

क्रय अनुभाग(Purchase Section)
भाकृअनुप-राडेअनुस, करनाल (ICAR-NDRI, Karnal)

फाइल संख्या(F.No.): Computer No. २९२१३७/३५७८-३५८२ दिनांक(Dtd). ०४/०९/२०२५
०८

जेम क्रय आदेश का प्रेषण(Forwarding of GeM Purchase Order)

नीचे दिए गए विवरण के जेम ऑर्डर/संविदा संख्या से संबंधित खरीद के लिए सभी संबंधितों को आवश्यक कार्रवाई के लिएप्रतिलिपि प्रेषित की जाती है।

A Copy of GeM Order/Contract bearing undermentioned Number/date/for the purchase of concerned item is forwarded to the all concerned for taking necessary action :-

जेम ऑर्डर/संविदा संख्या एवं तिथि GeM Order / Contract No & Date	की खरीद के लिए For the purchase of	राशि Amounting to Rs.
GEMC-511687740540543 Dated :- 29.08.2025 Bid No. GEM/2025/B/6241214	Hiring of Sanitation Service = 29 Nos.	Rs. 7030173/-

सक्षम अधिकारी के द्वारा अनुदान से रु.Rs. 7030173/- राशि की व्यय स्वीकृति फाइल पर प्रदान की गई है।

The expenditure sanction amounting to Rs. 7030173/- .has been accorded by the Competent Authority on the file out of Institute Grants, and RF -KVK for F.Y 2025-26, 2026-2027

निम्नलिखित को प्रतिलिपि भेजी जाती है (Copy forwarded to the following) :-

- सहायक प्रशासनिक अधिकारी (नकदी एवं देयक-तीन) {A.A.O.(C&B-III) }
- ऑडिट अनुभाग (Audit Section).
- सहायक प्रशासनिक अधिकारी (भण्डार) { A.A.O(Store) }
- गार्ड फाइल (Guard File)

सहा.प्रशासनिक अधिकारी { AAO(P) }



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वितरण Distribution :-

- सभी संबंधित (All Concerned)
- एमआईएस/एफएमएस वेण्डर का नाम (MIS/FMS Vendor Name) : Elitefalcons Pvt Ltd., Bihar

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687740540543

अनुबंध तिथि | Contract Generated Date : 29-Aug-2025

बोली/आरट/पीबीपी संक्षण | Bid/RA/PBP No.: GEM/2025/B/6241214

संगठन विवरण Organisation Details		खरीदार विवरण Buyer Details	
प्रकार Type :	Central Autonomous	पद Designation :	AAOP III
मंत्रालय Ministry :	Ministry of Agriculture and Farmers Welfare	संपर्क नंबर Contact No. :	0184-2259067-1067
विभाग Department :	Department of Agricultural Research and Education (DARE)	ईमेल आईडी Email ID :	buyer252.icari.hr@gembuyer.in
संगठन का नाम Organisation Name :	Indian Council of Agricultural Research (ICAR)	जीएसटीआईएन GSTIN :	ICAR - NATIONAL DAIRY RESEARCH INSTITUTE, KARNAL
कार्यालय स्तर Office Zone:	National Dairy Research Institute Karnal / North	पता Address :	:HARYANA 132001, KARNAL, HARYANA-132001, India

वित्तीय स्वीकृति विवरण Financial Approval Detail		भुगतान प्राधिकरण विवरण Paying Authority Details	
आईएसटी सहमति IFD Concurrence :	No	Role:	PAO
प्रधानमन्त्री अनुमोदन का पत्रांक	Director	भुगतान का नियम	Internet Banking
Designation of Administrative Approval:	CFAO	Payment Mode:	
वित्तीय अनुमोदन का पत्रांक		पद Designation :	AFAO
Designation of Financial Approval :		ईमेल आईडी Email ID :	sunil.sheoran-icar@nic.in
		जीएसटीआईएन GSTIN :	06AAAAI1830P3ZL
		पता Address:	ICAR - NATIONAL DAIRY RESEARCH INSTITUTE, KARNAL (HARYANA) 132001, KARNAL, HARYANA-132001, India

परेष्ठी विवरण Consignee Details		
क्र. सं. S.No	परेष्ठी नाम & पता Consignee Name & Address	सेवा विवरण Service Description
1	संपर्क Contact : 0184-2259048-1048 ईमेल आईडी Email ID : sukhdev.singh-icar@nic.in जीएसटीआईएन GSTIN : - पता Address : ICAR - NATIONAL DAIRY RESEARCH INSTITUTE, KARNAL :HARYANA 132001, KARNAL, HARYANA-132001, India	Hiring of Sanitation Service - Manpower Based Model - Sweeper; 6; All Areas; All Areas; Daily; 6

सेवा प्रदाता विवरण Service Provider Details	
जेम सेलर आईडी GeM Seller ID :	8E5C180000675830
कंपनी का नाम Company Name :	ELITEFALCONS PRIVATE LIMITED
संपर्क नंबर Contact No. :	09771465822
ईमेल आईडी Email ID :	elite.falcon20@gmail.com
पता Address :	101, FLAT NO. 101, FIRST FLOOR, SRI RAM TOWER, KANKARBAGH MAIN ROAD, PATNA - 800020, KANKARBAGH, Patna, BIHAR-800020, -
एमएसई रजिस्ट्रेशन संख्या MSME Registration number :	UDYAM-BR-26-0036185
जीएसटीआईएन GSTIN:	20AAFCE2845M1ZP (B), 10AAFCE2845M1ZQ (R), 22AAFCE2845M1ZL (B), 07AAFCE2845M1ZD (B)
खरीदार द्वारा सत्यापित एमएसई स्टेट्यूट MSME Status as verified by buyer :	Verified
एमएसई सामाजिक श्रेणी MSE Social Category :	General
एमएसई स्तिंग श्रेणी MSE Gender :	Male

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Consignee

सेवा विवरण Service Details		
सेवा प्रारंभ दिनोंक (नवीनतम) Service Start Date (latest by): 01-Sep-2025		सेवा समाप्ति तिथि Service End Date : 31-Aug-2026
श्रेणी नाम Category Name : Hiring of Sanitation Service - Manpower Based Model		
बिलिंग चक्र Billing Cycle: monthly		
विवरण Description	Number of Resources	Other Charges including Allowances over and above Minimum Wage (% Per Month) inclusive of GST
Category of Resource	Sweeper	
Number Of Working Days in Week	6	
Type of Area	All Areas	
Area Inclusions	All Areas	
Cleaning Cycle	Daily	
Cleaning Frequency	6	
District	NA	

Zipcode	NA
Consumables/Equipments and cleaning agents to be provided by	Buyer
Machineries to be provider by	Buyer
Approx Area in Sq.Pt	16610
Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST	16352

कुल राशि (रुपय) | Total Amount (Formula) :

(((Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST) +(Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST)*(0.18)+(Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST)*Other Charges Including Allowances over and above Minimum Wage (% Per Month) inclusive of GST/100) *(Contract Period/30)*Number of Resources))

ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)	7030173.12
कुल ऐडऑन मूल्य Total Addon Value(INR)	0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)	7030173.12
अनुबंध की राशि Amount of Contract	
सभी शुल्क और करों सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)	7030173.12

एसएलए विवरण|SLA Details

Special Terms and Conditions

Hiring of Sanitation Service

1. AGREEMENT OVERVIEW

This Agreement represents a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Sanitation Services provider. The purpose of this agreement is to facilitate implementation of Sanitation Measures at the Buyer's premises. This Agreement outlines the scope of work, Buyer's Obligations and Special Terms and Conditions of Services covered as they are mutually understood by the stakeholders.

2. Objective And Goals

The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of service to Buyer by Service Provider.

The goals of this Agreement are to:

1. Present a clear, concise and measurable description of service provision to the customer.
2. Establish Terms and Conditions for all the involved stakeholders.
3. To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.
4. To provide clear reference to service ownership, accountability, roles and/or responsibilities.

3. Service Scope

The scope includes requires the Service Provider to provide manpower and resources for the Buyer Department to maintain cleanliness and hygiene of the mentioned area. The buyer will have option to outsource sanitation service depending upon the area or event. Requirement of cleaning agent & consumables and machineries requirement may be indicated by the buyer separately as "Add-on". Here we are classifying the Areas into following parts:

No Area Type

Indoor Area

1

(Like Cabins, Corridor, Halls, Medical Rooms, Service Rooms, Class Rooms, Staircase etc)

High Intensive Area

2

(Like Washrooms, Entrance Lobbies/Receptions etc)

Outdoor Area

3

(Like Lawns, Playground, Garages, Parking, Roads inside the campus etc)

4 Exterior of the Building

5 Seating Area (Stadiums)

All Areas specification will include - Indoor, Outdoor, High Intensive, Exterior of the Building, Seating Area or any other area as per Buyer's requirement. The Scope of the Area will be as per the area type/ job description.

3.1 Common Areas (Entrance Lobbies/ Reception/ Conference Hall)

1. Wiping of the glass doors on all the entrances.
2. Cleaning the entire common area at a convenient time without hindering the occupants movement which includes Sweeping, Mopping, Scrubbing, buffing etc.
3. Periodical wiping of the entire side walls – Marble / Granite / Tiles/ Wooden Panels.
4. Periodical dusting or vacuuming and wiping of all fixtures and furniture in all the entrance lobbies
5. Keep the signage clean and visually clear.
6. Sweeping and smooth brushing of the lift floors – removal of all dirt etc. throughout the day.
7. Dusting and Wiping of all the lift doors.
8. Collection of all waste material and its disposal as per instructions of the Buyer Department.
9. Cleaning of rugs and carpets on floors with vacuum cleaner
10. Cleaning of water cooler tanks, Air conditioning grills and space underneath water coolers.
11. Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals/agents and cleaning of partitions and other furniture, paneling etc.
12. Cleaning of wall, ceiling for dust, cobwebs etc.

3.2 Staircase And Fire Staircase

1. Sweeping of all the staircases and common landings.
2. Removal of dust etc. from the skirting top.
3. Ensuring signage are clean and visually clear.
4. Cleaning of all the fire escape doors.
5. Cleaning of all the ceilings and walls for dust, cobwebs, etc.
6. Thoroughly wipe all door handles, latches, tower bolts, etc.

3.3 Pantry/Cafeteria

1. Cleaning of water cooler tanks and space underneath water coolers.
2. Check & clean water dispenser & vending machines.
3. Cleaning of refrigerators, tea/coffee vending machines and furniture if any, in the pantry.
4. Cleaning of cobwebs, wax polishing of walls, floor areas etc.
5. Maintain hygiene in the pantry all times.

3.4 Basement/ Parking Area/ Service Areas

1. Removal of grease and dirt stains from the surfaces.
2. Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their own equipment, cleaning of ceilings and walls so that cobwebs, stains etc. are taken care of.
3. Cleaning of the car parking area.
4. Cleaning of Substation, HVAC Plant Room, Pump Room, AHU Rooms, Ventilation Rooms and Other Service Rooms without affecting the Operation of the Equipment.

3.5 Restrooms

1. Sweeping and mopping the floor and keeping the floor without stains throughout the day.
2. Mopping all glazed tiles and keeping them clean.
3. Washing and mopping of floor areas with detergents.
4. Acid cleaning of sanitary wares without damaging their shine/lusters.
5. Washing of all the urinals, closets and washbasins with mild soap solution / cleaning solutions.
6. Ensuring clean and visually clear mirror throughout the day by periodic cleaning using glass cleaner.
7. Replace toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
8. Clean all toilet fixtures and fittings.
9. Urinals should always have disinfectant naphthalene balls.
10. Clearing of the dustbins in the toilets periodically.
11. Cleaning of walls, ceiling for dust, cobwebs etc.

3.6 Surroundings

1. Removal of all litter, mud, dust, etc within the periphery of the building as and when felt necessary during the day.
2. Taking necessary precautions to maintain the entrance to the building clean.
3. Sweeping of all the roads, parking area and open area etc.

3.7 Exteriors Of Building

1. Clean the glass and other structures inside and outside with a suitable approved glass cleaner leaving no streaks behind.
2. Clean the metal frame – dust as well as use a mild wet mop so that no stains remain on its surface.
3. Extra care shall be taken of the joints between the glass and the frame so that no dust settles there.
4. Thorough cleaning and buffing so that surfaces are clean and visually clear.
5. Keeping the terrace clean of all litter.
6. Keeping all external signage clean. 7. Cleaning of external wall & Surroundings

3.8 Seating Area Of Stadiums (Indoor/Outdoor)

1. Sweeping of all the staircases and common landings.
2. Removal of dust, stains etc. from the skirting top.

3. Ensuring signage are clean and visually clear.
4. Cleaning of all the fire escape doors.
5. Wiping and removal of dust, stains etc of all seats or sofas and under space of seats.
6. Cleaning of all the ceilings and walls for dust, beehives and cobwebs etc.
7. Thoroughly wipe all door handles, latches, tower bolts etc.

4. Terms And Conditions

4.1 Buyers Obligations

1. This Buyer Department shall provide a small room/space for supervisor & storage of materials etc. to the Service Provider free of cost during the period of contract. No name of agency shall be allowed on the room and nobody will be allowed to stay in the office unnecessarily after office hours without permission.
2. The Buyer Department shall provide sufficient running water or stored water for cleaning purposes.
3. Price Variation Clause:
"It is advisable to include Price Variation Clause in the long term contracts to take care of the increase/decrease in prices of various ingredients which majorly affect the overall price of the service. Buyers are therefore advised to include the Price Variation Clause (PVC) in the bid document through ATC for long term contracts. The additional payment, if any, on account of PVC can be done online till such time online functionality is developed on GeM."
4. In case, the Buyer has not included consumables & cleaning agents and machineries in the scope of contract, the Buyer shall provide consumable & cleaning agents and machines as and when required for the work.
5. If the consumable materials and machines are to be provided by the service provider, the buyer must choose the same from Add-on and the cost of consumables, materials and machines must be included by the service provider in charges quoted by him as an add-on charge.
6. It is possible that due to nature of work in office/production units/fields operation, etc. the Buyer may want to retain some already trained resources of existing/old contract for new contract also. To facilitate retention of existing resources against the new contract, a functionality is already available on GeM. The Buyer while creating a bid document, can use this functionality to declare upfront in the Bid document, details of all such resources who are to be retained against new contract. In such case, the new service provider must retain the specified resources as mentioned in the bid document. The Buyer is responsible for ensuring that the retained resources meet the eligibility requirements as per the contract and for providing the necessary documentation and details related to EPF, ESIC, and other onboarding formalities. The Police verification of the retained resources if required will be the responsibility of the Buyer. The new Service Provider shall not levy any charges on the retained resources for onboarding them onto their payroll.

An indicative list of consumables and equipment which need to be supplied if indicated by the buyer in the bid is listed below:

S. No.	Items
1	Liquid soap in toilets/wash rooms
2	Naphthalene Balls
3	Phenyl liquid 5 ltr
4	Toilet cleaner
5	Glass cleaning agent
6	Tissue papers
7	Air Fresheners (75 gm pkts)
8	Air perfume
9	Acid (HCL)
10	Toilet paper rolls
11	Disposable bags for garbage collection (biodegradable)
12	Liquid soap General toilets
13	Urinal cubes
14	Cleaning powder
15	Mosquito repellents
16	Glass Cleanser Spray

Floor Duster

3M Doodlebug

Floor Wiper

Telescopic Rod

White Dusters	Mop Wringer	Trolley Hard Gloves	Pressure Pump
Bamboo Brooms	Vacuum Cleaner	Soft Brooms	Safety Signage
Rubber Stamps	Hard Brooms	Feather Brush	Kentucky Mop
Toilet Brush	Barricade Tape	Stand Hand Brush (Scrubber)	Gloves HB

4.2 Service Providers Obligations

1. The Service Provider would submit a daily monitoring report to the Buyer Department.
2. A weekly log of the services rendered will be maintained and presented to the Buyer Department.
3. The Service Provider will submit a list of all employees along with full addresses for security to the Buyer Department at the time of contract. The employees deployed should be medically fit.
4. The Service Provider will have to deploy experienced and skilled workers for the job of housekeeping.
5. The service provider will have to maintain compliant register at location decided by the concerned administrator.
6. The employees of the Service Provider should wear uniform along with a name tag and i-card. The Service Provider would provide the necessary equipment required for the mechanized service along with the equipment listed below at his own cost.
7. The service provider/contractor shall be responsible for paying wages to contract labour at rates not less than the minimum wages as notified by the Appropriate Government.
8. As per the Contract Labour (Regulation & Abolition) Central Rules, 1971, the service provider/contractor shall be responsible for ensuring that wages are paid to the contract labour on time. The principal employer/buyer shall ensure that the wages are paid on time to the contract labour by the service provider/contractor. In case the service provider/contractor fails to pay the wages on time or makes short-payment, the principal employer/buyer shall be liable to pay the wages to the contract labour directly and recover the amount from the service provider/contractor.
9. The service provider/contractor shall not make any unauthorized deductions from the wages of the contract labour and provide below undertaking:

"The Service Provider hereby undertakes not to charge any money/fees/ deductions in whatever manner, name or form, or take any monetary/non-monetary considerations, or make any unlawful deductions from the compensation/salary of the manpower/employees/resources engaged by it and, to be deployed at the Buyer's site. The Service Provider further agrees that it will not indulge in any unethical practices and acknowledges that any non-compliance of the aforesaid undertaking will be treated as a material breach of the Contract, in which case the Buyer and GeM shall have the right to take appropriate independent actions including termination of the Contract and actions as per GeM Incident Management Policy."

4.3 Special Terms And Conditions

1. The Service Provider shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Regulation & Abolition) Central Rules, 1971, EPF, ESI etc. with regard to the personnel engaged by him for providing support services. It will be the responsibility of the Service Provider to provide details of all manpower and resources deployed.
2. As per DoE OM No.F.6/1/2023-PPD dated 6th January 2023, the minimum service charges for Manpower Outsourcing Services has been fixed as 3.85%. The contracts concluded through this service shall be in compliance with the above mentioned OM.
3. The Agreement shall commence w.e.f the date of effectiveness of the agreement unless it is curtailed or terminated by the authority owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract etc. or change in requirements.
4. The Service Provider shall not engage any sub-Service Provider or transfer the contract to any other person in any manner.
5. The quality assurance and control shall be ensured by the Service Provider in all respects.
6. The requisite supervisory staff shall be provided at all the site of work for effective supervision and quality assurance work.
7. The Service Provider shall take care of lifting, carrying and disposing dead birds, animals, rats and insects.
8. All materials to be used for cleaning and other consumables shall be in conformity with the specifications/brand/make of Government approved standards.
9. The Service Provider shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering and shall not engage in any immoral act.
10. Garbage collection drums should be placed at all suitable points. The drums should be provided with polythene bags, which may be removed so that garbage does not spell out or spoil the drums.
11. Under no circumstances the garbage collected would be kept inside complex and all the arrangements to be made by the agency for its disposal at a suitable place at his own cost as decided by concerned department.
12. The Service Provider shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
13. The employees of the Service Provider should be present on duty as per the Buyer's department instruction.
14. The agency shall maintain a sufficient stock of all items required for cleaning the premise.
15. The Buyer Department shall have the right to inspect the cleaning site at any time and to issue such orders and directions to the organization as may be considered necessary. The organization shall ensure that such orders are compiled forthwith.
16. The Service Provider shall deploy a person to supervise the cleaning and maintenance services, who will report to the concerned Buyer Department on a daily basis.
17. The Service Provider shall ensure all consumables are within the expiry.
18. The service provider/contractor shall be responsible for paying bonus to contract labour in the manner prescribed by the Payment of Bonus Act, 1965 & shall get reimbursed from the buyer.
19. The service provider/contractor shall be responsible for paying proportionate gratuity to contract labour who have rendered continuous service as per the provisions of the Payment of Gratuity Act, 1972.
20. In case of any changes in the minimum wages or any statutory wage component as per the Applicable Laws during the Contract period, the Buyer shall pay the Service Provider the differential amount in wage. It is clarified that such increase in the wages will not have any impact on the service charges. The total value of the service charge to be paid by the buyer to service provider shall remain same as per the original contract value.

5. Penalty And Termination.

1	Non completion of the cleanliness operation mentioned in the contract.	Penalize the Service Provider by 0.25% of the Monthly billed amount per incident up to maximum of 5% of monthly bill.
2	If the employee is found responsible for any theft, loss of material/ articles and damages	Immediate payment in actual/replacement, equivalent to the value of the article theft/lost/damaged as decided by the buyer depending on the gravity of the act. Also, the manpower responsible to be replaced.

Service Formula:

Wage +(Wage X 18%)+(Wage X Percentage Margin Quoted by bidder) X Number of months of contract X Number of Resource

अतिरिक्त जावशक डेटा/दस्तावेज़ वरीदर | Additional Required Data/Document(s) : Buyer

1. Additional Scope of Work and Size of Areas to be Serviced : [click here](#)

अतिरिक्त डेटा/दस्तावेज़ : विक्रीला | Additional Data/Documents(s) : Seller

1. Certificate (Requested in ATC) : [click here](#)

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	State Bank of India
ईपीबीजी प्रतिशत (%) ePBG Percentage(%):	5.00
बोली लाने वाले को बोली के लियो और वार्ता के अनुसार लागू ईपीबीजी प्रतिशत करना होगा The bidder shall furnish ePBG as applicable as per bid's terms and conditions	

शर्यात और शर्तें| Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
- 1.3 All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Generic

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

2.2 Buyer Added Bid Specific ATC:

Buyer Added text based ATC clauses

Following technical parameters had been kept in the tender:-

- 1. Scanned copy of undertaking of "Bid Security Declaration" accepting that if the bidder withdraw or modify their bids during period of validity etc., they will be suspended for 2 years. (Mandatory for all bidders including MEs/NSIC/Startups)**
- 2. Scanned copy of Undertaking that the bidder has never been blacklisted/banned/debarred etc. by any govt. Organization/Department during last three years.**
- 3. Scanned copy of PAN Number and GSTIN registration Certificate.**
- 4. Past Experience of Similar Services: The Bidder must have successfully executed / completed at least one single order of 80 % of the Estimated Bid Value or 2 orders each of 50 % of the Estimated Bid Value or 3 orders each of 40 % of the Estimated Bid Value for similar service(s) in last three years to any Central / State Govt Organization / PSU / Public Listed Company.**
- 5. The service provider as required to have at least 40% of the required manpower on the service provider's payroll as on 31.3.2025. Necessary documents related to such manpower i.e. copy of challan of EPF/ESIC must be uploaded by the bidder for verification of the buyer failing which the bid will be considered as technically non-responsive.**
- 6. The Service Provider shall have a legal status. It can be a registered Partnership Firm/ Company under Companies Act having legal entity with all statutory licenses/ registration for**

carrying out such activities like registration with labour department, PF Act, 1952, ESI Act, 1948, Income Tax Act etc. Documentary evidence in support of the claim to be submitted by the bidder while bidding.

7. Bidder must provide Escalation matrix/Dedicated/toll free/helpline Number for service support.

8. Scanned copy of undertaking that the bidder has never been declared Bankrupt/insolvent by any bank/financial agency of central or state government.

9. Checklist of the documents submitted in the bid must be submitted along with bid by the bidders.

10. The age of a contractual employee should be in the range of 18-60 years, as per guidelines of GOI.

11. Number of contractual manpower engaged may increase or decrease depending on need. Contractor shall be apprised of the same atleast a week in advance. Hence, the number is indicative, not definitive.

12. Contract is for duration of one year, extendable to one more year on six monthly basis each time subject to satisfactory work performance of the firm and mutual consent of buyer as well as seller. However, extension shall not be considered right of the seller and it will be sole discretion of buyer.

13. Upper age limit for engagement shall be 60 years.

14. In case any dispute, it will be resolved within the jurisdiction of Karnal Court only.

नोट: यह सिस्टम अन्तर्गत फाइल है। ऑर्डर इसामार की आवश्यकता नहीं है।

Note: This is system generated file. No signature is required.