

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	03-03-2026 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	03-03-2026 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Tripura
विभाग का नाम/Department Name	Health And Family Welfare Department Tripura
संगठन का नाम/Organisation Name	N/a
कार्यालय का नाम/Office Name	Directorate Of Health Services, Agartala
वस्तु श्रेणी /Item Category	Hiring of Sanitation Service - Manpower Based Model - Sweeper; 7; All Areas; All Areas; Daily; 3
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	50 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes Partial Turn over value - 30 (in lakhs)
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (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 दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)

बिड विवरण/Bid Details	
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
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
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	13

(a). 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 :

Medical Superintendent
Modern Psychiatric Hospital, Narsingarh, West Tripura, Pin- 799015.
(Dr. Swapan Chandra Barman)

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	No
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
5. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -
 1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
 2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
 3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Additional Scope of Work and Size of Areas to be Serviced:[1770712417.pdf](https://www.mca.gov.in/LinkClick.aspx?linkid=1770712417)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
16-02-2026 13:00:00	Office Chamber of the Medical Superintendent, Modern Psychiatric Hospital, Narsingarh, West Tripura.

Hiring Of Sanitation Service - Manpower Based Model - Sweeper; 7; All Areas; All Areas; Daily; 3 (10)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Category of Resource	Sweeper
Number Of Working Days in Week	7
Type of Area	All Areas
Area Inclusions	All Areas
Cleaning Cycle	Daily
Cleaning Frequency	3
Consumables/Equipments and cleaning agents to be provided by	Service Provider
Machineries to be provider by	Service Provider
Is Geographical presence of the Service Provider registered office is required in the consignee's State	Yes
Name of states/ UT for geographical presence is required	Tripura
एडऑन /Addon(s)	
Consumables/Equipments and cleaning agents to be provided by Service Provider	NA
Machineries to be provider by service provider	NA

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 विशिष्ट 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	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Resources	अतिरिक्त आवश्यकता /Additional Requirement
1	Samrat Debbarma	799015,Narsingarh, West Tripura, Agartala, Near Tripura Judicial Academy	10	<ul style="list-style-type: none"> • Approx Area in Sq.Ft : 3500 • Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST : 12596

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

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. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Deployment & Scope (Safai Karmachari - 24×7)

1.1 The successful bidder shall deploy **10 (Ten) Sweeping & Cleaning Personnel (Safai Karmachari)** for providing **round-the-clock (24×7) sweeping and cleaning services** in all hospital premises including wards, OPD, corridors, toilets, office/administrative blocks and all other assigned areas.

1.2 Deployment shall be made in suitable shifts to ensure **continuous and uninterrupted services on all days including holidays**.

1.3 The requirement is **tentative** and may increase or decrease depending upon necessity, without any financial implication or claim by the bidder.

1.4 The service provider shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, minimum wages Act, contract Labour (registration & abolition) Act 1970, EPF, ESI etc. with regard to the personnel engaged by him for providing support services. It will be the responsibility of service provider to provide details of all manpower and resources deployed.

1.5 The service provider shall not engage any sub-service provider or transfer the contract to any other person in any manner.

1.6 The quality assurance and control shall be ensured by the service provider in all respects.

1.7 The service provider shall take care of lifting, carrying and disposing dead birds, animals, rats and insects in the hospital premises and surrounding area.

1.8 All materials to be used for cleaning and other consumables shall be in conformity with the specifications/brand / make of Govt. approved standards and should be provided by the agency inadequately.

1.9 The service provider shall ensure that the person deployed are disciplined and shall enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering and shall not engage in any immoral act.

1.10 In outdoor areas mopping should be done twice a day or as when required using three bucket, 5% concentration liquid and windows, doors, furniture's, tables are once in a week.

1.11 In In- door areas mopping should be done thrice a day or as when required using three bucket, 5% concentration liquid and windows, doors, furniture's are once a day.

1.12 The service provider should clean drains in hospital premises once in a week as when required.

1.13 The service provider should clean fan, ceiling/ roof, window, door, refrigerator, locker, table, benches, beds, mirror, glass, walls and others by once monthly.

1.14 The service provider should do grand washing all the rooms floors, clean all the drains once in a week by monthly.

1.15 The service provider should clean and cutting of jungle in surrounding area of hospital premises by once in a month.

1.16 The sweeping staffs/supervisors shall wear distinguishable uniform and carry required accessories.

1.17 All the personnel shall maintain official decorum abide by rules & regulations of the respective Health institution.

1.18 Agency shall submit bill along with certified attendance register to the respective in-charge.

1.19 The agency shall also furnish undertakings from the staff provided to the effect and they shall not claim regularization of services etc.

1.20 All staffs of agency should follow all the rules & regulation of Bio- Medical waste management 2016 and infection control management rules.

1.21 If authority is not satisfied about the performance of work by the agency has the right to discontinue the contract.

1.22 The department should always retain the right to change the staff provided by agency, if such staff does not meet the requirement or is not performing duties properly.

1.23 The hiring of out sourcing agency should be for a limited period, extendable by more years by subject to satisfactory performance. After two year, there should call tender.

1.24 The service provider shall ensure all consumables are within the expiry.

1.25 Contractor would be responsible to provide all cleaning materials, Biomedical Waste Management materials and equipment's as per the quantity and quality approval by the committee constituted by the Hospital.

1.26 Wet mopping and vacuum cleaning would be done for cleaning within "The Hospital" premises. Brooming and dusting is not permissible.

1.27 Contractor shall ensure cleaning of every area of the "The Hospital" including all furniture and furnishings, grills, windows, air conditioner, sign boards, notice boards, switch boards, lifts, fire fighting equipment's, CCTV, Public address system, open area etc., dewatering and water filling of water cooler.

1.28 Contractor would ensure cleanliness throughout the day & night in the Hospital. While doing cleaning at night hours contractor would ensure that patients and attendants are not disturbed.

1.29 Contractor would be responsible to provide all cleaning materials, Biomedical Waste Management materials and equipment's as per the quantity and quality approval by the committee constituted by the Hospital. Indicative lists are given in Schedule-1, 2 and 3.

1.30 Person engaged should be well uniformed and should have appropriate protective gear such as puncture proof gloves, mask, shoes, caps, Non- Sterile gloves, gumboots, heavy duty gloves. And should wear photo-identification tag.

1.31 The housekeeping supervisor so engaged by the contractor would ensure round the clock cleanliness and dust free environment inside the bathrooms and toilets.

1.32 The contractor would also supply plastic buckets, mugs wherever required of appropriate capacity.

1.33 The contractor shall ensure that the infection control guidelines are followed by the sanitation, housekeeping, staff at all times.

1.34 Necessary payment to successful bidder will be done as per availability of fund.

1.35 Bidders from state of consignee will get preference for better service delivery.

1.36 Please read at least 30 days processing time should be given to the consignee in between submission of bill by the seller and successful payment by the bidder.

1.37 If any bidder does not fulfil all terms and condition will be liable to be rejected.

1.38 Evaluation Criteria for checking sanitation

Authorized officials would check the cleanliness periodically. Following criteria would be used to check the level of cleanliness round the clock.

- i. There should not be any dust/cobweb/stains of any kind at any area floor/walls/roofs/windows & doors/stairs electrical fitting/fans/coolers/AC's/Beds/furniture of fixtures or anywhere area in the "The Hospital".
- ii. Toilets should be clean and dry.

- iii. There should not be any foul smell from anywhere at any point of time.
- iv. There should not be any blockage of drains except engineering faults.
- v. Any solid waste like bottles, plastics etc. should not be found recoverable from any drain.
- vi. All patient trolleys and wheel chairs should be clean and no waste material should be dumped on these.
- vii. No waste bin should be overfilled (more than 3/4th). There should not be any spillage at the point of collection and during transportation.
- viii. Sweeping/dry mopping is not to be done within Hospital's indoors. Only wet mopping and vacuum cleaning is to be done.
- ix. The checklist in the toilets of cleaning done "when" & "by whom" checked by "Supervisor" on two hourly basis, should be properly logged & signed with date & time at all times.
- x. Sanitation/Housekeeping Staff should always be in their uniform (clean & tidy) with identity card properly displayed while on duty.
- xi. Sanitation/Housekeeping Staff is aware of all the biomedical waste disposal rules. Non compliance to these statutes will invite penal action.
- xii. The time and frequency of cleaning of these areas, covered & uncovered would be decided by the Hospital authority and shall be binding on the service provider.

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Schedule- 1

INDICATIVE MATERIAL REQUIRED FOR SANITATION (Material Inspected and Approved by the Material Inspected and Approved by the Hospital Committee) :

- I. Cleaning materials from ISI approved companies.
- II. Disinfectant with deodorant (concentrated) ISI mark (Reputed brand)
- III. Plastic bucket toilets capacity 18 liters with one mug 1 ltr. capacity (Cello/Poly set).
- IV. Naphthalene Balls (Reputed Brand).
- V. Sodium Hypochlorite 1%.
- VI. Toilet Soap (ISI approved).
- VII. Protective gears i.e. gloves, masks, shoes, caps etc.

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Schedule-2

Materials for Bio-Medical Waste Management/Bins and bags. (Material Inspected and Approved by the Hospital Committee):

The biomedical waste management is to be done as per the laid down statutory guidelines i

n letter and spirit, service provider to follow time to time instructions issued by appropriate authority. It will be the responsibility of the service provider to follow these guidelines strictly, any indiscipline or deviation from said statutory guidelines shall be the sole responsibility of the service provider. Any penalty and losses due to violations of these guidelines, if imposed on the hospital, shall be borne by the service provider.

Schedule-3

Indicative list of Equipment/Gadgets/Machinery to be used in cleaning etc. (Material Inspected and Approved by the Material Inspected and Approved by the Hospital Committee/ Modern Psychiatric Hospital):

Sl. No.	Items Required	Requirement of month
01	ISI Marked White Phenyl	120 liter
02	ISI Marked Detergent Powder	7 kg
03	ISI Marked Bleaching Powder	40 kg
04	Naphthalene Balls	400 nos.
05	Toilet Cleaning Liquid (500 ml)	60 nos.
06	Odonil	10 pkt.
07	Room Freshner	10 Bottle
08	Colin Spray	10 bottle
09	Duster	12 nos.
10	Lizol	30 nos.
11	Toilet Brush	30 nos.
12	Hand Brush	12 nos.
13	Heavy Duty Gloves for waste collection	30 nos.
14	Wet Mop	12 nos.
15	Air-O-Matic Microfiber Dry Mop set	12 nos.
16	Coconut Brooms	10 nos.
17	Long wiper	12 nos.
18	Widex outdoor all in one glass cleaning tool	5 nos.
19	Spray Bootle	10 nos.
20	Gumboot	30pair (Yearly)
21	Coweb Remover	6 nos.

22	Apron set	24 nos.
23	Citronela Spray	10 nos.
24	Non-sterile gloves in different size	1500 nos.
25	Aluminum ladder for cleaning purpose.	01 nos. (for one time)

The service provider will supply the material which are mentioned in schedule-3 and materials will supplied in the store of Modern Psychaitric Hospital on monthly basis i.e. 1st working day of every month.

Any other provisions as advised by the “Modern Psychiatric Hospital” may be incorporated in the agreement. The same shall also be binding on the contractor.

(The concerned departments may also include any items other than that referred to above as per their requirement).

- a. **The Bidder should not be under liquidation, court receivership or similar proceedings should not be bankrupt. Bidder to upload undertaking to this effect with bid.**
- b. **Bidders offer is liable to be rejected if they don't upload any of the certificates/documents soughts in the bid document, ATC, SLA and corrigendum if any.**
- c. **AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the service provider must be located in the state of consignee. Documentary Evidence should be submitted.**
- d. **Bidder has to submit valid Trade License in connection with this work.**
- e. **Bidders from state of consignee will get preference for better service delivery**
- f. **Please read at least 30 days processing time should be given to the consignee in between submission of bill by the seller and successful payment by the bidder.**

2. Contract Period

2.1 The contract shall be valid for **01 (One) year** from the date of execution of the Agreement.

2.2 The contract may be extended for a further period of **12 (Twelve) months** based on satisfactory performance and mutual consent, as per GeM rules, if further concurrence received from the Finance Department, Government of Tripura.

3. Minimum Wages & VDA (Labour Department, Govt. of Tripura)

3.1 The agency shall pay wages to all deployed Safai Karmachari strictly as per the **Minimum Wages Act, 1948** and the **latest notifications issued by the Labour Department,**

Government of Tripura, including revision of **Variable Dearness Allowance (VDA)** from time to time.

3.2 Any revision of minimum wages/VDA notified by the Labour Department, Government of Tripura during the contract period shall be applicable and reimbursed **only with approval of the competent authority**.

3.3 **No other enhancement of rates** shall be admissible during the contract period. Any undue request may lead to cancellation of the contract/order.

5. Payment of Wages (Mandatory Condition)

4.1 The agency shall pay monthly wages/salaries to deployed personnel **from its own resources** between the **1st and 5th day of every month**, irrespective of delay in clearance of bills, for a minimum period of **06 (six) months**.

4.2 Thereafter, the agency shall claim payment from the buyer by submitting bills along with all statutory documents.

4.3 Failure to pay wages within the stipulated time shall lead to **non-processing of bills and may result in termination of contract**.

5. Billing & Payment through GeM

5.1 Payment shall be made on a **monthly basis** on submission of **03 (three) copies of bills/invoices** along with the GeM Contract Order.

5.2 Each bill must be supported with:

- Name-wise attendance sheet
- Bank statement showing salary payment to personnel
- EPF & ESI challans
- GST returns (GSTR-1)

5.3 Non-submission of any statutory document shall result in **non-sanction of payment**.

6. Absenteeism & Penalty

6.1 In case of absence of any Safai Karmachari during duty hours, the agency shall arrange an immediate substitute to avoid interruption of services.

6.2 Failing this, a **penalty of 10% per day or part thereof** shall be imposed by deduction from the monthly bill.

7. Uniform & Identity

7.1 All Safai Karmachari shall wear **distinguishable uniform**, carry **valid I-Card**, and use required cleaning accessories while on duty.

8. Supervision & Control (Hospital-Specific)

8.1 Once deployed, the Safai Karmachari shall work under the **control and supervision of the Ward In-Charge / Sister In-Charge / Supervisor / Officer-In-Charge** of the respective area.

8.2 Any additional cleaning work assigned by the area In-Charge shall be carried out without any extra cost.

9. Statutory Liability

9.1 The agency shall be wholly and exclusively responsible for compliance with all statutory obligations under applicable labour laws including EPF, ESI, GST, Minimum Wages Act, Contract Labour Act, etc.

9.2 The Hospital/Department shall **not incur any liability whatsoever** on account of manpower engaged by the agency.

10. Medical Emergency & Compensation

10.1 In case any Safai Karmachari suffers any untoward medical event while on duty, the **entire responsibility** for medical care, compensation and consequences shall lie with the agency.

11. Theft / Damage / Accountability

11.1 In case of theft, damage to government property or any untoward incident attributable to the agency or its personnel, the **equivalent amount shall be recovered from the agency**

ency, and the agency shall be held fully accountable.

12. Police Verification

12.1 The Service Provider shall submit **police verification reports** of all deployed personnel before commencement of work.

13. Performance Bank Guarantee (PBG)

13.1 The successful L-1 bidder shall submit a **Performance Bank Guarantee (PBG) of 5 % of the contract value** as per OM No. F/1/2/2023-PPD dated 01.01.2024 issued by Ministry of Finance, Government of India.

14. Taxes & Deductions

14.1 All applicable taxes and deductions shall be made from the bills as per prevailing Government Acts and Rules.

15. Jurisdiction

15.1 In case of any legal dispute, the jurisdiction shall lie with the **Hon'ble High Court of Tripura, Agartala**.

16. Declaration

16.1 The bidder shall submit a declaration on its letterhead confirming acceptance of **all General, Special and Additional Terms & Conditions** of the GeM contract.

17. GeM Specific Conditions

17.1 In case of multiple L-1 bidders, selection shall be done through **GeM L-1 run method**.

17.2 The Buyer reserves the right to reject or cancel any or all bids without assigning any reason.

18. Technical Bid (List of mandatory documents to be scanned and uploaded):

- (i) Self-attested copy of EPF Registration.
- (ii) Self-attested copy ESI Registration.
- (iii) Self-attested copy GST Registration up to date.
- (iv) Self-attested copy GeM Certificate.
- (v) Valid up-to-date relevant Trade License issued by competent authority of the Govt. of Tripura/Govt. of India/Any state Govt.
- (vi) Self-attested copy Pan Card.
- (vii) Valid up-to-date relevant Labour Licence Certificate of the Govt. of Tripura/Govt. of India/Any state Govt. (Approval for engagement of at least 50 Nos. Security Guard manpower per day).
- (viii) Copy of the Registration of Firm/Company/Society/Joint Venture/Outsourcing Agency/Proprietorship/ Limited Liability Partnership (LLP) etc., if any.
- (ix) Bidder shall have financial turnover certificate with UDIN No. of at least Rs. 50 lakh per annum for each of the last three financial years.
- (x) Satisfactory work completion certificate/report of last 03 (Three) financial years in Government Department and Govt. undertaking. (Note: Satisfactory Work Completion certificate/report shall be considered for determining the work experience of the bidder). (Work orders, agreements, GeM purchase orders, etc. are not acceptable, only a Satisfactory work completion certificate is acceptable).
- (xi) Bidder must provide documentary proof of an in-state office/service support phone number and escalation matrix as part of ATC.
- (xii) AFFIDAVIT (On **Rs. 200/- Notarized & 1st** Judicial Magistrate, Non-Judicial e-Stamp Paper) of Bidder Declaration **as Annexure- A**.
- (xiii) The bidder shall submit a declaration on its letterhead stating that **all General, Special and Additional Terms & Conditions** of the above tender document and **accepted without any departure/deviation as Annexure- B**.
- (xiv) ISO Certificate on similar work.

5. Buyer Added Bid Specific ATC

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

6. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

7. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

8. Payment

PAYMENT OF SALARIES AND WAGES: Service Provider is required to pay Salaries / wages of contracted staff deployed at buyer location first i.e. on their own and then claim payment from Buyer alongwith all statutory documents like, PF, ESIC etc. as well as the bank statement of payment done to staff.

9. Forms of EMD and PBG

Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

Medical Superintendent, Modern Psychiatric Hospital, Narsingarh, West Tripura
payable at
Agartala

. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

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 कार्रवाई 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---