or Annexure does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the required information.

2.16.2. For all other cases, the bidder shall design a form to get the required information from the bidder.

2.16.3. Purchaser shall in no case be bound by any printed conditions or provisions in the bidder's bid forms whatsoever.

2.17. Conditional Bid

2.17.1. The bidders shall offer only unconditional bids as conditional bids are liable to be rejected.

2.17.2. Bidder's printed terms and conditions enclosed with the proposal/offer will not be considered as a part of the Bid under any circumstances whatsoever it may be. These types of bids shall be deemed as conditional bids **and shall stand liable for rejection (Annexure-VII)**.

2.18. Deadline for submission of bids

2.18.1. Bids must be received by the Purchaser at the address and no later than the time and date specified in Section-I "Essential Tender Summary" of this bid document. In the event of the specified date for submission of bids being declared a holiday for the Purchaser, the bids will be received up to the appointed time on the next working day. Such postponement of date will not have any impact on the other dates specified in the bidding documents (i.e. bid validity and validity of bid security).

2.18.2. The Purchaser may, at its discretion, extend the deadline for the submission of bids/opening of bids by issuing an addendum, in which case all rights

and obligations of the Purchaser and bidders previously subject to the original deadline shall thereafter be subject to the deadline as extended.

2.19. Late Bid

Bid(s) received by the Purchaser after the bid submission deadline as prescribed in the Section-I "Essential Tender Summary" of this **bid document will be summarily rejected**.

2.20. Withdrawal of Bids

The bidder shall not be permitted to withdraw their bid during the interval between bid submission deadline and the period of bid validity as mentioned in Section I: Essential Tender Summary. If any withdrawal of bid is made by the bidder during the above period, it shall result in the forfeiture of the EMD.

2.21. Associated cost of bid preparation and submission

2.21.1. The bidder shall bear all the cost and expenses associated with preparation and submission of its bid including post bid discussions, technical and other presentations, etc.

2.21.2. The Purchaser shall in no case be responsible for or liable to the costs or in Purchaser's evaluation of bids, regardless of the conduct or outcome of the bidding process.

2.22. Pre-bid conference

2.22.1 The bidders may request for clarification or changes in the bid documents by submitting the issues prior to the pre-bid conference date as specified in Section-I "Essential Tender Summary" of this bid document. The bidder should submit the pre-bid queries before the date & time of Pre-bid meeting. Queries received post pre-bid meeting shall not be considered.

2.22.2 The Purchaser may modify the bid documents if deemed appropriate by issuing an addendum as a result of a request or clarification discussed during the pre-bid conference.

2.23. Language of the bid

The bid prepared by the bidder and all documents relating to the bid, exchanged between the bidder and the Purchaser shall be written in the English language, provided that any printed literature furnished by the bidder may be written in another language so long as the bid is accompanied by duly certified English translation of its pertinent passages. **Failure to comply with this may disqualify a bid**. For purposes of interpretation of the bid, the English translation shall prevail.

2.24. Amendment(s) to bid documents

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2.24.1. At any time prior to the deadline for submission of the bid or extended date, if deemed necessary, the Purchaser reserves the right to add/modify/delete any portion of bid document by issue of an amendment/addendum, which will be sent to all such bidders, who have indicated their intention to bid. The Purchaser will bear no responsibility or liability arising out of non-receipt of the same in time or otherwise by the bidder. The Purchaser shall assume that the information contained therein will have been taken into account by the bidder in its bid.

2.24.2. The amendment(s) to bid documents shall be binding on all bidders.

2.24.3. In a scenario where the interested bidder has already submitted its bid post in which the Purchaser issues an addendum/amendment to this bid document then such bidders shall be allowed to submit addendum to the already submitted bid.

2.25. Earnest Money Deposit

2.25.1. The Bidder should submit Earnest Money Deposit (*5% of the base value of the contract or the EMD amount reflected on the GeM portal, whichever is higher.*) in the form of Fixed Deposit receipt or bank Draft of any nationalised bank drawn in favour of Director, Lal Bahadur Shastri National Academy of Administration, Mussoorie valid for 90 days beyond the final bid validity period (as laid in Section I: Essential Tender Summary).

Scanned copy of the EMD is to be attached with the tender on GeM. The bidder must submit the original EMD before the opening of Technical Bid through Post or by Hand.

2.25.2. The bid proposal/offer shall necessarily contain EMD of requisite amount and should be furnished through appropriate mode as specified in Section-I "Essential Tender Summary" of the bid document.

2.25.3. Any bid proposal/offer not accompanied by the EMD shall be rejected and returned to the bidder unopened.

2.25.4. If on opening of bid any discrepancy in EMD is found (relating to amount, etc.), the bid shall be rejected and returned to the bidder unopened.

2.25.5. The EMD of successful/unsuccessful bidders shall be refunded within 15 days after successful submission of Contract performance guarantee by the successful bidder. No interest whatsoever shall be payable on such deposits lying with the Purchaser.

2.25.6. If the successful bidder fails to furnish the contract performance guarantee within Seven (07) days after the issue of Letter of Intent (LoI), its EMD shall be liable to be forfeited.

2.25.7. The Purchaser reserves the right to forfeit EMD or part thereof in circumstances and initiate actions as deemed appropriate, which according to it indicates that the bidders are not earnest in accepting/executing orders placed under given specifications.

2.25.8. The bank charges (if any) shall be attributable to the bidder.

2.25.9. EMD shall be forfeited in case of withdrawal or modification of a bid/offer after opening of the bids within the validity period as specified in Section-I "Essential Tender Summary" of the bid document.

2.25.10. Exemption from payment of Earnest Money Deposit shall be governed as per provisions in Sub Clause (m) under Point Number 4 "Enabling provisions of Rule 149 of General Financial Rules- 2017" of General Terms and Conditions provided on the GeM portal.

2.26. Documents comprising the bid :

2.26.1. The bidders who are desirous of participating in e-tender shall submit their bids in two bid system i.e. Technical Bids and Financial Bids through GeM Portal.

"Technical Bid" shall include inter-alia the original or scanned copies of duly inked signed or digitally signed copies of the following documents in (.pdf) format. (.pdf) documents should not be password protected. No price details should be given or hinted at in the Technical bid, in case the bidder provides any price details in the technical bid, their bid shall be liable to be rejected.

1) Annexure-V: Documents relating to Bid Security: A Bid Securing Declaration (BSD) in lieu of bid security in the format provided therein shall be uploaded as per ITB clause 2.25.

2) Annexure-I: Bid Form (to serve as covering letter and declarations applicable for both the Technical bid and Financial bid);

a) Annexure-II: Bidder's profile;

b) Annexure-VII: Eligibility Declarations;

3) Annexure-VII - Terms and Condition - Compliance: Bidder must submit compliance of Terms & conditions as per Annexure-VII.

4) Annexure-XIII- Checklist for the Bidders. Bidder must also upload the Checklist given in the Tender Document as Annexure-XIII to confirm that it has complied with all the instructions in the Tender Document, and nothing is

inadvertently left out. This checklist is only for general guidance and is not comprehensive, and does not absolve Bidder from complying with all the requirements stipulated elsewhere in the Tender Document.

5) Duly signed Annexure–XII : Integrity Pact.

All required documents must be uploaded completely. Incomplete or missing documents will lead to bid rejection.

2.26.2. Financial bid

"Financial bid" shall comprise the Price Schedule as per Annexure–VIII considering all financially relevant details, including Taxes and Duties as per Financial Bid (BoQ) Proforma.

The bidder shall submit documents as per Section I: Essential Tender Summary mandatory documents to be submitted that is Annexure–I to Annexure–XIII as mentioned above.

2.27. Submission of bid

2.27.1. "TECHNICAL BID" and "FINANCIAL BID" are to be uploaded online as per the Notice Inviting Tender and the dates mentioned in the "Essential Tender Summary" . The Technical and Financial Bids should be uploaded simultaneously, yet separately at the links specified for technical and financial bid.

2.27.2. The submission of a tender by the bidder implies that he has read and accepted the instructions, General and Specific Conditions of the Contract and made himself aware of the scope and specifications of the works/services to be done/ supplies to be made. The Purchaser will not, after acceptance of Contract rate, pay extra charges for any reason whatsoever, in case the bidder is found later to have misjudged any condition (s) .

2.27.3. An authorized representative of the bidder shall put initials on all pages of the original proposal/offer. The authorization shall be in the form of a written power of attorney in the name of the Bidder purchasing the proposal. The signed proposal shall be marked as "ORIGINAL".

2.27.4. Bid shall be submitted in the forms/Annexures attached herein and all blanks in the bid shall be duly filled in the original copy. The complete forms shall form part of Contract documents in case of successful bid. In case of missing/incomplete terms/Annexures (except for non-applicability), will be rejected.

2.27.5. The bidder should quote the prices strictly online in the manner indicated in Annexure–VIII herein failing which the bid is liable for rejection. The rate/prices shall be in figures.

2.27.6. No post bid development shall be allowed regarding any change in terms of prices or technical specifications. Notwithstanding anything contained to the contrary in the specifications of the bid or in subsequent exchange of correspondence, these conditions of Contract shall be binding on the bidder and any change or variation expressed or implied, however, made in the said condition shall not be entertained whatsoever.

2.27.7. The bid documents include certain statements, description, projections etc. with respect to the Purchaser and their requirements. They reflect various assumptions made by the purchaser. No representation, promise or warranty is given to their reasonableness, completeness or otherwise. The bidders are expected to make their own judgments of the same. Upon receipt of their bids, it shall be construed that they have based it on their own independent analysis and judgment.

2.28. Opening of bids

2.28.1. The Technical Bid will be opened in the first instance by the authorised officials/ committee on GeM Portal, at Lal Bahadur Shastri National Academy of Administration, Mussoorie-248179, at the specified date and time mentioned in the Section-I "Essential Tender Summary" of this bid document / GeM portal.

2.28.2. In the event of the specified date for the opening of bids being declared a holiday for the Purchaser, the bids will be opened at the appointed time on the next working day.

2.28.3. In the event, the Purchaser, in its discretion, decides not to open the bid for want of adequate response to the bidding, the Purchaser may extend the bid submission deadline pursuant to Clause no. 2.18.2 of Section-II: Information and Instructions to the Bidders. In case of extension of due date, the same shall be uploaded in GeM portal and Purchaser's website and accordingly Key date shall be amended. No separate intimation shall be given to the bidders.

2.28.4. The Technical bids of only those vendors whose EMD is found to be in order will be opened subsequently in the same session for further evaluation. Tenders (Technical Bid) without EMD (except valid exemption document) or incomplete in any respect shall be summarily disqualified.

2.28.5. The Financial Bids uploaded on the GeM Portal of all the technically qualified Bidders, whose bids are accepted in conformity with the required specifications shall be opened on the appointed date and time.

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2.28.6. If a bidder quotes 'NIL charges, the bid shall be treated as unresponsive and- will not be considered. The Service Charges quoted should not be impractical /absurdly low. The bidder may be asked to justify the charges in case the tendering committee finds the amount as 'impractical/ absurdly low'. The decision of the tendering committee on the quote for being 'impractical/ absurdly low' would be final.

2.29. Bid evaluation

Preliminary examination

2.29.1. The Purchaser will examine the bids to determine whether they are complete, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids documents like forms/ Annexures/Schedules are generally in order.

2.29.2. The Purchaser will not waive any nonconformity or irregularity in a bid that constitutes a material deviation, whether or not identified by the Bidder in its bid, and as a result the bidder will be disqualified in the technical evaluation.

Technical Evaluation :

2.29.3. Prior to the detailed evaluation, the Purchaser will determine whether each bid is of acceptable quality, is complete and is substantially responsive to the Bidding Documents. Any deviations, conditionality or reservation introduced will be reviewed to conduct a determination of the substantial responsiveness of the bidder's bid. For purposes of this determination, a substantially responsive bid is one that conforms to all the terms, conditions and specifications of the Bidding Documents without any material deviations, objections, conditionalities or reservations and complies with all the statutory laws in force as amended from time to time. A material deviation, objection, conditionality or reservation is one

(i) that affects in any substantial way the scope, quality or performance of the Contract;

(ii) that limits in any substantial way, inconsistent with the Bidding Documents, the Purchaser's rights or the successful Bidder's obligations under the Contract; or

(iii) whose rectification would unfairly affect the competitive position of other bidders who are presenting substantially responsive bids.

2.29.4. During bid evaluation, the Purchaser may, at its discretion, ask the Bidder for a clarification of its bid. In case of erroneous/non-submission of documents required to be submitted by the Bidder as per the provisions of the Bidding Documents, the purchaser will have full right to reject the bid or evaluate the bid with the documents submitted by the bidder, as the case may be. The request for

clarification and the response shall be in writing, and no change in the price or substance of the bid shall be sought, offered or permitted .

2.29.5. Bids containing deviations from critical provisions will be considered as non-responsive .

2.29.6. If a bid is not substantially responsive, it will be rejected by the Purchaser, and may not subsequently be made responsive by the Bidder by correction of the nonconformity . The Purchaser's determination of a bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence .

2.29.7. The Purchaser will ascertain to its satisfaction whether Bidders determined having submitted substantially responsive bids are qualified, as per the Qualification Requirement mentioned in the bid documents . The Purchaser shall be the sole judge in this regard and the Purchaser's interpretation of the Qualification Requirement shall be final and binding .

2.29.8. The determination will take into account the Bidder's financial, technical capabilities, in particular the Bidder's Contract work in hand, future commitments and past performance during execution of contracts that have been awarded by the Purchaser on the Bidder . It will be based upon an examination of the documentary evidence of the Bidder's qualifications submitted by the Bidder, as well as such other information as the Purchaser deems necessary and appropriate . This shall, however, be subject to assessment that may be carried out, if required, by the Purchaser .

2.30. Financial Bid evaluation

2.30.1. The financial bid amount will be calculated for the purpose of Financial bid evaluation by arriving at the Base Financial Value as defined in Definition (B) of Section II: Information and Instructions to Bidder .

2.30.2. The Bidder meeting the minimum eligibility criteria in the Technical Evaluation and quoting the lowest Service Charge, as defined in Definition (D) of Section-II and submitted in Annexure-VIII, shall be ranked as the L-1 Bidder, (based on Least Cost Selection). Subject to fulfilling all other conditions of the Tender Document, the L-1 Bidder shall be declared the Successful Bidder and considered for further process.

2.30.3. The purchaser reserves its Right to request GeM to cancel L1 .

2.30.4. The decision of the Purchaser / Service Recipient shall be deemed as final and binding to all regarding – bid evaluation and subsequent awarding of contract to single or multiple bidders, organization .

2.31. Tie breaking

In case of multiple L1 bidders against a service bid, the academy will use the 'Run L1 selection' feature wherein the system would randomly identify a L1 seller. For further reference, the bidders are requested to go through the information provided at GeM Portal (<https://gem.gov.in/userFaq/s/services>).

2.32. Competitive and Independent Prices

The prices should be arrived at independently, without restricting competition, any consultation, communication, or agreement with any other bidder or competitor relating to:

- i) those prices; or
- ii) the intention to submit an offer; or
- iii) the methods or factors used to calculate the prices offered.

The prices should neither be nor shall be knowingly disclosed by the Bidder, directly or indirectly, to any other bidder or competitor before bid opening or contract award unless otherwise required by law.

2.33. Undue profiteering

2.33.1. Controlled Price, if any: The price quoted by Bidder shall not be higher than the controlled price fixed by law for the Services, if any, or where there is no controlled price, it shall not exceed the prices or contravene the norms for fixation of prices if any, laid down by Government or where the Government has fixed no such prices or norms, it shall not exceed the price appearing in any agreement, if any, relating to price regulation by any industry.

2.33.2. Undue profiteering: If the price quoted is higher than the controlled price in the sub-clause above, Bidder shall specifically mention this fact in his bid giving reasons for quoting a higher price(s). If he fails to do so or makes any misstatement, it shall be lawful for the Procuring Entity either to revise the price at any stage to bring it in conformity with the sub-clause 2.33.1 above or to terminate the contract for default as per the contract and avail all the remedies available therein in addition to other punitive actions for violation of Code of Integrity.

2.34. Price Components

Bidder shall indicate in the Price Schedule all the specified components of prices shown therein, including the unit prices and total bid prices.

All costs related to Personnel shall be based on the prevailing minimum wages and shall show applicable liabilities of EPF and ESI and other statutory allowances.

Quotation of "Nil" Service charge/ margin over such minimum wages cost of personnel shall be rejected as nonresponsive .

2.35. Price Schedule

The quoted price shall be considered to include all relevant financial implications, including inter-alia the scope of the Services to be delivered and the incidental goods/ works to be supplied, location of the bidder, site(s) of the delivery of Services, terms of delivery, extant rules and regulations relating to taxes, duties, customs, transportation, environment, and labour etc .

2.36. Price Variation Clause :

2.36.1. In case the Tender Documents require/ permit offers on a variable price basis, the price quoted by the Bidders shall be subject to adjustment during the original delivery period to take care of the changes in the input cost of labour, material, and fuel/ power components under the price variation formula as stipulated in the Tender Document .

2.36.2. If a Bidder submits a firm price quotation against the requirement of variable price quotation, that bid shall be prima-facie acceptable and considered further, taking price variation asked for by Bidder as nil .

2.37. Currency of Price Bid

For the works /services required in the bid, all prices or rates shall be quoted in Indian National Rupees (INR) only as the payment for such works /services shall be made in Indian currency only (i.e. Indian National Rupees) .

2.38. Canvassing of bids

Bid shall be deemed to be under consideration, after opening of bid, till placement of order to the successful bidder . During this period, the bidders or their authorized representative (s) or other interested parties are advised strongly in their own interest, to refrain from contacting or influencing by any means any of the Purchaser's personnel or representative on matters relating to the bid under process . As any such effort or activity may result in rejection of that bidder's proposal/offer .

2.39. Purchaser's right to accept any bid, and to reject any or all bids

1The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected bidder (s) or any obligation to inform the affected bidders) of the grounds for such decision . No correspondence, in any form, and at any time, shall be entertained by the Purchaser in this regard .

2.40. Interpretation of conditions of bid (s)



The Purchaser shall be the final authority to interpret any or all condition (s) / clause (s) specified in the bid documents at any point of time. In case any ambiguous or contradictory term (s) / condition (s) arise in the bid, interpretation as deemed appropriate by the Purchaser shall be final and binding on all the bidders.

2.41. Validity of bids

2.41.1. The bidder's proposal must remain valid for acceptance for a period of 180 days from the date of opening of bid or any other extended date for their receipt or any other extended period consented upon by the bidders (The Purchaser may ask the bidder to extend the validity period of their bid) and during this period no bidder shall be allowed to withdraw their bid. Any such withdrawal during the said period will entail forfeiture of EMD deposited by the bidder with their bid. The bidders who agree to such extension shall confirm that they maintain the availability of the manpower nominated in the proposal or in their confirmation of extension of validity of the proposal.

2.41.2. The bid along with the rates and condition thereby shall be open for acceptance of the Purchaser for a period of 180 days from the date of opening of the bids and no request for any variation in quoted rates and/withdrawal of tender on any ground by successful bidder be entertained within validity period. In case the Purchaser requests for extension of the validity period, the bidder may extend the validity without changing the terms and conditions of their bid (except change in wages or any other statutory compliance as per Government norms). In case Bidder does not extend the validity, he/she must respond to his/her unwillingness within 7 working days from the date of receipt of letter to this intent so that his EMD/bid security can be returned.

2.42. Issue of Letter of Intent (LoI) , Contract Signing and Issue of Work Order

2.42.1. The Purchaser shall award the Contract to the bidder whose bid has been adjudged successful after technical and financial evaluation. If during the tender award process, after qualifying and before issuance of award if any notice has been highlighted before the Purchaser then the agency should provide satisfactory response to such a notice within 07 days, barring which the LoI shall not be issued to Bidder and LoI will be issued to the next qualifying bidder. The 07 days period can be extended maximum up to 15 days only after permission from the Director, LBSNAA.

2.42.2. The Purchaser shall issue a detailed Letter of Intent (LoI) to the successful bidder. The successful bidder shall have to submit a non-judicial certificate for appropriate value for execution of contract ensuring that the Judicial Stamp is of appropriate value.



2.42.3. Post issuance of Letter of Intent to the successful bidder, Contract Performance Guarantee/Security Deposit must be submitted within 07 days and then Contract Agreement shall be signed in next 07 days, between the two parties. All terms and conditions of the tender documents shall be part of the agreement.

2.42.4. After signing of the Contract Agreement, a Work Order shall be issued to the Academy. The successful bidder will have to make available the workers to the Academy within one week of signing of the **Contract or Work Order**.

2.42.5. Agency will have to obtain the required valid labour license for the numbers of manpower for which the agency has been awarded the contract within 30 days of the Work Order.

The decision of the Purchaser/Service Recipient shall be deemed as final and binding to all regarding – bid evaluation and subsequent awarding of contract to single or multiple bidders, organization.

2.43. Commencement Period and Effective date of contract

2.43.1. The successful bidder shall be given a commencement period of 07 days from the date of signing of Contract agreement or work order. During this period, the Agency shall understand the present process and infrastructure of Purchaser and shall arrange for necessary resources within this period to carry out the Contract.

2.43.2. The Contract shall start within 07 days of Contract signing date which shall be deemed as Effective date of contract for the contract purpose.

2.44. Payments to the Service Provider

2.44.1. The Lal Bahadur Shastri National Academy of Administration, Mussoorie bears the responsibility for reimbursing the payment of minimum wages as per government notified rates for the relevant category of manpower in Section-V.

2.44.2. LBSNAA will also reimburse payment of ESI, EPF and statutory annual bonus subject to provisions of The Payment of Bonus Act, 1965 (as amended from time to time).

2.44.3. In addition to these, LBSNAA will pay the service provider the service charges on the minimum wages as finalised in the contract agreement.

2.44.4. Any liability towards payment of GST on the entire amount under the tender will be borne by LBSNAA.

2.44.5. Apart from above, no other amount will be paid to the contractor by LBSNAA (as per Annexure-VI).

2.45. Service Provider



2.45.1. On its part the service provider is expected to deploy personnel as per skill category on a daily basis as communicated by Lal Bahadur Shastri National Academy of Administration. The personnel have to meet the minimum qualifications and also be adequately trained so as to perform the duties outlined in Section-V: Scope of work and Schedule of Housekeeping Services.

2.45.2. The service provider shall supply the Lal Bahadur Shastri National Academy of Administration with the list of personnel to be deployed in advance and LBSNAA will have the right to refuse deployment of anyone found unsuitable.

2.45.3. The service provider is also bound to provide adequate sets of pre approved **summer and winter uniforms** along with facemasks (Full liveries from head to foot, including appropriate footwear, gloves, caps etc. for both winter and summer, along with face mask) twice a year in the month of September and March to the personnel deployed so that the latter are always attired in clean uniforms with proper identification badges.

2.46. Procuring Entity – Rights and Disclaimers

2.46.1. Right to Reject any or all Bids

The Procuring Entity reserves its right to accept or reject any or all Bids, abandon/ cancel the Tender process, and issue another tender for the same or similar services at any time before the award of the contract. It would have no liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for such action (s).

2.46.2. Right to Intellectual Property and confidentiality:

2.46.2.1. The Tender Document and associated correspondence are subject to copyright laws and shall always remain the property of the Procuring Entity and must not be shared with third parties or reproduced, whether in whole or part, without the Procuring Entity's prior written consent.

2.46.2.2. However, Bidders may share these to prepare and submit its bid with its employees, or holding Company. Bidders shall obtain from them an undertaking of confidentiality similar to that imposed on Bidder under this clause.

2.46.2.3. This condition shall also apply to bidders who do not submit a bid after downloading it or who are not awarded a contract in the process.

2.46.2.4. The obligation of the Bidders under sub-clauses above, however, shall not apply to information that:

- a) now or hereafter is or enters the public domain through no fault of Bidder;
- b) is legally possessed by Bidder at the relevant time and was not previously obtained, directly or indirectly, from the Procuring Entity; or

- c) otherwise lawfully becomes available to Bidder from a third party that has no obligation of confidentiality.

2.46.2.5. The provisions of this clause shall survive completion or termination for whatever reason of the Tender Process of the contract.

Disclaimers

Regarding Purpose of the Tender Document

The Tender Document is neither an agreement nor an offer to prospective Bidder (s) or any other party hereunder. The purpose of the Tender Document is to provide the Bidder (s) with information to assist them in participation in this Tender Process.

Regarding Documents/ guidelines

The Tender Document, ensuing communications, and Contracts shall determine the legal and commercial relationship between the bidders/ contractors and the Procuring Entity. No other Government or Procuring Entity's document/ guidelines/ Manuals including its Procurement Manual (for internal and official use of its officers), notwithstanding any mention thereof in the Tender Document, shall have any locus-standi in such a relationship. Therefore, such documents/ guidelines/ Manuals shall not be admissible in any legal or dispute resolution or grievance redressal proceedings.

Regarding Information Provided

Information contained in the Tender Document or subsequently provided to the Bidder (s) is on the terms and conditions set out in the Tender Document or subject to which that was provided. Similar terms apply to information provided verbally or in documentary or any other form, directly or indirectly, by the Procuring Entity or any of its employees or associated agencies.

Appendix to Information and Instructions to Bidders (AIITB)

Tender Document No. Tend No. /

Tender Title: TENDER FOR OUTSOURCING OF MANPOWER FOR PROVIDING CLEANING AND OTHER HOUSEKEEPING SERVICES

Eligibility Criteria

S.No	Eligibility Criteria	Supporting Documents Required (To be submitted along with Bid)
1.	The bidding is open to : Companies registered in India under	a) Copies of Memorandum and articles of association of Company in case of company, or copy of

	companies Act 1956 or Companies Act 2013, or Shops and Establishment Act, 1958, Partnership Firms registered with Registrar of firms and societies in India, or Note: Bids from Proprietorship/ Unregistered Partnership Firm and Joint Venture or Consortium are not eligible .	certificate of registration of partnership firms and societies in case of Firms or Attested copy of the registration certificate of the Firm (under Shops & Establishment Act or under Companies Act, 2013, b) Copy of partnership deed of the firm in case of firm is a partnership firm
2.	Valid labour license issued by Labour Commissioner of any state for providing manpower in services / industries/ government departments .	The self attested copy of the valid labour licence .
3.	Goods and Service Tax (GST) Registration certificate with code number .	The self attested copy of original document/certificate .
4.	PAN Card stating the number issued by the Income Tax Department of India .	The self attested copy of the original document/certificate .
5.	EPF certification/registration with code number issued by Employee Provident Fund Organization under EPF Act 1952 .	The self attested copy of original document/certificate .
6.	ESI certificate with code number issued by Employees State Insurance Corporation under ESIC Act, 1948 .	The self attested copy of original document/certificate .
7.	Chartered Accountant's certificate to certify turnover from OUTSOURCING OF MANPOWER business in Central / State PSU (s) /Govt. Department (s) in India in the last financial year viz. FY 2025-26 .	Copies duly certified (with UDIN) by Chartered Accountant which shall clearly indicate its Annual Turnover from the Cleaning and Housekeeping Manpower Business . (Annexure-IX)
8.	No Deviations from Terms and Conditions of Bid Document	Annexure-VII
9.	Undertaking for mandatory compliance of all statutory liabilities and other terms and conditions as specified in the bid document .	A self certified certificate to be furnished as per Proforma for Undertaking given in Annexure-VII .
10.	Minimum Working Capital	Bank Utilization Certificate – Fund Based (Not more than 30 days older from the date of submission of Bid) should be a minimum of Rs. 2.00 Crore as per Annexure-X .

11.	Not debarred /blacklisted by any Central / State PSU(s) / Government Department(s) /within the last three years from the date of submission of bid	An undertaking given in Annexure-I to state that no debarment/ blacklisting order has been issued against the Bidder within the last three years from the date of submission of bid.
12.	Number of Years in operation	The bidder should have successfully executed/completed similar services (Housekeeping and Cleaning of Hostels or Office Premises in the Government Departments / Public Sector Undertakings (Central or State)/ Other government organisations) over the last three years viz. . FY 2023-24, 2024-25 & 2025-26. (Annexure-III) . Further, the bidder must have successfully executed/completed similar services over the last three years viz. FY 2023-24, 2024-25 & 2025-26. prior to the bid opening : • Three similar completed services costing not less than the amount equal to 40% of the estimated cost, or • Two similar completed services costing not less than the amount equal to 50% of the estimated cost, or • One similar completed service costing not less than the amount equal to 80% of the estimated cost.
13.	Turnover from cleaning and housekeeping services in the last year viz. 2025-26.	A Chartered Accountant certified certificate that turnover for the last year from cleaning/housekeeping work/ manpower supply was at least Rs. 22 crore (along with documentary evidence) as per Annexure-IX.
14.	Number of Human Resource (HR) employed in FY 2025-26.	At least 900 personnel engaged in cleaning/housekeeping

		work/Manpower Supply should have been on its rolls in the last one year . (Annexure-III with documentary evidence)
15.	Chartered Accountant's Certificate to certify profitable business that is a positive Profit After Taxes in the last year viz. FY 2025-26.	a) The bidder should be profitable in terms of Profit after Taxes in the last year viz. FY 2025-26 . b) Chartered Accountant certificate to that effect would be required .
16.	Service Delivery Certifications	The firm should have valid ISO 9001 and ISO 45001 certification.

Evaluation of Bids and Award of Contract

S.No.	Evaluation of Bids	To be done by
1.	Technical Evaluation	By standing TEC on the basis of Eligibility criteria mentioned in the NIT/Tender document.
2.	Financial Evaluation	By standing TEC in respect to provision/clauses in the NIT/Tender document.

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Bhawana Porwal
Dr. Bhawana Porwal
Associate Incharge (Estate)
LBSNAA, Mussoorie

Thakur

SECTION-III

General Terms and Conditions to the Tenderer

3.1. Purchaser' s representative

3.1.1. Deputy Director (Estates) will act as the Controlling Officer/Officer-in-charge who shall carry out the functions and obligations of the Purchaser under the Contract.

3.1.2. The Purchaser may from time to time appoint any other officer as the Controlling Officer/ Officer-in-charge in place of DD (Estates) previously so appointed, and shall give a notice of the name of such other person to the Agency without delay.

3.1.3. Any decision, instruction or approval given by the Controlling Officer/ Officer-in-charge of the Purchaser shall be binding on the Service Provider.

3.1.4. All notices, instructions, orders, consents, certificates, approvals and all other communications under the Contract shall be given after approval of the Controlling Officer/ Officer-in-charge.

3.2. Service Provider' s Representative

The Service Provider shall employ at least one dedicated competent representative (name, address, telephone number, identity proof of the representative shall be communicated in writing to the Controlling Officer/officer-in-charge by the Service Provider) to supervise the works/services at respective sites. The said representative, (or if more than one shall be employed, then one of such representatives), shall be present whenever required and should be approachable in person or on phone at time and location as specified by the Purchaser/ Service Recipient. Any written order or instruction which the Controlling Officer/officer-in-charge or his duly authorised representative may give to the said representative of the Service Provider shall be deemed to have been given to the Service Provider. The representative of the service provider shall have minimum qualification of Graduate and good proficiency in English & Hindi language.

3.3. Checks and Supervision by the Service Provider

The Service Provider shall ensure that its personnel perform their duties efficiently by exercising frequent surprise checks and by appointing sufficient supervisory staff as felt necessary by the Purchaser and as given in Section-V: Scope of work and Schedule of Housekeeping Services. In case it is found that any damage has occurred due to wilful damage, theft, sabotage, negligence, ignorance or not performing the duty by the personnel of the Agency, all the losses so occurred to the Purchaser shall be recovered from the amounts payable to the Service Provider and/or its security deposits or Contract Performance Guarantee.

3.4. Notices and Instructions

The Service Provider shall furnish the complete address of its permanent office and local office along with telephonic numbers, fax numbers, emails, etc. to the Purchaser. Any notice or instructions to be given to the Agency under the terms of the Contract shall be deemed to have been served on him if it has been sent at local office or to the address of the Agency last notified by them or delivered to authorized signatory.

3.5. Health of the Personnel deployed

All persons deployed by the Agency shall be of sound physical and mental health and should not be under the influence of any drug or liquor during duty and have full knowledge and experience to competently complete the job assigned to them.

3.6. Uniforms and other supplies

3.6.1. Uniforms shall be approved by the purchaser and Service provider must provide at least 2 pairs (Winter and Summer Uniform) of approved uniforms per year preferably in the month of September and March. The Purchaser shall not pay any extra charges (or any out-of-pocket expense) to the Service Provider against such items which are required for performing proper and efficient working.

3.6.2. Each deputed person shall carry Photo-ID card issued by the Agency at all times and in case of expiry of the card, the same shall be promptly renewed by the Agency. Agency will ensure timely issuance of the ID cards which will be valid throughout the period of the Contract.

3.7. Removal/Replacement of Personnel deployed

3.7.1. The personnel being deployed by the service provider shall ordinarily be continued and would not be changed without written intimation, consultation and approval of Officer-in-charge of the Purchaser. If service provider at its initiative replaces the personnel without intimation and due consent of the Purchaser then a penalty of Rs. 100/- per day per personnel may be charged on service provider on discretion of Deputy Director (Estates). Penalty in such cases shall be maximum up to 50% of the personnel's minimum wages.

3.7.2. The Service Provider shall share the list of all personnel deployed on field on actual basis at the start of the work/ service. Further, the Agency shall provide the list of all such personnel on a monthly basis to the Purchaser. Any change in the field personnel shall be immediately communicated to the Purchaser in addition to the monthly update.

3.7.3. Upon the written directions of the Deputy Director (Estate) of the Purchaser, the Service Provider shall immediately remove from the works/ services any person or persons deployed thereon, who may in the opinion of the Officer-in-

charge is incompetent or responsible for misconduct. In case the Agency has any difference of opinion with Officer-in-charge of Purchaser in this regard, the matter shall be referred to Joint Director, LBSNAA, Mussoorie whose decision shall be final and binding by the Agency. Such persons shall not be employed again on the works without the written permission of the Officer-in-charge, or any other officer authorized for such purpose.

3.8. Subletting

The Service Provider shall not sublet any activity or any part thereof under the Contract.

3.9. Force Majeure

3.9.1. Force Majeure means any event or circumstance or combination of events and circumstances including those stated below that wholly or partly prevents or unavoidably delays an affected party in the performance of its obligations under this Agreement, but only if and to the extent that such events or circumstances are not within the reasonable control, directly or indirectly, of the affected party and could not have been avoided if the affected party had taken reasonable care or complied with prudent utility practices and may include, without limitation, the following :

- i) War, hostilities, invasion, act of foreign enemy and civil war;
- ii) Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
- iii) Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
- iv) Earthquake, fire, flood or cyclone, or other natural disaster.

3.9.2. As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail :

- i) The date of commencement of the event of Force Majeure;
- ii) The nature and extent of the event of Force Majeure;
- iii) The estimated Force Majeure Period;
- iv) Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.
- v) The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.
- vi) Any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.



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3.9.3. The authority as decided by the Purchaser (including committee, etc.) shall decide upon Force Majeure cases and the decision of such authority shall be final and binding on the Service Provider/Agency.

3.10. Defalcation, Damage to property and injury to personnel

3.10.1 The Agency shall indemnify and keep indemnified the Purchaser against all losses and claims for injuries or damage to any person or any property whatsoever which may arise out of or in consequence of the execution of the Contract and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of or in relation thereto.

3.10.2 The Purchaser shall not be liable for damage or compensation payable as per provision of law/act in respect or consequence of any accident or injury to any workmen or other person in the employment of the Service Provider. The Service Provider shall have to pay all claims, demands, proceedings costs, charges and expenses whatsoever in respect thereof or in relation there to.

3.10.3 In the event of any accident and/or injury, in respect of which compensation may become payable under the Workmen's Compensation Act-VIII of 1923 including all amendments thereof, Deputy Director (Estates) shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Deputy Director (Estates) shall be final in regard to all matters arising under this clause.

3.10.4 In case of any loss of life or accidents of personnel engaged during discharge of services on the contract, if any investigations point towards malpractice or negligence on behalf of the agency then the purchaser reserves the right to suspend the contract.

3.10.5 In case it is found that any theft or damage has occurred to the property or premises of the Purchaser due to wilful damage, theft, sabotage or negligence of personnel in performing their duty and/or absence from the place of duty and/or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by the Purchaser shall be recovered from the Agency's monthly bill or from their Security Deposit/Contract Performance Guarantee or in any other manner as may deemed fit.

3.10.6 In case any personnel of the Agency is implicated in any lawsuit or is injured by any person or group of persons, agitating mob, etc. during the course of performing his/her duty/their duties for the Purchaser, it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help, etc. without charging any cost to the Purchaser.

3.10.7 The Purchaser shall be deemed to be indemnified by the Agency for lapses or other mischief's etc. by its personnel.

3.10.8 Claims arising due to "any activity" shall be liable for adjustment from the Agency's Bills and/or contract performance guarantee furnished by Service Provider.

3.11. Settlement of Disputes and Arbitration

3.11.1. If any dispute or difference of any kind whatsoever arises between the Purchaser and the Agency in connection with or arising out of the Contract, the parties will make every effort to resolve such dispute or difference by mutual consultation. For this purpose, a committee may be constituted comprising representatives from both the parties. The committee shall be formed and convened by Joint Director, LBSNAA, Mussoorie.

3.11.2. All disputes in this connection shall be settled in Dehradun jurisdiction only.

3.11.3. The contractor agrees to indemnify Lal Bahadur Shastri National Academy of Administration against any suit /litigation/ claim arising due to any violation of legal provisions, damage or loss of life or property in relation to this contract.

3.12. Blacklisting/Debaring

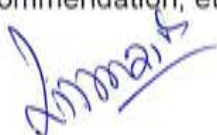
In case (s) of severe default (s) by the Agency (including but not limited to clause 3.15 of this section), the process of blacklisting or debaring of Agency and recoveries (if any) thereof may be undertaken by the Purchaser if deemed necessary.

3.13. Necessary Compliances (applicable in accordance with Eligibility Criteria)

3.13.1. The Agency shall provide and be responsible for payment of wages, salaries, and other statutory privileges and facilities as applicable to its personnel as per relevant and applicable law/rules/regulations and orders of the Central/State Government or local authorities or other authorities as are in force from time to time.

3.13.2. The Agency will ensure that all its employees are covered under Employee State Insurance (ESIC) Scheme and if any Regional/District ESIC Dispensary / Hospital is not located then the Agency needs to cover its employees under Workmen's Compensation Insurance Policy.

3.13.3. All personnel engaged under this Contract by the Agency shall be employees of the Agency. Purchaser shall not have any liability/responsibility to absorb the persons engaged by the Agency and/or extend any type of recommendation, etc. for obtaining any job with the Purchaser or elsewhere.



3.13.4. The Agency shall at the time of execution of the Contract have PF code number obtained from authorities concerned under the Employee's Provident Fund and Miscellaneous Provisions Act, 1952 and remit contributions in respect of the employees employed by him to the PF office concerned every month or obtain the same within a month after the agreement for the concerned employees.

3.13.5. The Agency shall maintain all records/registers as required to be maintained under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of the Purchaser as per the time period defined by the Purchaser.

3.13.6. The Agency shall also submit periodical reports on various labour laws such as Contract labour (Regulation & Abolition) Act-1970, The Code on Wages 2019 (or prevailing rules till the wages gets finalized under the Code on Wages, 2019), Employees Provident Fund Act etc., under intimation to the Purchaser.

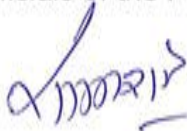
3.13.7. The Agency shall pay the Minimum Wages (as applicable) and other payments as notified by the Government from time to time to its employees. However, the Purchaser/Service Recipient shall reimburse the Service Provider to the extent of the amount of variation arising out of the revisions in minimum wages as specified by the Labour Commissioner of Uttarakhand/NCT of Delhi (for highly-skilled, skilled, semi-skilled and unskilled manpower as applicable), and derived statutory obligations thereof provided the documentary evidence(s) is/are produced by the Service Provider making such payments to that extent only.

3.13.8. The Agency shall provide purchaser's prescribed uniforms, photo identity card, name badges and necessary training to its deployed manpower, the cost of which shall be borne by the Agency from its Service Charges. The Purchaser or the deployed manpower shall not pay any amount for this purpose.

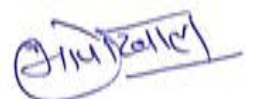
3.13.9. The Agency shall not demand any registration cost, enrollment cost, security deposit, any welfare insurance cost, any benevolent fund cost or any other amount or charge towards uniform, Photo Id cards etc from the manpower deployed by them at any point of time. Any such malpractice will lead to deduction of One-Fifth of the Agency's Monthly Service Charges.

3.13.10. The Agency shall in the event of his workman / employees sustain any injury or disablement due to an accident or any other cause arising out of and in the course of its employment, provide necessary medical treatment and pay compensation, if any, required under the Employee's Compensation Act, 2010 and other applicable laws.

3.13.11. If any of the persons engaged by the Agency misbehaves with any officials of the Purchaser or its consumers or commits any misconduct in connection



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with the property of the Purchaser or suffers from any serious communicable diseases, the Agency shall be liable to replace them immediately .

3.13.12. The Agency shall ensure that necessary information regarding the persons engaged at the Purchaser' s site is intimated to the concerned police station and a copy of the same shall be submitted to the concerned Officer-in-charge of the Purchaser .

3.13.13. The Agency should comply with all the applicable laws in force and effect for the time being, including being registered under the various applicable labour laws . The contractor shall be liable for any legal dispute / case / claims that arises or may arise during currency of the contract due to non-compliances of labour or other related laws .

3.13.14. The Agency will encourage its employees to get themselves covered under Pradhan Mantri Jeevan Jyoti Bima (PMJJIB) Yojana/ Pradhan Mantri Suraksha Bima Yojana (PMSBY)

3.14. Taxes

3.14.1. The Agency shall be responsible for payment of all taxes duties statutory/local levies arising as a result of commercial transactions under this Contract such as GST etc. Purchaser shall not be responsible for any tax related liability .

3.14.2. During the Contract period, the Agency shall deposit goods and service tax and other applicable taxes at prevailing rates as per Government of India guidelines .

3.14.3. If any tax exemptions, reductions, allowances, or privileges may be available to the Agency, the Purchaser shall use its best endeavours to enable the Agency to benefit from any such tax savings to the maximum allowable extent .

3.14.4. The statutory deduction of taxes and duties at source, related to these works and services, shall be done by the Purchaser and tax deduction certificate shall be issued to the Agency wherever applicable as per law .

3.14.5. For the purpose of the Contract, it is agreed that the Contract Price specified in the Contract Agreement is based on the taxes, duties, levies and charges prevailing at the date seven (07) days prior to the last date of bid submission . If any rates of Tax are increased or decreased, a new Tax introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax occurs in the course of the performance of the Contract, which was or will be assessed on the Agency in connection with performance of the Contract, an equitable adjustment of the Contract price shall be made to fully take into account any such change by addition to the Contract price or deduction therefrom, as the case may be . However, these adjustments would be restricted to direct transactions between the Purchaser

and the Agency for which the taxes and duties are reimbursable by the Purchaser as per the Contract.

3.15. Termination of Contract

3.15.1. Events of default

Default is said to have occurred: "If the contractor fails to deliver any or all of the services and/or fails to perform any other obligation (s) under the contract within the time period (s) specified in the order or any extension thereof granted by Lal Bahadur Shastri National Academy of Administration."

Any of the following events shall constitute an "Event of Default". The occurrence of any "Event of Default" shall lead to consequences as brought out in Clause 3.17.

- i. If the Agency fails to deliver works/ services as per Section-V: Scope of work and Schedule of Housekeeping Services.
- ii. If the Agency unlawfully repudiates the Contract or has otherwise expressed an intention not to be bound by the contract.
- iii. If there is a third occurrence of non-timely payment of salaries to the deployed labour by the Agency.
- iv. If the Agency does not make the mandatory payments like EPF, ESIC and others liabilities if any.
- v. If it comes to the Purchaser's notice that the Service provider is indulged in forging documents and submitting forged documents of EPF Challan sheet, ESIC receipt of personnel deployed by it or GST payment challan.
- vi. If the Agency becomes bankrupt or insolvent, it goes into liquidation.
- vii. If the Agency fails to make payment of any amount payable to the Purchaser, as and when the same becomes due.
- viii. If the Agency fails to meet performance related benchmarks "Third occurrence of penalty as per clause 4.12 of Section IV, reaching 10% (i.e. Total Penalty levied under the contract in any month shall not exceed 10% of the invoice amount for that month Further, GST on total penalty amount shall be additionally recovered from the Agency.) during any month from the Effective Date of contract, then the event shall constitute an event of default."
- ix. If the Agency fails to provide, renew or replenish the payment security and / or contract performance guarantee.



- x. If the Agency fails to fulfil any of the directions or orders of the Academy or comply with the requirement of the electricity laws or other laws in relation to the bid area .
- xi. If the Agency has made any false or misleading representation or warranty .
- xii. If the Agency transfers, otherwise then pursuant to contract, any material or property of the Purchaser .
- xiii. If the Agency indulges in any malpractice or corrupt practice .
- xiv. If it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question .
- xv. If at any stage during the period of the Contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees .
- xvi. If at any stage it is found that the Agency has provided incorrect/misleading information or if the Agency has wrongly claimed any amount from the Purchaser or does not fulfil and statutory/financial liabilities which adversely affects purchaser or deployed manpower, the purchaser reserves the right to recover such amount from the Agency along with the amount of interest, if required, and/or debar/blacklist the Agency and/or levy penalty on the Agency at the rate of Rs.100 per day per employee .
- xvii. If at any stage it is found that the Agency has wrongly claimed/charged any amount from the deployed labour, the purchaser reserves the right to recover such amount from the Agency along with the amount of interest, if required, and/or debar/blacklist the Agency and/or levy penalty on the Agency .

The extent of amount and/or of any penalty imposed by the Competent Authority of the Purchaser/Service recipient shall be binding on the Agency/Service Provider .

3.15.1.1. Consequences of occurrence of Event of Default as per Clause 3.17 – “Termination upon Event of Default”

3.15.1.1.1. In case of occurrence of Event of default as mentioned in Clause 3.15.1 of Section-III “General conditions of Contract”, the Purchaser shall issue a notice related to “Event of Default” to the Agency. The Agency shall be required to mitigate the reasons for “Event of Default” and submit its response to Purchaser in writing within 15 days of issuance of notice of “Event of Default” .

3.15.1.1.2. In case of non-mitigation of reasons of “Event of Default”, or non-responsiveness, or non-satisfactory response from the Agency within the stipulated timeline, the competent authority of the Purchaser, may at its discretion, terminate the Contract either in whole or in part, by issuing a “Order for Termination”, as per Clause 3.15 of Section-III “General conditions of Contract” .



3.15.1.1.3. The termination shall take effect immediately from the date of "Order for Termination", or such a day from the date of issuance of "Order for Termination" as may be decided by the Purchaser. If the bidder fails to continue its services before the effective date of termination the purchaser shall make alternative arrangements on a risk and cost basis and the expenditure will be recovered from the bidder/agency.

3.16.1. Termination for Convenience

3.16.1.1. The Purchaser shall be entitled to terminate the Contract without assigning any reason thereof at any time of the Purchaser's convenience, by issuing an "Order for Termination" to the Agency.

3.16.1.2. The termination shall take effect immediately from the date of "Order for Termination", or such a day from the date of issuance of "Order for Termination" as may be decided by the Purchaser.

3.16.2. Termination due to Change in Government / Management Policy

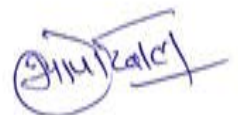
3.16.2.1. The Purchaser shall be entitled to terminate the Contract due to change in any Government / Management Policy, by issuing an "Order for Termination" to the Agency.

3.16.2.2. The termination shall take effect immediately from the date of "Order for Termination", or such a day from the date of issuance of "Order for Termination" as may be decided by the Purchaser.

3.17. Effect of Termination (Either upon default or for convenience or Change in Management / Government Policy)

3.17.1. Upon serving the "Order for Termination", the Purchaser shall have rights to step-in and take over the operations. The Agency shall be obliged to cooperate with Purchaser and provide all necessary support, data, documents, information, etc. which may be required by the Purchase for successful takeover of the operations and continuum of the services. However, during the transition period the Agency shall continue to provide such services, as may be required by the Purchaser for smooth take-over of operations.

3.17.2. If the contract has been terminated on occurrence of "Event of Default" as defined in Clause 3.15.1, the Contract Performance Guarantee submitted by the Agency shall be invoked on or after the effective date of "Termination of the Contract" and amount so realised shall be forfeited by the Purchaser, as a reasonable pre-estimate of the losses which have occurred to the Purchaser due to non-performance of the Agency.



3.17.3. If the contract has been terminated on convenience as per Clause 3.16, the Purchaser shall have rights to recover any amount payable by Agency to the Purchaser from the Contract Performance Guarantee .

3.17.4. The Purchaser unconditionally reserves the rights to claim from the Agency, any cost, expenses or loss that may be incurred by reasons of breach of terms and conditions of the contract .

3.17.5. The Purchaser shall not be liable for payment of any compensation, whether in contract or tort or otherwise, towards the Agency or any third party, upon termination of the contract .

3.17.6. Upon termination of the contract, the Agency shall immediately :

a. Remove its manpower deployed for performance of services pertaining to the Contract;

b. Cease all further work, except for such work as the Purchaser may specify in the "Order for Termination" for the sole purpose of protecting that part of the facilities already executed, or any work required to leave the site in a clean and safe condition;

c. Remove all Agency's equipment from the site, repatriate the Agency's personnel from the site, remove from the site any wreckage, rubbish and debris of any kind, and leave the whole of the Site in a clean and safe condition; and

d. Deliver to the Purchaser the parts of the facilities executed by the Agency up to the date of termination;

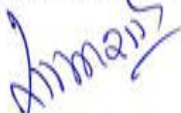
e. To the extent legally possible, assign to the Purchaser all right, title and benefit of the Agency to the facilities as on the date of termination, and, as may be required by the Purchaser .

3.17.7. The Purchaser shall have the rights to recover from the Agency any loss or damage occurred to the property/ items/ materials/ equipment etc. of the Purchaser, due to any act of the Agency or its personnel .

In case the remaining period of the Contract is less than or equal to 12 months, the incumbent Agency shall operate for the remaining period in the area of the old Agency .

In case the remaining period of the Contract is greater than 12 months, the incumbent Agency shall operate only for a maximum period not exceeding 12 months in the area of the old Agency . The incumbent agency shall not be allowed any extension of Contract beyond the period of 12 months .

Other terms and conditions of the works shall be same as applicable for such incumbent Agency in its original area of operation .



3.18. Patent Indemnity

The Agency shall indemnify and hold harmless the Purchaser, his successors or assignees, its employees and officers from and against any and all suits, actions or administrative proceedings, claims, demands, losses, damages, costs, and expenses of whatsoever nature, including attorney's fees and expenses, which the Purchaser may suffer as a result of any infringement or alleged infringement of any patent, utility model, registered design, trademark, copyright or other intellectual property right registered or otherwise existing at the date of the Contract. In the event of any claim being made or action being brought against the Purchaser or its representative or its employees in respect of any such matters as aforesaid, the Agency shall immediately be notified thereof.

3.19. Conflict of Interest

3.19.1. A bidder in this Tender Process shall be considered to have a conflict of interest if the bidder :

3.19.1.1. directly or indirectly controls, is controlled by or is under common control with another Bidder; or

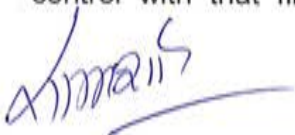
3.19.1.2. receives or have received any direct or indirect subsidy/ financial stake from another bidder; or

3.19.1.3. has the same legal representative/ agent as another bidder for purposes of this bid. A Principal can authorise only one agent, and an agent also should not represent or quote on behalf of more than one Principals. However, this shall not debar more than one Authorised distributor from quoting equipment manufactured by an Original Equipment Manufacturer (OEM), in procurements under Proprietary Article Certificate; or

3.19.1.4. has a relationship with another bidder, directly or through common third parties, that puts it in a position to have access to information about or influence the bid of another Bidder or influence the decisions of the Procuring Entity regarding this Tender process; or

3.19.1.5. participates in more than one bid in this tender process. Participation in any capacity by a Bidder (including the participation of a Bidder as sub-contractor in another bid or vice-versa) in more than one bid shall result in the disqualification of all bids in which he is a party; However, this does not limit the participation of a non-bidder firm as a subcontractor in more than one bid; or

3.19.1.6. would be providing goods, works, or non-consulting services resulting from or directly related to consulting services that it provided (or were provided by any affiliate that directly or indirectly controls, is controlled by, or is under common control with that firm), for the procurement planning (inter-alia preparation of



feasibility/ cost estimates/ Detailed Project Report (DPR), design/ technical specifications, terms of reference (ToR)/ Activity Schedule/ schedule of requirements or the Tender Document etc) of this Tender process; or

3.19.1.7. has a close business or family relationship with a staff of the Procuring Organisation who: (i) are directly or indirectly involved in the preparation of the Tender document or specifications of the Tender Process, and/or the evaluation of bids; or (ii) would be involved in the implementation or supervision of resulting Contract unless the conflict stemming from such relationship has been resolved in a manner acceptable to the Procuring Entity throughout the Tender process and execution of the Contract.

3.20. Corrupt or Fraudulent Practice (s)

3.20.1. The Purchaser requires that the bidders observe the highest standard of ethics during the procurement and execution of the Contract (s) .

3.20.2. In pursuance of this policy, the Purchaser defines, for the purposes of this provision the terms set forth below as follows :

3.20.2.1. "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official/employee involved in the procurement process or in execution of the Contract .

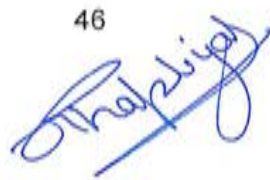
3.20.2.2. "Fraudulent practice" means misinterpretation of facts or information in order to influence the procurement process or the execution of Contract to the detriment of the Purchaser, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition .

3.20.3. The Purchaser will reject a bid or cancel the Contract if already placed, if it determines that the bidder recommended for Award or on whom the Contract/Award has already been placed has engaged in corrupt or fraudulent practices in competing for the Contract/Award in question .

3.20.4. The Purchaser may declare a bidder ineligible for issue of Contract/Award, either indefinitely or for a stated period of time, if at any time it determines that the bidder has engaged in corrupt or fraudulent practices in competing for or in executing an earlier Contract of the Purchaser .

3.20.5. Any act of fraudulence, which can be purported or being attempted with intent to deceive the Purchaser, by the persons engaged in this work/service shall entail legal actions under acts/rules of Government of India .

3.21. Grievance Redressal Mechanism for personnel deployed by the Agency



3.21.1. If any grievance or dispute or difference of any kind whatsoever arises between the deployed resource and the Agency in connection with or arising out of its deployment/services, the Agency will make every effort to resolve such dispute or difference by mutual consultation with the deployed resource by keeping in loop its management. If grievance of deployed resource is not resolved, then a grievance or dispute shall be referred to grievance redressal committee. The grievance redressal committee shall be constituted comprising representatives from both the parties and Officers of the Estate Section of LBSNAA. The committee shall be formed and convened by the Deputy Director, Estates Section, LBSNAA.

3.21.2. Notwithstanding any grievance or disputes with reference to the deployment/service of deployed personnel pending for redressal, the Agency shall continue to perform his obligations in accordance with the Purchaser's decision or instruction, and Purchaser shall also continue to perform his obligations under the Contract including payment of any undisputed monies due to the **Agency**.



SECTION-IV

Special Conditions of Contract

4.1. Period of Contract

The period of Contract under the scope of work shall normally be up to 12 months from the date of signing contract and commencement of works/services which can further be extended by 12 months on mutual agreement between both the parties on same terms and conditions as specified in bid documents subject to conditions in Section II: "Information and Instructions to the Bidders" clause 2.6 and 2.7.

4.2. Mandatory Obligations on the Service Provider

4.2.1. The contractor shall be responsible for compliance of all the laws, rules/regulations and Govt. instructions that are/will be applicable to and aimed to protect the interest of the employees/workers engaged by it and shall ensure payment of all the statutory dues/liabilities as may have arisen during the past 'or' may arise during the course of performance of contract.

4.2.2. The Service Provider shall be in obligation to pay the wages before the expiry of the 7th day of the succeeding month, to its deployed personnel equal to the minimum wages to the HighlySkilled/Skilled/Semi-skilled/Unskilled personnel as applicable (as per the classification equivalent to the monthly/daily wages determined by the Commissioner of Labour. In this connection, the orders issued by Government of Uttarakhand/NCT of Delhi revising the wages from time to time shall be binding on the Service Provider from the effective date mentioned in such notification.

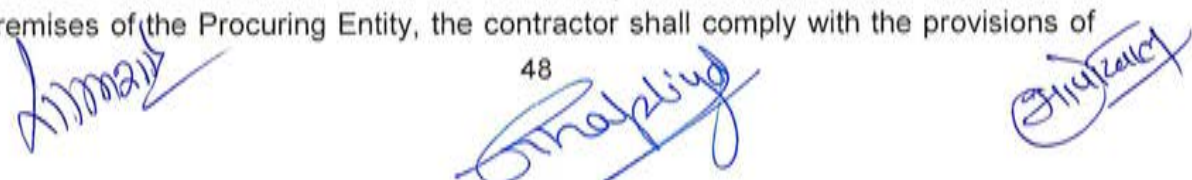
4.2.3. The Agency shall discharge its liability for the deployed labour in respect of Employees Provident Fund under The Employees' Provident Funds and Miscellaneous Provisions Act, 1952

4.2.4. The Agency shall discharge its liability for the deployed labour in respect of Employees State Insurance Corporation (ESIC) under The Employee"s State Insurance Act, 1948.

4.2.5. The Agency shall also have to bear all other liabilities as per Workmen Compensation Act as amended from time to time.

4.2.6. The Agency shall also have to bear all other liabilities as per existing "Contract Labour (Regulation and Abolition) Act, 1970" and other applicable Labour Act as amended from time to time.

4.2.7. In cases where Services are to be performed by the contractor at the premises of the Procuring Entity, the contractor shall comply with the provisions of



the Labour Codes including Code on Wages, 2019, The Industrial Relations Code 2020, Code on the Social Security 2020, and The Occupational Safety, Health and Working Conditions 2020, and Draft Rules made thereunder, as modified from time-to-time, wherever applicable and shall also indemnify the Procuring Entity from and against any claims under the aforesaid Labour codes and the Rules .

4.2.8. The contractor shall obtain a valid licence under the aforesaid Labour codes and the Rules as modified from time to time before the commencement of the contract and continue to have a valid licence until the completion of the contract . Any failure to fulfil this requirement, the Procuring Entity shall treat it as a breach of contract for default as per the contract and avail any or all remedies thereunder .

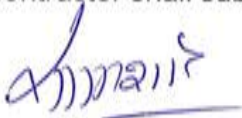
4.2.7. The Contractor shall abide including but not limited to, matters relating to timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen's compensation, working hours, safety, maternity benefits, holidays, framing of standing orders, disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonuses as per extant laws/rules .

4.2.8. The engagement and employment of labourers and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the Contractor and any breach of such laws or regulations shall be deemed to be breach of this contract. Client/authorised officials may ask the contractor to produce documents to verify that these provisions/laws are complied with by the contractor .

4.2.9. The Agency shall also bear Other charges like photo identity card, uniforms, name badges, training, liveries, leaves, weekly off, gratuity etc. the cost of which shall be borne by the Agency from its Service Charges . The Academy or the deployed manpower shall not pay any amount for this purpose . The Agency shall not demand any registration cost, enrollment cost, security deposit, any welfare insurance cost, any benevolent fund cost or any other amount or charge from the manpower deployed by them at any point of time .

4.2.10. The Agency shall be liable to give work off / holidays to the deployed labour as per The Contract Labour (Regulation and Abolition) Act, 1970 .

4.2.19. In respect of all labour directly or indirectly employed in the contract for the performance of the contractor's part of the contract, the contractor shall comply with or cause to comply with the provisions of the aforesaid Labour codes and the Rules wherever applicable . The contractor shall be solely responsible for submitting all the necessary returns under these Codes and the Rules . Nevertheless, the contractor shall submit monthly returns to the Procuring Entity to confirm compliance



with such Codes and rules . Failure to do so shall entitle Procuring Entity to take any measure to ensure compliance to such codes and rules by the contractor and his associates, including, but not limited to, withholding contractor's on-account bills .

4.2.11 . The Agency will have to make the payments of wages directly into a Bank Account of deployed labour and shall provide details of their bank accounts number, bank name, etc electronically .

4.2.12 . The service provider will have to maintain a single bank account in a bank against its name for making payment of EPF / ESI /Wages /GST / Premium, etc . The details of the account (Bank name, branch name, account no, account holder name etc) must be mandatorily shared with the Purchaser before the signing of contract agreement .

4.2.13 . The Service Provider will mandatorily submit documents showing the proof of age and qualifications of the labour deployed by it, for executing the contract, and get it verified from the Estate Section or any other Officer as declared by the Academy from time to time . The verification of the credentials of the labour by the Academy is mandatory and shall majorly be a one-time activity in a year . The details of all deployed manpower should be submitted to the Officer-in-charge before deploying the respective manpower . Random police verification would be carried out regularly by the Academy to check the genuineness of the declaration . After three months, the bill raised by the Service Provider will be passed only after successful verification of the credentials of deployed labour by the Academy . In case of any non-compliance observed by the Academy in the third bill then the Academy may deduct the penalty from the date of execution of contract . Any addition/ removal of the labour force will be properly / promptly intimated to the Academy and the added labourer credentials will also be verified by the Academy .

4.2.20 . The Contractor shall maintain a personal file in respect of all the staff who are deployed in the Client's office . The personal file shall invariably consist of personal details such as name, address, date of birth, sex, mobile number, residential address (Temporary / Permanent) and all grievances recorded by the staff .

4.2.14 . If the Agency is claiming/receiving the amount from another government department in any scheme, which is being paid or reimburse or whose cost is borne by the Academy, then the agency shall not raise such an amount to the Academy . In such cases, the Purchaser shall not be liable to pay such amount(s) to the Agency . The declaration must be submitted with the bill .

4.2.15 . The Service Provider shall have to ensure fulfilment of the eligibility criteria as mentioned in Section-II : Information and Instructions to the Bidders of Bidders of the bid document, at all times .



4.2.16. The Agency shall be liable to pay any Bonus on annual basis to the manpower deployed by them to fulfill the requirement of applicable Acts or Statutory guidelines .

4.3. Reimbursement to be made by the Purchaser

4.3.1. Upon submission of valid proof of payment made to the Bank Account of the manpower deployed as well as to Statutory Bodies by the Agency, the Purchaser shall pay the following to the Agency:-

- a) Minimum wages as applicable .
- b) The amount paid by the Agency as its Employer Contribution to EPF as applicable .
- c) The amount paid by the Agency as its Employer Contribution to ESIC as applicable .
- d) The amount of bonus @ 8.33% only of the monthly minimum wages as per the provisions of the Payment of Bonus Act, 1965 . The payment of bonus in respective bank accounts of the deployed manpower shall be done by the Agency on annual basis . (As per actuals)
- e) Fixed Service Charges (in percentage terms up to two decimal places) calculated on monthly minimum wages at the time of opening of tender as per clause 4.8 of this Section .
- f) GST as applicable

These reimbursements will be made only for those manpower which have been deployed for the Academy and would not include the cost incurred by the Agency for providing its representative/ support staff at its local office and any such incidental expenses as required under Clause 4.8.2. Such overhead expenses will have to be borne by the Agency from its Service Charges .

Note: If any rates of any statutory will increased or decreased, a new Tax is introduced, an existing Tax is abolished, or any change in interpretation or application of any Tax during the currency period of the Contract, the same shall be reimbursed by the Academy accordingly .

4.4. Quoting of Price (all inclusive)

The Bidder shall quote its rates as per the Price Schedule given in Annexure-VIII: Sample Format for Price Quoted for Bid . The Base Price has been calculated on the basis of the minimum wages notified by the Office of the Chief Labour Commissioner (Central), Ministry of Labour & Employment, Government of India, vide Order No. 1/6(1)/2025-LS-II dated 30.03.2026 along with ESIC & EPF rates as applicable. The bidders are requested to quote service charges over and above the base price.



4.5. Submission of Bills

4.5.1. The Agency shall submit bills with all prescribed documents to the Estate Section/GeM as prescribed by the Purchaser.

4.5.2. While submitting the bills for payment purpose, the Agency shall have to enclose a copy of the following documents before 10th (Tenth) day of the succeeding month for the work/service extended during the month.

4.5.2.1. Each month EPF Challan Sheet along with ECR Sheet in which deployed labour should be highlighted for EPF verification. Challan for respective Region/Circle Office must be prepared and remitted separately. (To be self attested)

4.5.2.2. Copy of Biometric Card provided by ESIC (along with ESIC receipt) of each labour deployed. (To be self attested)

4.5.2.3. The Agency shall have to prepare the attendance sheet (day-wise and shift-wise) verified by first day of the next month by Officer-in-charge and submit it with consolidated bills upto 10th (Tenth) day of the succeeding month.

4.5.2.4. The Agency shall have to provide Bank Account details of each deployed labour in which it is paying the wages to the labourers. Also, the Agency must provide a monthly statement of bank account showing transaction of salary in its employees' account.

4.5.2.5. A declaration and supporting documentary evidence regarding payment of GST amount received in previous month must be furnished with the bill.

4.5.2.6. All above payment details have to be submitted in prescribed format by the tenth of succeeding month else following penalties may be imposed and be recovered from its bill/contract performance guarantee. Any non-compliance regarding timely payment of salaries, PF, ESIC or any other payments due by agency to the deployed labour may attract Stringent Actions including Legal proceedings and repetition of such offences might result in blacklisting of the agency for any future contracts.

4.5.2.7. Declaration by the Agency that any amount (part or full) being claimed in the Monthly Invoice, is not claimed to any other government department in any scheme. Further, amount (in part or full) shall also be not claimed to any other government department in any scheme.

4.5.2.8. Any other document, if applicable.



4.5.3. Unless otherwise stipulated, the usual payment term is 100% on delivery and acceptance of Services at 'the Site' by the Procuring Entity and production of all required documents.

4.5.3.1. After the successful completion of work/service during the very first month of the contract period, the bills shall be passed only after the service provider produces the undertaking for depositing wages into the accounts of the labour deployed by him/her.

4.5.3.2. The evidence of payment of EPF (i.e. ECR), ESIC (or WC Policy), and GST shall not be mandatory to submit in the first three months. The statutory payment proofs of the first three months shall be furnished with the bills of the fourth month. However, from the fourth month onwards all such statutory payments proofs of the last or current month shall be submitted by the Service Provider along with the Bills.

4.5.3.3. The Purchaser will verify the disbursement of wages along with the evidence of payment of EPF, ESIC and GST (as the case may be). The purchaser will cross check the payment receipts, obtained from EPFO portal while making payment, submitted by the Service Provider to the Purchaser along with its bill. The purchaser will also verify the payment receipts submitted by the Agency for the ESIC contribution of the concerned employees.

In case contractor fails to fulfil the minimum statutory requirements (ESIC/EPF/statutory annual bonus etc.) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the contract and the contractor is liable to be blacklisted by the Client, in addition to forfeiting of the monthly bills, and Performance Security Deposit and termination of the contract.

In case of breach of any conditions of the contract and for all types of losses caused including excess cost due to hiring of housekeeping services in the event of Contractor failing to provide requisitioned number of Human Resources (HR), the Client shall make deductions at double the rate of hiring rate on pro-rata basis from the bills preferred by the contractor or that may become due to the Contractor under this or any other contract or from the security deposit or may be demanded from him to be paid within seven days to the credit of the Client.

4.5.3.4. The last bill of the Contract Period submitted by the Service Provider will be released only after furnishing proof of all statutory payments.

4.5.4. However, before submission of the bill, the Agency has to ensure that the payment of persons deployed by the Agency have been made for the billed period before the expiry of the 7th (seventh) of the succeeding month, as applicable. If Agency abnormally delays the payment to the persons deployed by it, payment may be made by the Purchaser based on the prevalent rate at Agency's risk and out of its security deposit/Contract Performance Guarantee with the Purchaser. The

extent of amount and/or of any penalty imposed by the competent authority of the Purchaser shall be binding on the Agency .

- 1) The penalty will be levied by the Academy . Appeal will lie to his/her immediate supervisor . However, the decision of the latter will be final and no further representations entertained .

If more than 2 instances occur within a period of 15 days the Academy will treat it as a breach of contract owing to poor delivery and may initiate action to terminate the contract .

4.5.5. Payments :

4.5.5.1. Payments shall be made promptly by the Purchaser, but in no case later than fifty (50) days after submission of a valid bill along with all prescribed documents mentioned in Clause 4.5 of Section-IV: Special conditions of Contract . In such a case, where there is any dispute/issue related to the billed amount then payment at the rate of 80% of the billed amount raised by the Agency shall be done and the balance amount payable/recoverable if any, shall be paid/adjusted along with next month's payment .

4.5.5.2. In case of non-submission of the required statutory payment proofs by the Service Provider along with the Bills, then payment to the extent of the amount of statutory payment whose proof has been furnished with the Bills, may be paid by the Purchaser and the balance amount will be paid by the Purchaser only after submission of all valid documents/statutory payment proofs .

4.5.5.3. In any bill payment related dispute/issue arising between Purchaser and Agency, a committee shall be formed and convened by Joint Director, LBSNAA Mussoorie for resolution of such disputes . The committee shall resolve such issues within a period of 30 days from the day of identification of such issues . In case there is no further resolution regarding bill payment related dispute/ issue within the stipulated timeline, Clause 3.11 of Section-III: General Conditions of Contract will be applicable .

4.6. Changes in Manpower Requirement

The Tender for outsourcing of manpower for providing Cleaning and other housekeeping services is for deployment of Human Resources numbering between 170 and 191 (month wise details as mentioned in Section-V: Scope of work and Schedule of Housekeeping Services of the Tender Document), including cleaners, room attendants, supervisors and facility manager for performing cleaning, housekeeping, supervisory duties and other building operations in

Offices/Hostels/Sports Complex and outer areas of the Lal Bahadur Shastri National Academy of Administration. The demand is tentative and can vary by 15% plus or minus (as mentioned in Section-V: Scope of work and Schedule of Housekeeping Services of the Tender Document) based on the number of courses running at a time, the number of trainees/participants undergoing training in the campus at any point of time, major events, visits by dignitaries, or due to other circumstances. No compensation shall be payable to the successful bidder/ contractor in case of decrease in demand due to such administrative reasons. The skill categories of various personnel to be deployed building wise and month wise are given in Section-V of the Tender Document. **Any requirement for deployment of extra manpower shall be made only through the prescribed form issued by the Estate Section. No extra manpower shall be deployed without a duly completed and authorized requisition form issued by the Estate Section.**

4.7. Contract Performance Guarantee

4.7.1. The successful bidder should furnish Contract Performance Guarantee/ Performance Security to Lal Bahadur Shastri National Academy of Administration for an amount of 5% of the total contract value (excluding EPF/ESIC/WC contributions, Service Charges, Bonus, and taxes) and same will be valid for 90 days after completion of contract obligation in accordance with the conditions of contract in the Performance Security Deposit Form prescribed by Lal Bahadur Shastri National Academy of Administration (Annexure-IV enclosed) or another form acceptable to Lal Bahadur Shastri National Academy of Administration in the form of bank guarantee, FDR, valid for 90 days after completion of contract obligation. The bank guarantee shall be from a Scheduled commercial bank excluding Cooperative bank and Regional Rural banks (of any Bank having Branch situated in the State of Uttarakhand). The Performance Security Deposit will not carry any interest.

4.7.2. The purpose of Contract Performance Guarantee/ Performance Security is to cover the risk of business. It is a pre- estimation of losses occurring to Purchaser due to non-performance of the Agency. No further liability towards risk purchase shall be levied if the CPG is of sufficient amount. ***Performance guarantee will be forfeited*** for unsatisfactory service and noncompliance of any clause of the contract.

4.7.3. Within Seven (07) days of issue of letter of award, the successful bidder shall then furnish requisite Contract performance guarantee which could be invoked at any branch of the bank, extending the guarantee, in Uttarakhand and also execute an agreement on the prescribed form duly stamped for the due and proper fulfilment of the Contract. Work order will be placed after receipt of Performance Guarantee

and signing of the Agreement. The cost of stamp paper including cost of revenue stamps and stationery charges shall be borne by the Agency.

4.7.4. Failure by the successful bidder to furnish the prescribed Contract performance guarantee or to execute the agreement within the period specified in Bid document after his/her bid has been accepted or notice to start the work within such time as is determined by the Deputy Director (Estates) after notification of the acceptance of the bid shall entail action as deemed appropriate by the Purchaser (including forfeiture of the earnest money deposit (EMD), cancellation of the Contract, blacklisting of bidder, etc.).

4.7.5. The Contract performance guarantee shall only be released by Deputy Director (Estates) subject to an undertaking by the Agency stating successful completion of Contract along with certificate from Deputy Director (Estates) of the Purchaser stating that all statutory compliances have been made successfully.

4.8. Service Charges

4.8.1. The bidder will clearly mention its Service charges (in percentage) in its Price Bid (Annexure-VIII: Sample Format for Price Quoted for Bid) which shall in no case be less than 3.85% and acceptable upto 2 decimal points. The bidders quoting Service Charge charges less than 3.85% would stand disqualified and such bidders will not be considered for award of contract.

4.8.2. Such Service charges shall be quoted taking into account all overhead expenses envisaged by the bidder (not attributable to the Purchaser/Service Recipient) for efficient functioning/execution of Contract. The service charge is inclusive of the cost of uniform, photo identity cards, training, leaves, paid weekly off, gratuity, maternity benefits or any other benefit as per the applicable laws/rules. No other payments will be made to the contractor.

4.8.3. Service charges shall be computed on applicable basic minimum wages on the date of opening of tender as specified by Labour Commissioner, Uttarakhand Government (under Minimum Wages Act, 1948). There would be no increment on Service Charge rate throughout the Contract period.

4.9. Confidentiality of data or information

4.9.1. It is a condition of this Bid that the information provided herein is for the purpose of enabling prospective bidders to submit proposals to the Purchaser. It may neither be used in any other context nor revealed to any other party not directly involved in the submission of a proposal in accordance with the terms of the specification.



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4.9.2. Information relating to examination, clarification, evaluation and comparison of bids and recommendations for award of Contract shall not be disclosed to bidders or any other person not officially concerned with such process. Any effort by a bidder to influence the processing of bids or award decisions may result in the rejection of the bidder's bid.

4.9.3. Successful bidder shall be required to sign an undertaking that complete confidentiality shall be maintained and the data available with him will not be shared with any other person.

4.10. Miscellaneous

4.10.1. In case, any penalty is imposed by the regulator/ government/ any other judiciary or compensation thereof, as decided by the concerned authority, on the Purchaser related to services/ scope of work as per this Bid document, then the same shall be passed on to the Agency.

4.10.2. Agency must cooperate with the Purchaser to conduct random checks with outsourced employees deployed to check the disbursement of salaries and other compliance payments like Taxes, PF, ESIC, etc. by the agency. Subsequently, if it is found that the Agency is not complying with stipulated pay-outs to its labour, Purchaser shall initiate actions like Fine / Legal Proceedings / Blacklisting of the agency etc.

4.11. CODE OF CONDUCT :

The Contractor shall strictly observe that its personnel :

- I. Are always in Clean Uniform with identification badges.
- II. Are always smartly turned out and vigilant.
- III. Are punctual and arrive at least 15 minutes before the start of their duty time.
- IV. Take charge of their duties properly and thoroughly.
- V. Perform their duties with honesty and sincerity.
- VI. Read and understand their post and site instructions and follow the same.
- VII. Extend respect to all Officers and staff of the office of the Client.
- VIII. Shall not drink on duty, or come drunk and report for duty. Consuming alcohol/ being in an inebriated state while on duty or in campus is not allowed.
- IX. Will not gossip or chit chat while on duty.
- X. Will never sleep while on duty post.
- XI. Will not read newspapers or magazines while on duty.
- XII. Will not use mobile phones while on duty.
- XIII. Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to Contractor Control and the Client.
- XIV. When in doubt, approach the concerned person immediately.
- XV. Get themselves checked by security personnel whenever they go out.

- XVI. Do not entertain visitors .
- XVII. Shall not smoke in the office premises .
- XVIII. Shall be more than 18 years of age .
- XIX. Shall be mentally /physically fit .
- XX. Shall not use tobacco, gutka, paan etc .
- XXI. Shall not spit or throw garbage anywhere in the campus .

4.12. Penalties :

4.12.1. The Contractor shall disburse salary to its deployed housekeeping staff latest by 7th of every month, failing which penalty of Rs.5,000/- per day will be imposed upto 15th of the month and the contract shall be liable to be terminated . Security Deposit / Performance Bank Guarantee shall be forfeited and Bank guarantee will be en-cashed . The Client will have the power to appoint any other agency for the housekeeping services at the risk and cost of the Contractor .

4.12.2. In case of any dispute regarding either condonation of delay period or the amount of levied on account of delay the final adjudicating authority shall be Deputy Director (Estates) , LBSNAA .

4.12.3. INR 15 per employee per day for delay in payment of ESIC/EPFO from 16th day of succeeding month till the realization period of the challan (along with all the penalties imposed by ESIC or EPFO) .

4.12.4. INR 25 per employee per day for delay in payment of bonus from 8th/11th day of succeeding month, as applicable .

4.12.5. **Failure to carry out cleaning .** Each instance will be penalised to the extent of Rs. 3,000/-

4.12.6. **Failure to follow a step in the drill** will lead to a penalty of Rs. 500/- for each instance .

4.12.7. **Pilferage or misuse** of consumable supplied by Lal Bahadur Shastri National Academy of Administration will lead to a penalty of Rs. 500/- for each instance .

4.12.8. **If any employee of the contractor is found in incomplete uniform** Rs.200/- per day per employee shall be deducted from the bill of the contractor .

4.12.9. **If any employee of the contractor is found using tobacco,** Rs.200/- per day per employee shall be deducted from the bill of the contractor .

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4.12.10. Non-Deployment of staff or inadequately trained staff against weekly deployment schedule issued by Lal Bahadur Shastri National Academy of Administration will lead to a penalty of Rs. 1,000/- per day per staff member.

4.12.11. In case of unsatisfactory services/non compliance of any clause of the contract not otherwise specified, penalty may be laid @Rs 500 per day and the contractor will be liable for termination of contract and/or blacklisting of the contractor.

4.12.12. If a personnel is absent for continuous period of more than 3 working days without intimation and without due consent of the purchaser then a penalty of Rs. 100/- per day of absence per personnel may be charged to the service provider till the substitute manpower is provided or the personnel re-joins its services. Penalty in such cases shall be maximum up to 50% of the personnel's monthly minimum wages.

4.12.13. Purchasers may adjust the penalties deducted against ESIC/EPFO in case these penalties are imposed by ESIC or EPFO. In order to carry out the adjustment, the Agency needs to submit valid documentary evidence of penalties imposed by ESIC or EPFO in a particular month. Total Penalty levied under the contract in any month shall not exceed 10% of the invoice amount for that month. Further, GST on total penalty amount shall be additionally recovered from the Agency.



SECTION-V

Scope of work and Schedule of Housekeeping Services

In this Schedule of Requirements, the details of mechanised housekeeping services to be provided by the Contractor and also other information, instructions of the Client and instructions to the Contractor's employees posted at the Clients' site and all such other aspects of the Contracts are to be mentioned.

5.1 SCOPE OF WORK (Cleaning and Room service)

1. The scope of Work and the Schedule of services shall include all works but not limited to cleaning (building), sweeping, mopping of floors, vacuuming of carpets, dusting of furniture and equipment. **Details are given in Clause 5.2 to 5.4. Details of building are given in Clause 5.5.**
2. The Contractor has to provide workforce as specified in **Clause 5.6** to maintain the building as required and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of Client.
3. The Contractor shall distribute cleaning tools/machines, cleaning chemicals and consumables items supplied by Lal Bahadur Shastri National Academy of Administration to the Human Resource (HR).
4. The Contractor shall ensure that all housekeeping staff is fully conversant with the premises and with the client's business activities and its related housekeeping requirements.
5. **The contractor shall ensure general cleaning, machinery cleaning, vacuum cleaning, wooden floor cleaning and polishing etc. as per the schedule and requirement of Lal Bahadur Shastri National Academy of Administration.**
6. The Contractor shall exercise adequate supervision to ensure proper performance of mechanised housekeeping services in accordance with the requirements.
7. The personnel of the Contractor shall not be the employees of the Client and they shall not claim from the Client (LBSNAA) any salary or allowances, compensation, damages, benefits or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
8. The Contractor shall also provide at their own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account.
9. **Contractor must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.**
10. Contractor shall be solely responsible for any indiscipline, theft, 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/her. Any



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damage/loss shall be made good by the contractor by their own means, otherwise deduction/ recovery will be made from monthly bill/performance security.

11. **Waste Disposal Management:** The Contractor shall ensure collection, mechanised screening /segregation of dry and wet garbage in the earmarked area. The Contractor shall also ensure segregation of biodegradable and non-bio degradable garbage. Finally, the Contractor will arrange for disposal of garbage at such a place as indicated by the In-charge Estates.
12. The cleaning and maintenance of structures, fittings, open areas etc. and the disposal of various kinds of waste shall be as per the Standard operating procedure laid down by the Academy from time to time.
13. The personnel provided should be fully trained for the housekeeping work.

5.2 Cleaning Drill

(Detailed cleaning drills will be given for each kind of area separately. For example toilets, floors, upholstery, carpets, outside areas, windows etc. The drill will also include frequency of cleaning and equipment and cleaning agent along with step by step method to be followed.)

Note: Violation of this will invite penalty clauses

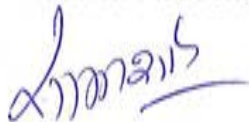
(A) **Cleaning Activities for Office Buildings** [Building of Director's Office, Karmshila (Library, Lounges, Seminar Rooms, Conference Halls, DiGi-TAG, VBSR etc.), Dhruvshila, Gyanshila, Aadharshila, A.N. Jha Plaza, Kautilya Hall-I, Kautilya Hall-II, Reception building, Medical Centre (including Physiotherapy Centre & Staff Gym) SPH, Chanakya Hall (NCLA), Sampoorananand Auditorium, Happy Valley Sports complex, Charleville Building (Old Language block - DiG-FAC), Indira Bhawan office building etc., New Monastery Estate (Office rooms, Lounges, Basement areas, IAS Pro. etc.) and areas as added from time to time.

Schedule for Common areas (such as corridors, toilets, roof tops, staircase, railings etc.)

Daily Services (twice daily – before 0845 hrs. and between 1300 hrs. to 1500 hrs.) :

1. Dust mop/damp mop with cleaning solution :

- a) All mopping should be completed before office hours and during lunch time.
- b) Clean dust and debris from the floor using a large dust microfiber dust mop.
- c) Damp Mopping with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration.



2. Dusting :

- a) All furniture and equipment (including fans, fixture, window sills, doors etc.)
- b) Areas where computer units are housed have to be vacuum cleaned daily .
- c) Remove fingerprints and marks from around light switches and door frames .
- d) Dusting /wiping of Trays /Whiteboards .

3. Toilets : (Check provisions thrice at 0845 hrs . , 1200 hrs . and 1500 hrs .)

- a) Provision of liquid soap in dispensers
- b) Provision of Naphthalene balls /urinal cubes in urinals
- c) Provision of Toilet rolls
- d) Provision of Odonil
- e) Provision of Multifold paper towel in dispensers
- f) Provisioning and due emptying of waste bins (separate bins for dry waste and red bins for sanitary waste to be ensured)
- g) Cleaning of urinals and WCS at least thrice daily (before 0845 hrs . , between 1200 hrs . - 1300 hrs . and between 1500 hrs . - 1600 hrs .)

4. Detailed method of cleaning of toilets (checklist for cleaning trolley attached, supplied by Lal Bahadur Shastri National Academy of Administration) :

- a) Place the "toilet under cleaning" board outside the door before starting work . Remove items from atop and around the toilet . Make note of needed repairs . Put on clean gloves .
- b) Wipe down the toilet with a damp sponge . Wipe around the tank, lid, seat base, and exterior of the bowl .
- c) Apply toilet cleaner/chemical to the inside of the bowl . Allow the cleaner/chemical to soak into the bowl for at least 10 minutes before proceeding .
- d) Scrub the bowl with a toilet brush .
Note : Never reuse cleaning tools from the urinals or toilet bowls on any other surface .
- e) Flush the toilet . Continue to scrub as the water drains from the toilet .
- f) Clean the rest of the toilet with disinfectant cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration .
- g) Clean mirrors and dispensers with glass cleaner and wipers .
- h) Wipe clean all metals .
- i) Dust mop or sweep . Using a clean mop head, wet mop floor with disinfectant solution and allow floor to air dry .

Weekly Services :



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Cleaning of glass doors, windows, knobs, all sign boards . Cleaning to be done with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration .

- a) Cleaning of curtain wall glasses from outside.
- b) Squeegee glass windows inside and out.
- c) Cleaning of roof tops wherever access is available.

Monthly Services :

- a) Vacuum all carpets and mats.
- b) Wooden floor cleaning, buffing and polishing .
- c) Cleaning floors with Auto Scrubber Drier .

(B) Cleaning Activities for Office rooms

Daily Services (once daily – before 0830 hrs .) :

1. Brooming/Dust mop/damp mop with cleaning solution :

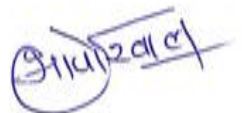
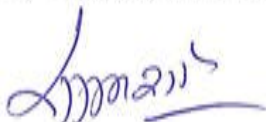
- a) All mopping should be completed before office hours and during lunch time .
- b) Clean dust and debris from the floor using a large dust microfiber dust mop or broom .
- c) Damp Mopping with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration .

2. Dusting :

- a) All furniture and equipment (including fans, fixture, windowsills, doors etc .)
- b) Areas where computer units are housed have to be vacuum cleaned daily .
- c) Remove fingerprints and marks from around light switches and door frames .
- d) Dusting/wiping of Trays/Whiteboards.
- e) Wipe all internal glass.

Weekly Services :

- a) Cleaning of glass doors, windows, knobs, all sign boards . Cleaning to be done with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration .
- b) Cleaning of curtain wall glasses from outside.
- c) Squeegee glass windows inside and out.
- d) Broom entire office room after removing furnishings, rugs or other obstacles.



Monthly Services :

- a) Vacuum all carpets and mats .
- b) Wooden floor cleaning, buffing and polishing .
- c) Cleaning floors with Auto Scrubber Drier .

(C) Cleaning Activities for Hostels (Ganga, Narmada, Kaveri, Happy Valley Mahanadi, Silverwood, Kalindi, Valley View, Indra Bhawan and New Hostel at Monastery Estate)

Daily Services (Including Common Area) :

1. Dust mop/damp mop with cleaning solution :

- a) All mopping should be completed before 0900 hrs .
- b) Clean dust and debris from the floor using a large dust microfiber dust mop .
- c) Damp Mopping with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration .

2. Dusting :

- a) All furniture and equipment (including fans, fixtures etc .)
- b) Areas where computer units are housed have to be vacuum cleaned daily .

3. Toilets : (Check provisions twice at 0900 hrs . and 1700 hrs .)

- a) Toilet rolls .
- b) Odonil.
- c) Cleaning of urinals and WCS at least twice daily (before 0900 hrs . and between 1600 hrs . - 1700 hrs .)
- d) Toilet soap
- e) Waste bins – Steel/blue for dry waste and red for sanitary waste (diapers, sanitary napkins, etc .)

4. Detailed method of cleaning of toilets (checklist for cleaning trolley attached, supplied by Lal Bahadur Shastri National Academy of Administration) :

- a) Place the "toilet under cleaning" board outside the door before starting work . Remove items from atop and around the toilet . Make note of needed repairs . Put on clean gloves . Wipe down the toilet with a damp sponge . Wipe around the tank, lid, seat base, and exterior of the bowl .
- b) Apply toilet cleaner/chemical to the inside of the bowl . Allow the cleaner/chemical to soak into the bowl or at least 10 minutes before proceeding .
- c) Scrub the bowl with a toilet brush .

Note : Never reuse cleaning tools from the urinals or toilet bowls on any other surface .



- d) Flush the toilet. Continue to scrub as the water drains from the toilet.
- e) Clean the rest of the toilet with disinfectant cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration.
- f) Clean mirrors and dispensers with glass cleaner and wipers.
- g) Wipe clean all metals.
- h) Dust mop or sweep. Using a clean mop head, wet mop floor with disinfectant solution and allow floor to air dry.

Weekly Services :

- a) Cleaning of glass doors, windows, knobs, all sign boards. Cleaning to be done with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration.
- b) Cleaning of curtain wall glasses from outside.
- c) Squeegee glass windows inside and out.
- d) Cleaning of the rooftop wherever access is available.

Monthly Services :

- a) Vacuum all carpets and mats.
- b) Wooden floor cleaning, buffing and polishing.
- c) Cleaning floors with Auto Scrubber Drier.

(D) Cleaning Activities for Hostels (Rooms)

Daily Services (To be done at least once between 0700 hrs. and 1900 hrs. as per convenience of occupant) :

1. Brooming/Dust mop/damp mop with cleaning solution :

- a) All mopping should be completed between 0700 hrs. and 1900 hrs. as per convenience of the occupant.
- b) Clean dust and debris from the floor using a large dust microfiber dust mop or broom.
- c) Damp Mopping with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration.

2. Dusting :

- a) All furniture and equipment (including fans, fixtures, windowsills, doors etc.)
- b) Areas where computer units are housed have to be vacuum cleaned daily.
- c) Remove fingerprints and marks from around light switches and door frames.

3. Toilets : (Check provisions during cleaning)

- a) Provision of Toilet rolls.

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- b) Provision of Odonil.
- c) Provision of soaps.
- d) Cleaning of urinals and WCS at least twice a daily as per convenience of occupant.
- e) Empty both dry waste bins and red bins (only sanitary waste) separately, as per SOP.

4. Detailed method of cleaning of toilets (checklist for cleaning trolley attached, supplied by Lal Bahadur Shastri National Academy of Administration) :

- a) Remove items from atop and around the toilet. Make note of needed repairs. Put on clean gloves.
- b) Wipe down the toilet with a damp sponge. Wipe around the tank, lid, seat base, and exterior of the bowl.
- c) Apply toilet cleaner/chemical to the inside of the bowl. Allow the cleaner/chemical to soak into the bowl before proceeding.
- d) Scrub the bowl with a toilet brush. Note: Never reuse cleaning tools from the urinals or toilet bowls on any other surface.
- e) Flush the toilet. Continue to scrub as the water drains from the toilet.
- f) Clean the rest of the toilet with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration.
- g) Clean mirrors and dispensers with glass cleaner and wipers.
- h) Wipe clean all metals.
- i) Dust mop or sweep. Using a clean mop head, wet mop floor with disinfectant solution and allow the floor to air dry.
- j) Empty the sanitary waste from the red bins into a separate large common bin, designated for only sanitary waste. It should not be mixed with any other kind of waste.

Weekly Services :

- a) Cleaning of glass doors, windows, knobs, all sign boards. Cleaning to be done with cleaning solutions supplied by Lal Bahadur Shastri National Academy of Administration.
- b) Cleaning of curtain wall glasses from outside.
- c) Squeegee glass windows inside and out.
- d) Broom entire room after removing furnishings, rugs or other obstacles.

Monthly Services :

- a) Vacuum all carpets and mats.
- b) Wooden floor cleaning, buffing and polishing.
- c) Cleaning floors with Auto Scrubber Drier.
- d) Cleaning of roof tops wherever access is available

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Consumable & Equipment

2. Cleaning Trolley and Chemical and Cleaning agents :

The firm shall use cleaning machines/tools, cleaning chemicals/consumable items supplied by Lal Bahadur Shastri National Academy of Administration in an efficient and effective manner .

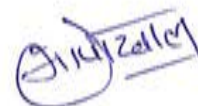
(E) Cleaning activities for outer areas :

Cleaning of outer areas will be done on a daily basis as per the detail of outer areas in Clause 5.5. Schedule of timing will be prepared by Lal Bahadur Shastri National Academy of Administration . Main activities during cleaning of outer areas will be as follows :

- a) Collect all the dry waste and litter and dispose in reusable bags and deposit the same in designated places .
- b) Brooming of all pathways and surroundings of buildings /areas as mentioned .
- c) Collection of dry leaves separately for the purpose of Organic Waste Converter Machine .

(F) Cleaning activities for Roads and pathways :

- a) Pick up dry litter, plastic waste and all other dry waste in a collection bag and deposit it in the earmarked dustbins . This collection bag is reusable and should not be deposited in the dustbin . Likewise, collect all wet waste (if any) in a biodegradable bag, neatly tie the same, so that there is no scope for spillage and deposit in the earmarked bin/ central location .
- b) Sweeping activity is to be undertaken only after collection of litter/ dry waste and wet waste .
- c) Leaves, broken branches etc . are to be collected in bags and deposited at collection points or designated places .
- d) Dust or any other waste should not be swept to the roadside drains, storm water drains, footpaths, road shoulders or into the valley . It should also be ensured that they should not get piled up at any location .
- e) Ensure that footpaths are also adequately cleaned and maintained on a daily basis .
- f) Remove any stains (tobacco/pan) on the roads/footpaths . Keep a strict vigil on people spitting or littering in the workplace/common areas . Identify such people, educate them and also bring it to the knowledge of the supervisor .
- g) Ensure that road shoulders are cleaned daily and there is no piling of dirt or litter at any place . Any weeds surfacing on the road, footpath or roadside should be removed immediately . Likewise, cleaning of the weep holes on the retaining walls should be done on a weekly basis .
- h) Storm water drains should be cleaned at least on a weekly basis . Litter/ Wet waste should be disposed as mentioned in step a) above and Leaves/Branches should be disposed as in step c) above .



- i) From time to time, ensure that there is smooth flow of water to the storm water drains. In case of any obstruction, remove the same and dispose such obstructions in the manner mentioned in step a) and step c) above. In case the waterlogging persists despite such removal, bring the same to the knowledge of the supervisor for rectification.
- j) Open sewers, gutters, damaged drain pipes, or sewage blockages that need the intervention of CPWD should be brought to the knowledge of the supervisor.
- k) Issues like cracks, breaks, unsurfaced portions, potholes and water logging on the road and the roadside, should also be brought to the knowledge of the supervisor.
- l) Make note of any stretches that have consistently higher content of debris and/or sediments and inform supervisors for them to take steps to increase the schedule of operations or cleaning personnel in those areas.
- m) Cleaning of road signages and notices/ instructions, billboards should be done on a weekly basis. Damaged/spoilt signages/ billboards should be reported to the supervisor.
- n) Supervisors should bring to the knowledge of the Estates section/CPWD on all those matters that need their attention.
- o) Maintain a diary and checklist of all activities done.

(G) Cleaning activities for Open Areas

- a) Before sweeping, inspect the designated area and collect dry non-recyclable waste like plastic wraps, polythene, and paper etc in designated collection bags and deposit the waste in earmarked dustbin.
- b) After the task at step a) is completed, clean the area thoroughly using brooms and other tools. Collect all waste in a bag and dispose as per the norms of solid waste disposal guidelines.
- c) Do not spill the wastes in the roads, drains, footpaths or other open areas. Also, do not pile on the waste.
- d) Do not spit in the open areas and keep vigil on people spitting or littering in the open areas. Educate people who are spitting or littering regarding cleanliness. Bring to notice of supervisor people who spit or litter repeatedly.
- e) Inform the supervisor of any issues like water logging etc encountered after completing assigned tasks.

5.3. SCOPE OF WORK (FOR ROOM SERVICE) :

Room service is to be provided in Hostels during the various courses as per the instructions issued from time to time before the commencement of the courses.

General Responsibilities of room attendant:

- i) Strips and remakes beds with Fresh Linen in every room including stay overs.
- ii) Reports any maintenance issues including burned out light bulbs
- iii) Make sure telephone directory of the Academy is stored underneath night stand as well as internet cable (neatly tied up) in desk drawer
- iv) Check the heating and air condition thermostat.

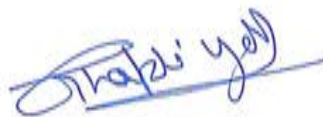
- v) Check under the bed, drawers, and closet for left behind articles and or trash .
- vi) Changes mattress pads, blankets, or bedspreads when needed.
- vii) Restock all soap, glasses, comment cards, coffee and other room amenities.
- viii) Clean coffee pots when needed, – ensures pots are plugged in.
- ix) Responsible for missing items in the room such as remote control, do not disturb sign, and luggage racks etc .
- x) If furniture is rearranged by a guest put back in proper place.

5.4. SCOPE OF WORK (For Facility Manager and Supervisor) :

- i) Facility Manager is expected to recruit human resource and to depute them as per the demand of the client . Conduct inspection in all areas with the ability to anticipate client needs and proper directions to the human resource of the outsourcing agency . To depute human resource as per the schedule given by the Estate Section . To see to the proper training and development of the Human Resource (HR) deployed by the outsourcing agency . To see proper use of cleaning machines/tools, cleaning chemicals/consumable items supplied by the Academy in an efficient and effective manner . To prepare payrolls, proper maintenance of records of GPF, ESI etc. of the Human resource employed in the Academy . Their needs and to assist them in their problems . To coordinate Officer in Charge of Estate Section, Staff of the Estate Section and with CPWD (Civil, Electrical & Horticulture) . Any other work assigned by the Client .
- ii) The Supervisor is expected to ensure that the drill as outlined above is being performed by all cleaners /room attendants . For this purpose, he/she will have to continuously conduct physical inspection and submit signed check sheets to the Caretakers appointed by Lal Bahadur Shastri National Academy of Administration .
- iii) Apart from ensuring routine cleaning/housekeeping the supervisor will also make continuous rounds to see if any urgent cleaning is required in any area due to any reason .
- iv) The Facility Manager shall ensure proper implementation, monitoring, and compliance with the prescribed checklists and Standard Operating Procedures (SOPs).

Note : – The work detailed in Section–V is indicative and not exhaustive and may require amendments as per administrative requirements .The revised SOPs will be shared with the contractor when they are issued .







5.5. Detail of buildings/areas :

SL no	Building/Area
I	Hostels/ Guest Houses of the Academy
1	Silverwood Hostel : Full building : 54 rooms with attached toilets, 8 rooms separate, small outer area, main area including Reception/ Lounge/Business Center/Pantry/Café/ Laundry/Corridor
2	Valley View Hostel : Full building : 48 rooms with attached toilet, 8 rooms separates, small outer area, main area including Reception/ Lounge/Business Center/Pantry/Café/ Laundry/Gym/Corridor
3	Mahanadi Hostel : Full building: 39-rooms with attached toilet, small outer area, main area including Reception/Lounge/ Business Center/Pantry/Café/ Corridor .
4	Happy Valley Hostel : Full building: 25 rooms with attached toilets, small outer area, main area including Reception/Lounge/ Pantry/ Corridor
5	Monastery Estate : : Full building : 76 rooms with attached toilets, Attic Floor, Glass House, Conference rooms, Library, Dining Area, main area including Reception/ JCM Lounge / Laundry/Corridor/Outer area from main gate to all surrounding areas .
6	Indira Bhawan Hostel : Full building: 20 rooms with attached toilets, small outer area, main area including Reception/Lounge/Corridor
7	Cozycot : Full building: 15 studio apartments with attached toilets, corridors, small outer area
8	Ganga Hostel : Full building : 78 rooms with attached toilets, lounges and corridors .
9	Kaveri Hostel : Full building : 33 rooms with attached toilets, lounges and corridors
10	Narmada Hostel : Full building : 22 rooms with attached toilets, lounges and corridors
11	Brahmaputra Awas : Full building : 12 studio apartment with attached toilets, reception, corridors
12	Kalindi Guest House : Full building: 21 rooms with attached toilets, lounge, reception, pantry, common toilets and small outer area .

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13	*Old JNU Campus Guest house, New Delhi: 13 rooms with attached toilets, reception, kitchen, corridors and stairs .
14	NGO Guest House: Full building: 04 rooms with attached toilets, corridors and outer area of the building .
15.	Survey of India Guest House: Quarter No . 5 and 7 with attached toilets, corridors .
II	Office Buildings
16	Adharshila : Full building : Four big size lecture halls, offices, common toilets and corridors .
17	Dhruvshila Building : Full building : offices, conference hall, corridors, sitting area and common toilets .
18	Karamshila Building : Full building : Library, Lounges, Seminar Rooms, Conference Hall (DiGi-TAG) ,Viksit Bharat, Classrooms, corridors and common toilets .
19	Canteen : Full building : Staff Canteen, billiard room and toilets .
20	Director office: Full Building: office rooms and toilets .
21	Gyanshila : Full building: Offices, Lecture Halls, Seminar Rooms, Dining hall, Lounge, 6 Guest Rooms with attached toilet, common toilets and corridors .
22	Indira Bhawan office: Full Building, Offices, Lecture halls, corridors, common toilets .
23	Sardar Patel Hall : Full building: Lecture halls, offices, NCLA, common toilets, corridors .
24	Charleville Building (Old Language Block-Digi-FAC) : Full building : Offices and common toilets .
25	Sampoornanand Auditorium: Full building (Auditorium) , Protocol office, common toilets, small outer area .
26	Kautilya Hall 1 and 2 and Basement: Full building: Offices, common toilets and small outer area .

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27	Reception Building and Dormitory : Full building : reception with toilets, Velridge, EPABX room, Dormitory below two wheeler parking and outer area.
28	Happy Valley Sport Complex : Complete sports complex including Gym, Swimming Pool, Football/green ground etc. .
29	Community Centre : Full building except shops in ground floor
30	Kartavyashila Auditorium: Full building, toilets, small outer area of the building.
31	Horse Line : Complete horse line establishment at Pologround.
III	Outer Areas (Residential buildings, Office buildings, Hostels and Guest Houses)
32	Door to Door waste collectors : Door to Door waste collectors to collect wet and dry garbage from office/residential complex of the Academy as per schedule to be prepared by the Estate Section-, Lal Bahadur Shastri National Academy of Administration, Mussoorie .
33	Outer area no 01 : Souvenir shop, ODOP, Velridge Outer area and pathways of Madan Niwas, Plaisance annexe, Velridge Parking, Outer area of Tullamore Type-V, Road to Silverwood, Parking of Silverwood and surroundings . Himshikhar and surroundings .
34	Outer Area no 02 : Academy main gate, ITBP post, road main gate to reception and parking, Pathways around Director's Lawn, Amphitheater, outer area of medical center and pathway to Sardar Patel Hall .
35	Outer area no 03 : A N Jha Plaza and Photo Gallery, pathways Dhuruvshila to Gyanshila, Gallery of Generators room of Gyanshila . Back side pathway of Karamshila to Adharshila .
36	Outer area no 04 : Parking area of Adharshila, road from Adharshila to Kempty Gate and ITBP Post .
37	Outer area no 05 : All pathways from Academy to Hostel blocks (Ganga, Narmada, Kaveri) and surrounding area of hostels .
38	Outer area no 06 : All pathways from New Hostel at Monastery Estate to Academy Gate, Surroundings of New Hostel at Monastery Estate, , Parking area of New Hostel and surrounding area of New Hostel at Monastery Estate .
39	Outer area no 07 : Outer area of Happy Valley Type-V, Pleasure View Type-V and Type-II .

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40	Outer area no 08 : Road from Academy main gate to Stapelton residential area, stairs, all pathways and surroundings of Himgiri, Dronachal awas and Malacaff campus .
41	Outer area no 09 : Pathways and surroundings of all residential buildings /Tin sheds of River View, Horse Line and behind Karmshila .
42	Outer area no 10 : Pathways and surroundings of Noorwood, Type-III, Himachal Awas, Deodar, Riding ground and surroundings of the Community Center .
43	Outer area no 11 : Pathways and surrounding of cozycot, cozy nook, Maple Hays .
44	Outer area no 12 : Polo Ground, Complete ground including stadium, utility room and toilets, outer area of residential complex of Polo Ground .
45	Outer area no 13 : Pathways and surroundings of Kalpatru Awas, Valley View and IB Campus .
46	Outer area no 14 : All Outer area from adharshila to kempty gate including all residential areas downwards to Kartavyashila auditorium.
47	Outer area no. 15: Newly occupied properties (Lyndhurst estate, Shobhag bhawan cottage, Chepalton home cottage, Ghepling old people home from the Tibetan Homes Foundation).

* A cleaner shall be deployed at Academy' s Guest Houses in New Delhi . Minimum Wages to be paid to him/her will be as prescribed by Govt. of NCT, Delhi, for unskilled workers .

** Rooftops, rainwater drains, weeping holes and road cleaning should be done as per guidelines for the same issued by Estate Section, LBSNAA from time to time .

*** Waste management including dry/wet/hazardous/biomedical waste segregation, collection and disposal (along with composting) should be done as per guidelines for the same issued by Estate Section, LBSNAA from time to time .

**** Common facilities like railings stairs, rooftop and small outer areas of the residential and transit accommodation to cleaned.





5.6. Tentative Deployment Schedule of cleaners

Skill Category : Un-Skilled

(refer order no. File No. 1/6 (1) / 2025 – LS II, Ministry of Labour and Employment,
New Delhi Dated 30/03/2026)

Sl No	Building/ Area	Month											
		Janua ry	Febr uary	Marc h	April	May	June	July	Augu st	Septe mber	Octo ber	Nove mber	Decem ber
1.	Silverwoo d Hostel	2	2	3	3	3	3	3	5	5	5	5	5
2.	Valley view Hostel	1	1	3	3	3	3	3	3	3	3	3	3
3.	Mahanadi Hostel	3	3	3	3	3	3	3	3	3	3	3	3
4.	Happy Valley Hostel	2	2	2	2	2	2	2	2	2	2	2	2
5.	New Hostel at Monastery Estate	7	7	7	7	7	7	7	9	9	9	9	9
6.	Indira Bhawan Hostel	3	3	3	3	3	3	3	3	3	3	3	3
7.	Cozycoyt	1	1	1	1	1	1	1	1	1	1	1	1
8.	Ganga Hostel	3	3	5	5	5	5	5	5	5	5	5	5
9.	Kaveri Hostel	2	2	2	2	2	2	2	2	2	2	2	2
10.	Narmada Hostel	2	2	2	2	2	2	2	2	2	2	2	2
11.	Adharshil a	4	4	4	4	4	4	4	4	4	4	4	4
12.	Brahmapu ta Awas	1	1	1	1	1	1	1	1	1	1	1	1
13.	Dhuruvs hila office	4	4	4	4	4	4	4	4	4	4	4	4
14.	Karamshil a office	5	5	5	5	5	5	5	5	5	5	5	5
15.	Canteen	2	2	2	2	2	2	2	2	2	2	2	2
16.	Director office	1	1	1	1	1	1	1	1	1	1	1	1
17.	Gyanshila office	9	9	9	9	9	9	9	9	9	9	9	9

18.	IB office	1	1	1	1	1	1	1	1	1	1	1	1
19.	Sardar Patel Hall and offices	1	1	1	1	1	1	1	1	1	1	1	1
20.	Charleville Building (Old Language Block)	1	1	1	1	1	1	1	1	1	1	1	1
21.	Sampoorn anand Auditorium (SA)	2	2	2	2	2	2	2	2	2	2	2	2
22.	KH 1 and 2 and Basement	1	1	1	1	1	1	1	1	1	1	1	1
23.	Reception Building and Dormitory	1	1	1	1	1	1	1	1	1	1	1	1
24.	Sport Complex/ Swimming Pool	7	7	8	8	8	8	8	8	8	8	8	8
25.	Community Centre and Gym	1	1	1	1	1	1	1	1	1	1	1	1
26.	Horse Line	1	1	1	1	1	1	1	1	1	1	1	1
27.	Kalindi Guest House	4	4	4	4	4	4	4	4	4	4	4	4
28.	Medical Centre	3	3	3	3	3	3	3	3	3	3	3	3
29.	Ayush Wellness Centre	1	1	1	1	1	1	1	1	1	1	1	1
30.	Old JNU Campus Guest house, New Delhi	1	1	1	1	1	1	1	1	1	1	1	1
31.	NGO Guest House	1	1	1	1	1	1	1	1	1	1	1	1
32.	Gyanshila Guest House**	1	1	1	1	1	1	1	1	1	1	1	1

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33.	Kartavyas hila Auditoriu m	3	3	3	3	3	3	3	3	3	3	3	3
34.	Balwadi	1	1	1	1	1	1	1	1	1	1	1	1
35.	Survey of India Guest House	2	2	2	2	2	2	2	2	2	2	2	2
36.	Rag Pickers	7	7	7	7	7	7	7	7	7	7	7	7
37.	Outer area no: 01	1	1	1	1	1	1	1	1	1	1	1	1
38.	Outer area no: 02	2	2	2	2	2	2	2	2	2	2	2	2
39.	Outer area no: 03	1	1	1	1	1	1	1	1	1	1	1	1
40.	Outer area no: 04	1	1	1	1	1	1	1	1	1	1	1	1
41.	Outer area no: 05	1	1	1	1	1	1	1	1	1	1	1	1
42.	Outer area no: 06	1	1	1	1	1	1	1	1	1	1	1	1
43.	Outer area no: 07	1	1	1	1	1	1	1	1	1	1	1	1
44.	Outer area no: 08	1	1	1	1	1	1	1	1	1	1	1	1
45.	Outer area no: 09	2	2	2	2	2	2	2	2	2	2	2	2
46.	Outer area no: 10	1	1	1	1	1	1	1	1	1	1	1	1
47.	Outer area no: 11	1	1	1	1	1	1	1	1	1	1	1	1
48.	Outer area no: 12	1	1	1	1	1	1	1	1	1	1	1	1
49.	Outer area no: 13	1	1	1	1	1	1	1	1	1	1	1	1
50.	Outer area no: 14	2	2	2	2	2	2	2	2	2	2	2	2
51.	Outer area no. 15	1	1	1	1	1	1	1	1	1	1	1	1
52.	Helpers of carpenter and painter	2	2	2	2	2	2	2	2	2	2	2	2
53.	MTS	7	7	7	7	7	7	7	7	7	7	7	7

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Total Cleaner in a month	119	119	125	125	125	125	125	125	129	129	129	129	129
Total number of days in the month	31	28	31	30	31	30	31	31	30	31	30	31	31
Total Mandays in a month	3689	3332	3875	3750	3875	3750	3875	3999	3870	3999	3870	3999	3999
Total Mandays in a year	45883												

****as and when required**





5.7. Tentative Deployment Schedule of Room attendants

Skill Category: Semi-Skilled

(refer order no. File No. 1/6 (1) / 2025 – LS II, Ministry of Labour and Employment,
New Delhi Dated 30/03/2026)

SI No	Building/Area	Month											
		January	February	March	April	May	June	July	August	September	October	November	December
1	Silverwood Hostel	2	2	3	3	3	3	3	3	3	3	3	3
2	Valley View Hostel	1	1	3	3	3	3	3	3	3	3	3	3
3	IB Hostel	2	2	2	2	2	2	2	2	2	2	2	2
4	Mahanadi Hostel	3	3	3	3	3	3	3	3	3	3	3	3
5	Happy Valley Hostel	2	2	2	2	2	2	2	2	2	2	2	2
6	New Hostel at Monastery Estate	3	3	6	6	6	6	6	6	6	6	6	6
7	Ganga Hostel	1	1	3	3	3	3	3	3	3	3	3	3
8	Kaveri and Narmada Hostel	1	1	3	3	3	3	3	3	3	3	3	3
9	Kalindi Guest House	4	4	4	4	4	4	4	4	4	4	4	4
10	OWC machine area	1	1	1	1	1	1	1	1	1	1	1	1
11	Gyanshila	0	0	0	0	0	0	0	0	0	0	0	0
12	Director's Office	0	0	0	0	0	0	0	0	0	0	0	0
13	Brahmaputra Awas	1	1	1	1	1	1	1	1	1	1	1	1
14	NGO Guest House/Dormitory near Parking	1	1	1	1	1	1	1	1	1	1	1	1
15	Gyanshila Guest House**	1	1	2	2	2	2	2	2	2	2	2	2
16	Survey of India Guest	0	0	0	0	0	0	0	0	0	0	0	0

	House												
17	Laundry	6	6	6	6	6	6	6	6	6	6	6	6
	Total room attendants in a month	29	29	40	40	40	40	40	40	40	40	40	40
	Total number of days in the month	31	28	31	30	31	30	31	31	30	31	30	31
	Total Mandays in a month	899	812	1240	1200	1240	1200	1240	1240	1200	1240	1200	1240
	Total Mandays in a year	13951											

***as and when required

5.8. Tentative Deployment Schedule of Supervisors

Skill Category : Skilled

(refer order no. File No. 1/6 (1) / 2025 – LS II, Ministry of Labour and Employment,
New Delhi Dated 30/03/2026)

Sl No	Building/Area	Month											
		January	February	March	April	May	June	July	August	September	October	November	December
1	Supervisors Male	13	13	13	13	13	13	13	13	13	13	13	13
2	Supervisors Female	3	3	3	3	3	3	3	3	3	3	3	3
3	Carpenter	1	1	1	1	1	1	1	1	1	1	1	1
4	Painter	1	1	1	1	1	1	1	1	1	1	1	1
	Total Skilled employees in a month	18	18	18	18	18	18	18	18	18	18	18	18
	Total number of days in the month	31	28	31	30	31	30	31	31	30	31	30	31
	Total Mandays in a month	558	504	558	540	558	540	558	558	540	558	540	558

Total Mandays in a year	6570
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****as and when required**

5.9. Tentative Deployment Schedule of Facility Manager

Skill Category : Highly Skilled

(refer order no. File No. 1/6 (1) / 2025 – LS II, Ministry of Labour and Employment,
New Delhi Dated 30/03/2026)

SI No	Building/ Are a	Month											
		Janu ary	Febru ary	Marc h	April	May	June	July	Aug ust	Sept emb er	Octo ber	Nov emb er	Dece mber
1	Total facility manager	4	4	4	4	4	4	4	4	4	4	4	4
	Total number of days in the month	31	28	31	30	31	30	31	31	30	31	30	31
	Total Mandays in a month	124	112	124	120	124	120	124	124	120	124	120	124
	Total Mandays in a year	1,460											

- * The above deployment is tentative in nature.
- * Estate section reserves absolute right to shift manpower from one location to another depending upon the requirement.

5.10. Annual Expenditure on Wages

Category	Minimum wages as per 01.04.2026	Total mandays in a year	Total wages in a year	EPF @ 13% (in Rs.)	ESI @ 3.25% (in Rs.)	Total (in Rs.)
Highly Skilled	918	1460	13,40,280	1,74,236.40	43,559.10	15,58,075.50
Skilled	781	6570	51,31,170	6,67,052.10	1,66,763.03	59,64,985.125
Semi- Skilled	650	13951	90,68,150	11,78,859.50	2,94,714.88	1,05,41,724.38
Un- Skilled	556	45883	2,55,10,948	33,16,423.24	8,29,105.81	2,96,56,477.05
Total						4,77,21,262.06

*** Total Wages of all Categories including EPF and ESI is ₹ 4,77,21,262.06**

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**** Statutory annual bonus will be paid subject to provisions of The Payment of Bonus Act, 1965 (as amended in 2015) as per the actual payment to the workers .**

***** The wages of the Human Resource (HR) deputed in Delhi will be as per the Delhi Circle rates .**

5.11. Qualification/output of personnel deployed :

- 1) The personnel deployed should be able to perform the cleaning and housekeeping drill as prescribed in the tender document, including ability to handle machines for monthly cleaning .
- 2) Inadequately trained staff will not only be prevented from working but also penalty will be levied as per Penalty clauses .
- 3) Cleaners are expected to clean a hostel room in the prescribed manner within half an hour and office rooms within 20 minutes and additionally clean common areas divided equitably between the total strength deployed in a building . Distribution of common areas between cleaners will be done by the supervisor in a manner that ensures that all areas are cleaned as per prescribed drill .

Category	Criteria for appointment
Housekeeping Staff (Cleaning/Helper)	Literate and Knowledge of cleaning /housekeeping work
Housekeeping Staff (Room Attendant)	Minimum X Standard passed OR Certificate/diploma in Hotel Management
Supervisors	Minimum Graduate with 3 years of experience in similar field OR Certificate/diploma in Hotel Management with 3 years experience in similar field
Carpenter/Painter	Minimum X Standard passed with 3-5 years of experience in similar field
Facility Manager	Diploma OR Degree in Hotel Management with 2-year experience in similar field



Bidders may note that staff may be deployed in shifts as indicated by Lal Bahadur Shastri National Academy of Administration. Shifts need not be continuously for 8 hours and may be split into two or more depending upon the workload during particular time of the day.

Note :-

(1) The above is only a tentative deployment schedule building-wise. Actual deployment will be as per needs of Lal Bahadur Shastri National Academy of Administration on a weekly basis and will be communicated on the Friday preceding the week in question.

(2) Additional staff would be required for the New Auditorium on completion of construction. Details will be intimated accordingly.


Dr. Bhawana Porwal
Associate Incharge (Estate)
LBSNAA, Mussoorie





BID FORM

(On the letter head of the firm submitting the bids documents)

To

The Director,
Lal Bahadur Shastri National Academy of Administration,
Mussoorie -248179
(Uttarakhand)

Ref: Bid document
No. dated
...

Sir,

Having examined the bidding documents, I/we, the undersigned, hereby submit the financial & technical bids for CLEANING, and other HOUSEKEEPING SERVICES for Office Buildings, Guest Houses, Hostels, Sports Complex and outer areas at the Academy as per the schedule of requirements and in conformity with the said bidding documents.

2. I/We offer to execute in conformity with the Bidding Document for providing CLEANING AND HOUSEKEEPING SERVICES for office buildings/executive hostels/guest houses/sports complex/outer areas of LBSNAA, Mussoorie.

3. I/ We enclose herewith the complete Financial and Technical Bid as required by you. This includes: Bid Letter and Service charges Schedule.

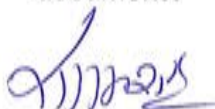
4. I/We agree to abide by our offer for a period of 180 days from the date fixed for opening of the bid documents and that we shall remain bound by a communication of acceptance within that time.

5. I/We also declare that any Government Departments/Public Sector Undertakings (Central or State) / Other Government Organization has not declared us or our firm/agency ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses as per Section I: NIT & Section I of the bid document.

6. I/We also declare that I/ we have submitted the EMD electronically or uploaded the valid EMD exemption certificate with the technical bid.

7. Further, in respect of terms and conditions in the bid document, we submit the following:

1. I/We, the undersigned certify that I/We have gone through the terms and conditions mentioned in the bidding document and undertake to accept and accept and comply with them.
2. We, the undersigned certify, meet all compulsory compliances as in the tender document.



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8. We meet the essential requirement of the bid without any deviation and we have enclosed supporting documents with the bid .

9. I/ We also declare that all documents and information provided by me/us are correct and complete and true to the best of my/ our knowledge .

10. Certified that the bidder is :

An authorized signatory of the registered company in terms of Section-I of the tender document .

Or

A registered partnership firm, and the person signing the bid document is a partner of the firm and he/she has authority to refer to arbitration disputes concerning the business of the partnership by virtue of the partnership agreement/by virtue of general power of attorney .

10. We do hereby undertake that, until a formal work order is prepared and executed, this bid, together with your written acceptance thereof and placement of letter of intent awarding the work order, shall constitute a binding contract between us .

Dated this day of __/__/__

Signature of Bidder (s)

Details of enclosures:

Full Address :

Telephone No :

Telegraphic Address

Fax No .

E-mail :

Company Seal

Note : The Annexure should be on the letter head of the firm/bidder .

*** Without the full Signature and proper official seal, the bid will not be considered.**

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BIDDER' S PROFILE**General :**

1. Name of the firm
 a. Name of the Partners (in case of registered partnership firm)

2. Number of years in
 Operations
 (supporting document such as contract or work completion certificate placed
 at page no _____)
3. Turnover (Last Financial
 Year)
 (supporting document such as CA certified balance sheet placed at page
 no _____)
4. Turnover (in Last financial year, from cleaning and housekeeping functions)
 (supporting document such as CA certified balance sheet placed at page
 no _____)
5. Number of Human Resource (HR) on
 roll (supporting
 document such as challans of EPF contribution placed at page no _____)
 Note: Number of Human Resource (HR) on roll will be considered only on
 the basis of the latest EPF challan submitted .
6. Quality Certified :
 a. ISO 9001 (supporting document placed at page no _____)
 b. ISO 45001 (supporting document placed at page no _____)
 c. Any other International Accreditation Certificate (supporting document
 placed at page no _____)
7. Site and composition of client base (Supporting documents placed at page no
 _____)
8. Annual billing per client based on Sl. No. 7 above (Supporting document
 such as billing certificate from the client placed at page no _____)
9. Name of the authorised person submitting the Bid "Shri/Smt....."
10. Designation of the authorised person submitting the bid.....
11. Name, Designation, address and Mobile Number of alternate
 person.....
12. Address of the firm

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13. Tel no. with STD Code (O) (Fax) (R)
14. Mobile no. of the person submitting the Bid..... . . .
15. E-mail of the person submitting the Bid..... . . .
16. Organization's email ID..... . . .
17. Website Address..... . . .
18. Registration & incorporation particulars of the firm: (supporting document uploaded at page no _____)
- Private Limited
 - Public Limited
 - Any other- Please specify..... . . .
19. Name of Director (s)
20. Email ID of Directors (s)
21. Mobile Number of Director (s)
22. Bidder's bank, its address and current account number/IFSC Code
..... . . .
23. Permanent Income Tax number, Income Tax circle
(Please attach copies of the income tax return for the last three years)
24. GST registration number..... (supporting document placed at page no _____)
(Please attach copies of Service Tax Registration Number)
25. TIN Number (supporting document placed at page no _____)
26. EPF Registration Number
..... (supporting document placed at page no _____)
27. ESIC Registration Number
(supporting document placed at page no _____)
28. Particulars of EMD
- Demand Draft No. (scanned copy placed at page no _____)
 - Date
 - Name of Bank
 - Address of Bank
 - Validity of Demand Draft

Signature of Bidder/Authorised signatory

Name of the Bidder

Seal of the Bidder

Note: The Annexure should be on the letter head of the firm/bidder.

* **Without the full Signature and proper official seal, the bid will not be considered.**

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DETAILS OF EXISTING CONTRACTS

Sl. No.	Name and Address of the Organization, & Telephone/Fax No. of the Officer Concerned	Nature and Description of work executed	Value of Contract (Rs.)	Duration of the Contract (From - To)	No. of Manpower deployed	Experience certificate issued by concerned institute (Annexure -XI) attached at pg. no. __
1	2	3	4	5	6	7
1.						
2						
3						
4						
5						
Total						

Place :

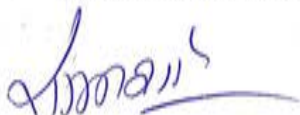
Date :

Signature of Bidder / Authorised signatory.....

Name of the Bidder.....

Seal of the Bidder

Note: The Annexure should be on the letter head of the firm/bidder.

* **Without the full Signature and proper official seal, the bid will not be considered.**


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PERFORMANCE SECURITY DEPOSIT FORM

(BANK GUARANTEE FORM FOR PERFORMANCE GUARANTEE/ SECURITY)

To..... (Name of Organisation)

WHEREAS..... (name of bidder) hereinafter called "the bidder" has undertaken, in pursuance of contract No./ Tender No.....dated ____/____/____ to provide..... (Description of work) hereinafter called "the order".

AND WHEREAS it has been stipulated by you in the said order that the contractor shall furnish you with a Bank guarantee by a recognized bank for the sum specified therein as security for compliance with the Contractor's performance obligations in accordance with the order.

AND WHEREAS WE HAVE AGREED TO GIVE THE Contractor a Guarantee :

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Contractor, 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 contractor to be in default under the order and without cavil or argument, any sum of sums within the limit of..... (amount of Guarantee) as aforesaid, without your needing to provide or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the.....day of.....20.....

Signature and Seal of guarantors

.....
.....

Date ____/____/____

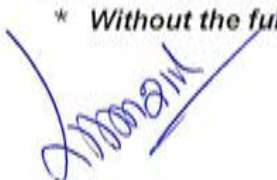
Address.....

All correspondence with reference to this guarantee shall be made at the following address :

(Name and address of the Bank)

Note: The Annexure should be on the letter head of the firm/bidder.

*** Without the full Signature and proper official seal, the bid will not be considered.**



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BID SECURITY DEPOSIT FORM (BANK GUARANTEE FORM FOR EMD)

Whereas (hereinafter called "the Bidder") has submitted its bid dated..... (date of submission of bid) for TENDER FOR OUTSOURCING OF MANPOWER FOR PROVIDING CLEANING AND OTHER HOUSEKEEPING SERVICES (Highly Skilled, Skilled, Semi-Skilled and Un-Skilled) at the Academy (Name and/or description of the work) (hereinafter called "the Bid") .

KNOW ALL PEOPLE by these presents that WE..... (name of bank) of (Name of the country), having our registered office at (address of Bank) (hereinafter called "the Bank"), are bound unto..... (name of purchaser) (hereinafter called "the organisation") in the sum of for which payment well and truly to be made to the said office, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this.....day of.....20....

THE CONDITIONS of this obligation are :

If the Bidder withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or

If the Bidder, having been notified of the acceptance of its bid by the purchaser during the period of bid validity :

Fails or refuses to execute the Contract if required; or fails or refuses to furnish the performance security, in accordance with the instructions to Bidders .

We undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions .

This guarantee shall remain in force up to and including sixty days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date .

Signature of the Bank

Name of Bidder

Note: The Annexure should be on the letter head of the Bank .

* Without the full Signature and proper official seal, the bid will not be considered.



INSTRUCTIONS FOR FILLING THE BID

Detailed calculation of wages for a year for all categories for the purpose to evaluation of Tender bids as given in Section-D

Annual Expenditure on Wages

Category	Minimum wages as per 01.04.2026	Total mandays in a year	Total wages in a year	EPF @ 13% (in Rs.)	ESI @ 3.25% (in Rs.)	Total (in Rs.)
Highly Skilled	918	1460	13,40,280	1,74,236.40	43,559.10	15,58,075.50
Skilled	781	6570	51,31,170	6,67,052.10	1,66,763.03	59,64,985.125
Semi-Skilled	650	13951	90,68,150	11,78,859.50	2,94,714.88	1,05,41,724.38
Un-Skilled	556	45883	2,55,10,948	33,16,423.24	8,29,105.81	2,96,56,477.05
Total						4,77,21,262.06

Total Wages of all Categories including EPF and ESI is ₹ 4,77,21,262.06.

*** The wages of the Human Resource (HR) deputed in Delhi will be as per the Delhi Circle rates .

1. The above rates are furnished for ready reference of the bidders. The rates are applicable for financial evaluation of the bids as well as for actual payment to the successful bidder entering into agreement for supply of Human Resource (HR) . In case minimum wages are revised by the government the same will be paid and service charge will also be applicable according to revised wages .
2. For calculation of financial weightage of financial bid the Base financial value (less service charge) has been calculated as approximately Rs. 477 lakh based on the Human Resource (HR) deployment and detailed calculation given in Section-D, including EPF @ 13% and the ESI @ 3.25% . The Service charge (quoted by the bidder) in percentage terms will be added to this to arrive at the bid amount for the purpose of financial bid evaluation .
3. The tentative deployment schedule is given in Section-V: Scope of work and Schedule of Housekeeping Services . This may however be varied by 15% plus or minus . No compensation will be paid to the contractor in case of decrease in deployment in administrative interest .
4. Deployment will be for all days in a month . On rest day/off day substitute will be deployed by the contractor .

5. While quoting the service charge the bidder may bear in mind that service charge is inclusive of expenses toward uniforms, training, gratuity and other miscellaneous costs on any account, and is to be borne by the bidder . The successful bidder has to bear the cost of any other liability/miscellaneous costs as mandated by relevant labour laws and other extant laws applicable .
- While quoting the service charge, the bidder has to bear in mind that the above expenditure, as mandated by relevant labour laws and other extant laws, is to be borne by him/her .
 - While quoting Service charge, the bidder is advised to follow the OM issued vide F.No. F.6/1/2023-PPD, 6th January, 2023 by Procurement Policy Division, Department of Expenditure, Ministry of Finance .
6. GST as applicable will be borne by Lal Bahadur Shastri National Academy of Administration .
7. Actual payments to the successful bidder will depend on the actual Human Resource (HR) deployed and service charge applicable (quoted by him) .
8. Statutory annual bonus will be reimbursed as per the actual subject to The Payment of Bonus Act, 1965 (as amended in 2015) on presentation of proof of payment by the contractor .
9. The successful bidder will be paid following charges only :
- Minimum Wages .
 - EPF & ESI .
 - Statutory Annual Bonus as per provision of The Payment of Bonus Act, 1965 (as amended in 2015) .
 - Service charge on minimum wages .
 - GST as applicable to the payment period .
10. No extra charges will be paid on any account other than minimum wages, EPF, ESI, GST, statutory annual bonus as per the provisions of The Payment of Bonus Act, 1965 (as amended in 2015) as per actual to the workers and Service Charge as above .

Note – Payment of Minimum Wage, EPF, ESI and statutory annual bonus will be made on submission of proof of payment by the firm awarded the contract .

Note: The Annexure should be on the letter head of the firm/bidder .

* *Without the full Signature and proper official seal, the bid will not be considered.*



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ANNEXURE-VII

(To be submitted as part of Technical bid)

(On Company Letter-head)

(Along with supporting documents, if any)

Tender Document No. / Tend No. / Tender Title " Tender for OUTSOURCING OF MANPOWER for Providing Cleaning and Other Housekeeping Services .

Bidder's Name _____

[Address and Contact Details]

Bidder's Reference No. _____

Date _____

Note : The list below is indicative only . You may attach more documents as required to confirm your eligibility criteria .]

ELIGIBILITY DECLARATION

(Please tick appropriate boxes or cross out any declaration not applicable to the bidder)

We hereby confirm that we comply with all the stipulations of NIT and declare as under and shall provide evidence of our continued eligibility to the Procuring Entity as may be requested :

1. Legal Entity of Bidder : _____

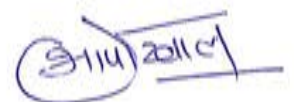
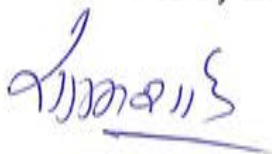
2. Bidder Status : _____




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3. We solemnly declare that we (including our affiliates or subsidiaries or constituents) :
- a. are companies registered in India under companies Act 1956 or Company Act 2013, or Shops and Establishment Act, 1958, or
 - b. are partnership firms registered with the Registrar of firms and societies in India .
 - c. are not insolvent, in receivership, bankrupt or being wound up, not have our affairs administered by a court or a judicial officer, not have our business activities suspended and are not the subject of legal proceedings for any of these reasons;
 - d. including our Contractors/ subcontractors for any part of the contract, :
 - i. Do not stand declared ineligible/ blacklisted/ banned/ debarred by the Procuring Organisation or its Ministry/ Department from participation in its Tender Processes; and/ or
 - ii. Are not convicted (within three years preceding the last date of bid submission) or stand declared ineligible/ suspended/ blacklisted/ banned/ debarred by appropriate agencies of Government Departments/Public Sector Undertakings (Central or State) / Other government organisations from participation in Tender Processes of all of its entities, for offences mentioned in Tender Document in this regard . We have neither changed our name nor created a new "Allied Firm", consequent to the above disqualifications .
 - iii. Not have changed its name or created a new "Allied Firm", consequent to having declared ineligible/ suspended/ blacklisted/ banned/ debarred as above .
 - iv. Do not have any association (as bidder/ partner/ Director/ employee in any capacity) with such retired public officials or near relations of such officials of Procuring Entity, as counter-indicated, in the Tender Document .
 - e. We have no conflict of interest, which substantially affects fair competition . The prices quoted are competitive and without adopting any unfair/ unethical/ anti-competitive means . No attempt has been made or shall be made by us to induce any other bidder to submit or not to submit an offer to restrict competition
 - f. We certify that we fulfil any other additional eligibility condition if prescribed in the Tender Document .
4. Restrictions on procurement from bidders from a country or countries, or a class of countries under Rule 144 (xi) of the General Financial Rules 2017 :
*"We have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries, and solemnly certify that we fulfil all requirements in this regard and are eligible to be considered .
We certify that :*



- a. *we are not from such a country or, if from such a country, we are registered with the Competent Authority (copy enclosed) . and;*
- b. *we shall not subcontract any work to a contractor from such countries unless such contractor is registered with the Competent Authority .*

5. Penalties for false or misleading declarations :

We hereby confirm that the particulars given above are factually correct and nothing is concealed and undertake to advise any future changes to the above details . We understand that any wrong or misleading self-declaration would violate the Code of Integrity and attract penalties as mentioned in this Tender Document .

.....

(Signature with date)

.....

Name and designation)

Duly authorised to sign bid for and on behalf of

[Name and address of Bidder and seal of Company]

Amars

Shakti yal

Shakti yal

Note: The Annexure should be on the letter head of the firm/bidder .

* ***Without the full Signature and proper official seal, the bid will not be considered.***

SAMPLE FORMAT FOR PRICES QUOTED FOR BID

Sample Format for filling/ uploading the financial bid on GeM portal.
Please read enclosed instructions carefully before filling this quotation.

Quotation of rates by M/s _____

In response to the tender notice no : _____ dated __/__/____
 floated by Lal Bahadur Shastri National Academy of Administration, Mussoorie
 to invite tender for "outsourcing of manpower for providing Cleaning and other
 Housekeeping Services" aforementioned firm hereby submits the following
 rates as service charge.

Only Service charges is required to be quoted in percentage terms as per
 Section-IV. (Refer to para 4.4 and 4.8)

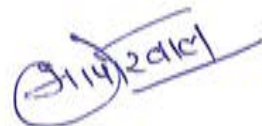
(Figure) _____

(Words) _____

Signature of the bidder

Name of the signatory

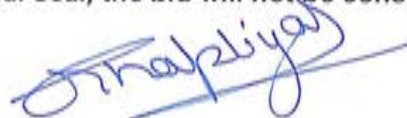
Company Seal

Dated _____

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CERTIFICATE FOR TURNOVER & PROFITABILITY

Date : __/__/__

TO WHOMSOEVER IT MAY CONCERN

On the basis of Relevant Record Produced before us for Verification of _____, we certify the gross annual turnover & profit after taxes of the said firm for the last financial year is as follows :

Sl N o	Financial Year	Total annual Turnover (Rs .)	Turnover from Cleaning/ Housekeeping/ Manpower outsourcing out of total turnover (Rs .)	Profit & Loss
1	2025-26			
Total				

Full Name, Signature and Seal:

Note: The certificate should be issued on the letterhead of the CA with valid UDIN .

* **Without the full Signature and proper official seal, the bid will not be considered.**

PROFORMA FOR MINIMUM WORKING CAPITAL AVAILABILITY

(The following Bank Utilization Certificate must be submitted by all the bidders on the letter head of the Bank.)

TO WHOMSOEVER IT MAY CONCERN

At the request of M/s. _____ (Account No. _____), we are pleased to confirm the details below.

We certify that M/s _____, address _____ is maintaining a saving bank account/current/fixed deposit account with this bank since __/__/____ and an amount not less than Rs. _____ (Rupees _____) has been available to the credit in their account no. _____ for the last six months.

Sanctioned Cash Credit/OD Limit	Utilization as on date __/__/____	Balance as on date __/__/____

The above certificate is issued at the specific request of M/s. _____ without any risk or liability on the part of the bank.

SIGNATURE OF AUTHORITY ISSUING CERTIFICATE

NAME IN FULL

BRANCH ADDRESS

OFFICE SEAL

DATE

Note:

1. To be issued by a scheduled bank.
2. Working capital certificate should be in the letter head of the bank with the seal and signature of the Branch Head.

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EXPERIENCE CERTIFICATE FROM CONCERNED INSTITUTE

Date: __/__/__

TO WHOMSOEVER IT MAY CONCERN

This is to certify that M/s _____ has completed the following works in _____ from __/__/__ to __/__/__.

Description of work executed (including the number of Manpower deployed) :

Their performance during the work was [Excellent/Good/Satisfactory/Bad] (Kindly tick a performance level) .

Signature and Seal of issuing authority

Note: The bidder must submit the certificate issued by each concerned institute on the letter head of the respective institute .

*** Without the full Signature and proper official seal, the bid will not be considered.**

Date: __/__/__

INTEGRITY PACT

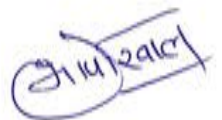
This Integrity Pact is between Lal Bahadur Shastri National Academy of Administration (LBSNAA) and [_____] for Cleaning and Housekeeping Services. LBSNAA will treat all bidders equally. The Bidder commits to:

1. **Avoid corrupt practices:** Refrain from offering, giving, or soliciting any item of value to influence public officials during the bidding process or contract execution.
2. **Not collude with other bidders:** Avoid any form of collusion or anti-competitive behavior with other bidders, including price fixing or market division.
3. **Avoid intermediaries and undisclosed payments:** The Bidder commits to participate in the bidding process directly, without using agents, brokers, or other intermediaries. Any legitimate business relationships or partnerships relevant to fulfilling the contract will be transparently disclosed in the bid documentation.
4. **Maintain tender confidentiality:** Keep all tender-related information confidential and not share bid details or use LBSNAA's confidential information for any purpose other than bid preparation.
5. **Accept consequences for violations:** Acknowledge that violating this pact may result in disqualification from bidding or contract termination, and accept any resulting penalties.

A committee from LBSNAA will oversee compliance, if required. This pact is valid from signing until 12 months after the final contract payment.

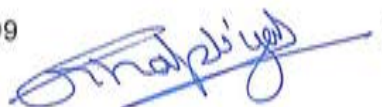


Signed by Bidder/Contractor



Note: The Annexure should be on the letter head of the firm/bidder.

*** Without the full Signature and proper official seal, the bid will not be considered.**



CHECKLIST OF DOCUMENTS SUBMITTED

I/we hereby declare that we have submitted /not submitted the following documents as asked in bid :

Sl No .	Document	Submitted /Not submitted	Placed at Page No .
1 .	Company registration certificate		
2 .	GST Registration certificate		
3 .	PAN registration		
3 .	EPFO Registration certificate		
4 .	ESIC Registration certificate		
5 .	ISO 9001 quality certificate		
6 .	ISO 45001 quality certificate		
7 .	Labour License certificate		
8 .	Bid Form (Annexure-I)		
9 .	Bidder' s Profile (Annexure-II)		
10 .	Details of existing contracts (Annexure-III)		
11 .	Performance Security Deposit Form (Annexure-IV)		
12 .	Submission of EMD (Annexure-V)		
13 .	Instructions for filling Bid (Annexure-VI)		
14 .	Eligibility Declaration (Annexure-VII)		
15 .	Sample Format for Price Quoted for Bid (Annexure-VIII)		
16 .	CA certified turnover certificate (Annexure-IX)		
17 .	Minimum working capital availability (Annexure-X)		
18 .	Experience certificate from concerned institute (Annexure-XI)		

19.	Integrity Pact (Annexure-XII)		
20.	Checklist for documents submitted (Annexure-XIII)		



Signature and Seal of the bidder




Note: The Annexure should be on the letter head of the firm/bidder.

* ***Without the full Signature and proper official seal, the bid will not be considered.***

