

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	13-04-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	13-04-2026 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Power
विभाग का नाम/Department Name	Na
संगठन का नाम/Organisation Name	Ntpc Limited
कार्यालय का नाम/Office Name	Cg
वस्तु श्रेणी /Item Category	Facility Management Services - LumpSum Based - Commercial; Housekeeping; Consumables to be provided by service provider (inclusive in contract cost)
अनुबंध अवधि /Contract Period	2 Year(s)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7

बिड विवरण/Bid Details	
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित बिड मूल्य / Estimated Bid Value	29909737.53
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	ICICI
ईएमडी राशि/EMD Amount	500000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	ICICI
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	27

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

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

#### लाभार्थी /Beneficiary :

NTPC Ltd  
NTPC Limited, Unified Shared Service Centre, Central Procurement Group-I, Western Region-II Head Quarter, Plot No.-87, Sector-24, Atal Nagar, Nava Raipur, Raipur, Chhattisgarh, Pin Code-492101  
(Ntpc Ltd)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

## एमआईआई अनुपालन/MII Compliance

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

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within L1+X%	15

1. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
2. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.
3. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

## अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

**Geographic Presence in states:**House Keeping & allied services of SRHQ Office, Kavadiguda, Secunderabad & Regional Inspection Office, Ramachandrapuram

**Total experience in providing facility management services to government departments, public sector companies, and government autonomous organizations::**This tender is only for NTPC Enlisted Vendors for the designated Enlistment Group/Category who meets the Average Annual Turnover (AATO) and Execution Capability (EC) criteria as indicated under Clause 3.0 of Section-I NIT. Bids received by any other bidder not meeting the referred criteria shall be outrightly rejected during technical evaluation

**Details of the premise:**[1774258197.pdf](#)

**Scope of work:**[1774258198.pdf](#)

**Facility Management Services - LumpSum Based - Commercial; Housekeeping; Consumables To Be Provided By Service Provider (inclusive In Contract Cost) ( 1 )**

## तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Premises	Commercial
Type of services required	Housekeeping
Cost for Consumables/ Materials	Consumables to be provided by service provider (inclusive in contract cost)
Service component	House Keeping & allied services of SRHQ Office, Kavadiguda, Secunderabad & Regional Inspection Office, Ramachandrapuram
<b>एडऑन /Addon(s)</b>	

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents**

**परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Gautam Singh Bhati	500080,NTPC Intelligent Building, Lower Tank Bund, Kavadiguda Main Road, Secunderabad	Project / Lumpsum Based	N/A

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

**1. Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

<b>NIT NO</b>	9900322286
<b>Name of Work</b>	House Keeping & allied services of SRHQ Office, Kavadiguda, Secunderabad & Regional Inspection Office, Ramachandrapuram
<b>Mode</b>	Limited-Enlistment-MP-03

**Qualifying Requirement for Participation**

NTPC enlisted vendors for the Enlistment Group-MP-03 (Packages having scope of works of deployment of manpower (which only includes deployment of manpower as defined at '2A' and '2B' of QR-SOW available on vdc web portal <https://vdc.ntpc.co.in>) and contracts pertaining to Housekeeping/ Sanitation/ Area Cleaning/ Grass cutting/ Area Upkeeping/ Drain cleaning/ Pit Cleaning at NTPC Stations/Projects/Sites/ Offices (MP-03) with Average Annual Turn Over (AATO) & EC (Execution Capability) equal to or more than Rs. 1,26,73,617/- (excluding GST) can only participate in this tender. Others shall not be considered. Applications by vendors not meeting these criteria shall be rejected during technical evaluation.

**1. Bidders are requested to refer the. Additional Terms & Conditions (ATC) of this tender comprises the following documents.**

Section	Documents	Available at GEM Portal under Heading
I	Invitation for Bids (IFB)/Tender Enquiry/Notice Inviting Tender (NIT)	Details of Premises
II	Instructions to Bidders (ITB)	Details of Premises
III	General Conditions of Contract (GCC)	Details of Premises
IV	Special Conditions of Contract (SCC)	Details of Premises
V	Technical Specifications and Bid Drawings	Scope of Work
VI	Schedule of Quantities (SOQ) / Bill of Quantities (BOQ)	Scope of Work
VII	Forms and Procedures	Details of Premises
	Attachment-3L	Attached at Bottom
	Attachment-13	Attached at Bottom

2. Terms and Conditions stipulated in ATC will supersede those in GEM GTC in case of any conflicting provisions.
3. GeM is capturing and showing the IP addresses used by the Buyer and the Bidder(s) /Seller(s). The received bids having matching/common IP address with either Bidder(s)/Seller(s) or Buyer, shall be outrightly rejected & shall not be considered for further evaluation.
4. It shall be deemed that bid submitted by the bidder is unconditionally accepted with all the clauses mentioned in BID (including attachment-9, 13 & appendix of ATC) which is in line with GeM seller undertaking Sl. 3.0 "*I have read all the Bid conditions including the GeM GTC, STC and also all the clauses incorporated by the Buyer in ATC and various corrigendum of the bid. I hereby confirm acceptance and compliance of all the conditions including GTC, STC and ATC and Corrigendum conditions. I also confirm that all the product(s) offered is/are fully compliant with the specifications asked for in the bid, including the additional specification parameters incorporated by the Buyer in the bid document.*"
5. Bidders are required to submit the documents as mentioned in the check list in GeM added text based ATC clauses below while submitting their bid and submit the duly filled check list online on GeM portal.
6. The format of the Bank Guarantee shall be in accordance with the form of Bank Guarantee towards Bid Security/EMD/Performance security included in the Employer's Bidding Documents only [NTPC Format]. In addition, the format of the Insurance Surety Bond shall also be in accordance with the form of Insurance Surety Bond towards Bid security/Performance security included in the Employer's Bidding Documents only. (**Only NTPC EMD BG Format will be acceptable**)
7. Any bid not accompanied by an acceptable bid security in a separate sealed envelope shall be rejected by the Employer as being non-responsive. It shall be deemed that bid submitted by the tenderer is signed by his authorized representative holding the Power of Attorney
8. Subject Bids is invited amongst Enlisted Vendors meeting the requisite eligibility criteria of the tender mentioned in NIT clause no. 3 as on the date of issuance of subject NIT. Vendors who are Ineligible / Suspended / Banned/ Withheld as on the date of NIT shall not be eligible to participate.
9. Vendors Ineligible/Suspended/Banned/Withheld/Debar shall be governed by their respective order.

#### **Important Point for EMD**

**The Bank Guarantees against bid security are to be submitted in the form of e-BG through NeSL platform. [NTPC format Only]**

**In case the bidder is not able to submit e-BG, due to some practical difficulties or constraints, physical BGs are also accepted as per the following manner.**

1. In case the bidder has opted for Bid Security/EMD in the form of Bank Guarantee or Insurance Surety Bond than Original Bank Guarantee/Surety Bond in physical form must reach at the tender opening location before the deadline for submission of bids.

#### **OPTION-1**

EMD/Bid Security to be submitted in the form of BG/Insurance Surety Bond as per **NTPC Format ONLY** i.e Format provided in the tender documents. A scanned copy of EMD BG is to be uploaded on GeM Portal during Bid submission and hard copy of the same will have to be submitted directly to the Buyer within 5 working days of bid opening, failing which the bid may be treated as incomplete & may lead to rejection of the bid by buyer without making any reference to the seller.

OPTION-2

In case of Bidders opting for Bank Guarantee as Bid Security but unable to submit the Original Bank Guarantee in physical form at the tender opening location **before the deadline for submission of bids**, bidder shall submit the Original BG in physical form to reach NTPC not later than **10 days** from the date of submission of Techno- Commercial bids or before the Price Bid opening, whichever is earlier, **subject to meeting of following conditions:**

“The issuing bank shall intimate through their own official e-mail id to C&M department with a copy to Bidder regarding issuance /extension of Bank Guarantee (BG) along with following documents, before the **deadline of submission of bids** failing which its bids shall be rejected and not considered for further evaluation.

- a) The scanned copy of the BG.
- b) SFMS / SWIFT message acknowledgement copy sent to NTPC / Employer’s banker stating the date of sending.
- c) An undertaking from the issuing Bank strictly as per format enclosed at Annexure-III to SCC (also attached at bottom).”

While issuing the BG, the Bidder’s Bank must send electronic message through secure SFMS (in case of BGs issued from within India) or SWIFT (in case of BGs issued from outside India) to Employer’s Beneficiary Bank whose details are provided herein below:-

i	Bank Name	ICICI BANK LIMITED
ii	Branch	CONNAUGHT PLACE BRANCH
iii	Bank Address	9A, Phelps Building, Inner Circle, New Delhi-110001
iv	IFSC Code	ICIC0000007
<p>BG issuing/amending bank must send the BG advice in the form of message format via SFMS (Structured Financial Messaging System) as provided by RBI.</p> <p>The format of the message for confirmation of the BG shall be as below:</p>		
v	BG Advising Message	IFN 760COV/ IFN 767COV via SFMS
vi	Field Number : Particulars (To be mentioned in Row 1)	7037: NTPCBG (unique identifier)

## **(2) Address for submitting Physical BG/Insurance Surety Bond**

AGM (C&M)/AGM(C&M)  
CPG-1, 3<sup>rd</sup> Floor  
NTPC Limited,  
CPG-1, Plot No. -87, Sector-24, Atal Nagar,  
Nava Raipur, Raipur, Chhattisgarh, 492001

- (3) The BG towards EMD shall remain valid for a period of forty-five (45) days beyond the original Bid validity period or beyond any extension in the period of Bid validity subsequently requested.
- (4) EMD exemption: Micro and Small Enterprises (MSEs) having UDYAM Registration, for goods produced and services rendered, shall be exempted from paying Earnest Money Deposit. Such registered bidders will have to submit UDYAM Registration Certificate, as a proof of being MSE on GeM Portal.
- (5) To avail MSE benefit in respect of EMD exemption and purchase preference, Bidder should be a manufacturer of offered product. Traders are excluded from purview of MSE benefit.

## **2. Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

## **अस्वीकरण/Disclaimer**

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

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.

12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (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. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

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

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

---धन्यवाद/Thank You---

