



Bid Number/बोली क्रमांक (बिड संख्या): GEM/2024/B/46274

Dated/दिनांक : 13-02-20

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	26-02-2024 10:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	26-02-2024 10:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	180 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Social Justice And Empowerment
Department Name/विभाग का नाम	Department Of Empowerment Of Persons With Disabilities
Organisation Name/संगठन का नाम	Swami Vivekanand National Institute Of Rehabilitation Training And Research (svnirtar)
Office Name/कार्यालय का नाम	Cuttack
Total Quantity/कुल मात्रा	7
Item Category/मद केटेगरी	Manpower engaged for sanitary and other official work Mali el and Security personnel , Safety tank and manhole , Desktop and network , Cooling Equipment , DG Set , Lift , Civil and Electrical maintenance work
BOQ Title/बीओक्यू शीर्षक	COMBINED CMC BID
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	50 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Compliance of BoQ specification and supporting document *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 tl buyer
Past Performance/विगत प्रदर्शन	40 %

Bid Details/बिड विवरण	
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	Yes
RA Qualification Rule	H1-Highest Priced Bid Elimination
Type of Bid/बिड का प्रकार	Two Packet Bid
Primary product category	Civil and Electrical maintenance work
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
Estimated Bid Value/अनुमानित बिड मूल्य	12000000
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
EMD Amount/ईएमडी राशि	240000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	State Bank of India
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	38

(a). 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./जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। 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।

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

Beneficiary/लाभार्थी :

DIRECTOR

CUTTACK, Department of Empowerment of Persons with Disabilities, Swami Vivekanand National Institute of Rehabilitation Training and Research (SVNIRTAR), Ministry of Social Justice and Empowerment
(Director, Svnirtar)

Splitting/विभाजन

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

MII Purchase Preference/एमआईआई खरीद वरीयता

MII Purchase Preference/एमआईआई खरीद वरीयता	Yes
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MSE Purchase Preference/एमएसई खरीद वरीयता

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. 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.

2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

3. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023. [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.

4. 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, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid 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 product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY. The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023 [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.

5. 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 will be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar

Category Products for 40% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

7. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- i. If number of technically qualified bidders are only 2 or 3.
- ii. If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- iii. In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- iv. If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- v. If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

Manpower Engaged For Sanitary And Other Official Work Mali Etc And Security Personne

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification Document	View File
BOQ Detail Document	View File

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Prasanta Rout	754010,At-Olatpur, Po-Bairoi, Dist-Cuttack, Pin-754010, Odisha	1	30

Safety Tank And Manhole

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्र	Delivery Days/डिलीवरी के दिन
1	Prasanta Rout	754010,At-Olatpur, Po-Bairoi, Dist-Cuttack, Pin-754010, Odisha	1	30

Desktop And Network

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्र	Delivery Days/डिलीवरी के दिन
1	Prasanta Rout	754010,At-Olatpur, Po-Bairoi, Dist-Cuttack, Pin-754010, Odisha	1	30

Cooling Equipment

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier

respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

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Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Prasanta Rout	754010,At-Olatpur, Po-Bairoi, Dist-Cuttack, Pin-754010, Odisha	1	30

DG Set

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

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S.No./क्र. सं.	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Prasanta Rout	754010,At-Olatpur, Po-Bairoi, Dist-Cuttack, Pin-754010, Odisha	1	30

Lift

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

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Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी and/ तथा Quantity/मात्रा

S.No./क्र. सं.	Consignee Reporting/Officer/प रेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Prasanta Rout	754010,At-Olatpur, Po-Bairoi, Dist-Cuttack, Pin-754010, Odisha	1	30

Civil And Electrical Maintenance Work

(Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively/क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक)

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S.No./क्र. सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Quantity/मात्रा	Delivery Days/डिलीवरी के दिन
1	Prasanta Rout	754010,At-Olatpur, Po-Bairoi, Dist-Cuttack, Pin-754010, Odisha	1	30

Buyer Added Bid Specific Terms and Conditions/क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें**1. Generic**

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

DIRECTOR, SVNIRTAR
payable at
OLATPUR, BAIROI, CUTTACK

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to Buyer within 5 days of Bid End date / Bid Opening date.

3. 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

DIRECTOR, SVNIRTAR
payable at
OLATPUR, BAIROI, CUTTACK

. 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 Buyer within 15 days of award of contract.

4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

SWAMI VIVEKANAND NATIONAL INSTITUTE OF REHABILITATION TRAINING AND RESEARCH

(Ministry of Social Justice & Empowerment, Govt. of India), Department of Empowerment of Persons with Disabilities,(Divyangjan)

OLATPUR, P.O: BAIROI, DIST: CUTTACK (ODISHA) Pin: 754010.

Tel. No: 0671-2805552, 2805 778, FAX: 0671 2805862.

Ref-AD-5/BOQ/PMC /BID/Service Contract/23-24

Date-01.02.2024

GEM BOQ BID DOCUMENT

(COMBINED SERVICE CONTRACT UNDER PMC)

GENERAL INSTRUCTIONS AND TERMS & CONDITIONS OF TENDER DOCUMENT

1. Bidders can participate in GEM BOQ Bid in GEM site those are registered seller of GEM.
2. All rules & regulations of bid are as per default conditions and procedure of GEM.
3. **Details of documents to be furnished.**
 - a. Scanned copy of latest "GST" in the form GSTR-3B as per rule (5) of last 06 months.
 - b. Scanned copy of "Income Tax" return/acknowledgement Certificate of the preceding three years,
 - c. Scanned copy of GST certificate, PAN card, AADHAR card and certificate of incorporation.
 - d. Scanned copy of last three years bidder turn-over duly attested by registered chartered Accountant with his stamp and UDIN number.
 - e. Scanned copy of experience of bidder in GEM site.
 - f. Scanned copies of experience certificate of similar job in Govt Organization/Medical/Rehabilitation Institute.
 - g. Scan copy of performance certificate from the Institution in which presently continuing or from the host organization.
 - h. Valid License for Supply of Manpower (Civil- both skill & un-skill /Ex-serviceman & Ladies security personnel/Electrical, Mechanical, software/hardware personnel).
 - i. Valid documents regarding active registration particulars of the Firm,
 - j. Scan copy of solvency certificate of Rs.10, 00,000/- or above from the Tahsildar/Municipal Commissioner/ concern competent authority
 - k. EPF & ESI Registration certificate
 - l. Attested copy of the Audit Report & balance sheet of the agency/ bidder for last 3 yrs.
 - m. Bank Account details/mandate/blank crossed cheque.
 - n. MSME/Udyog certificate if any.
 - o. Scan copy of technical bid details in the following format.

Sl. No.	Information required	Information to be provided by the bidder
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1	Name of the firm/ organization	
2	Whether the organization is proprietorship/ partnership/ Pvt. Ltd./ Ltd. Company	
3	Local/present Address. Mob. No. and E-mail of the proprietor.	
4	If the head office other than in (3) above, then give the address for the same	
5	Name of the contact person and his contact no.	

p. DECLARATION FORMAT

I/we having my/our office at
 do hereby declare that I/we have carefully read all the terms & conditions of GEM BOQ Bill of the SVNIRTAR, Olatpur, Bairoi, Dist-Cuttack, Odisha-754010 for.....
 ... I will abide by all terms and conditions set forth in the tender paper and GEM for the period of agreement.

4. General Terms & Conditions

Ø **All default terms & condition of GEM.**

Ø Conditional tender will not be accepted.

Ø **The period of the contract is initially for two years from the date of acceptance of contract with a provision to renew the contract on the same terms and conditions and amount for another one year.**

Ø The bidder should have an office within 50 kms from the Institute and the bidder should have appropriate and valid ISO certification.

Ø **Bidder will quote monthly CMC charges for Desktop Computer & Network, Cooling Equipments, Lift and DG sets as per scope of work which includes all taxes and spare parts for repair maintenance.**

Ø **Bidder will quote service charges in percentage (%) on the billing amount of manpower for nitary/MTS, Security Personnel, other technician/professionals those are paid @ Govt approved rate as per list given below.**

Ø **Bidder will quote service charges in percentage (%) on the bill amount of Civil & Electrical maintenance work including materials as per work order given on the basis of DSR-23 of CPW New Delhi.**

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Ø **Successful Bidder will submit all bills at Administration Section after counter signing from the concern department/Section/OIC/Nodal Officer of outstation Centers enclosing payment receipt of remuneration of manpower/EPF & ESI deposit receipt and receipt of other payment allowances for reimbursement. Bills of Civil & Electrical maintenance will be countersigned in the A.E. Civil or authorized persons.**

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Ø **Payment shall be released electronically approximately within 15 days after successful execution of work in all respects as per terms of contract after deduction of taxes at source, as per rules.**

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Ø **The bidder should have adequate knowledge about AMC/CMC of Computer & network, water cooler & purifier, DG, Air conditioner, civil/Electrical work, manpower for sanitary, office assistant, Gardener, Nursing personnel, Electrical & civil attendant etc and security personnel.**

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Ø **Contractor will deposit EPF & ESI monthly/Annually premium amount for all manpower engaged to execute the AMC contract work. He will be paid the bonus and other statutory dues/allowances if any to all manpower as per Govt order. Payment receipt must be attached in the bill copy for necessary action.**

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Ø **SVNIRTAR would award the contract either for all the items or some of the items mentioned in the document. The requirements may be altered by SVNIRTAR, as and when required depending upon the situation.**

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Ø **Contractor may attend service at other center of SVNIRTAR within India and solve the problems as and when required.**

SCOPE OF WORK

1. AMC of Computer & Networking system

- Ø During the contract period the selected vendor/ service provider shall provide repair/ servicing/ maintenance service to the computers/laptops/UPS/Printers/Xerox machine/Scanner/ Networking items and ensure that they are in perfect working condition. In case any defect is found in any of the equipment's during the contract period, the service provider shall rectify the same immediately through repairing, servicing, and replacement of defective parts with new ones at his own cost. Damaged parts, after their replacement, may be taken away by the service provider with due permission of the Engineer-in-charge.
- Ø The service provider shall undertake to arrange genuine branded spares parts of the contract Computer items and peripherals as and when required. The new spares/ components shall be of the same or higher specifications of best quality and shall be approved by the Engineer-in-charge before using the same.
- Ø The service provider shall provide regular preventive maintenance and cleaning of equipment, servicing, etc. at least 4 times during a year.
- Ø Apart from regular preventive maintenance, repairing/ servicing works will be assigned to the service provider based on complaints received from various departments.
- Ø Assigned repair & maintenance works are to be taken up within 48 hours of intimation via phone / email/ courier. In case of urgent works, the same are to be taken up immediately (within 24 hours of intimation).
- Ø In case when there is requirement of replacement of spares/ components etc., the same shall be completed as necessary at no extra cost, within 2 days of intimation via phone/ email/ courier.
- Ø **One Computer hardware technician will be deputed at SVNIRTAR for the entire contract period. The technician, deputed by the service provider, shall be present on duty from 8.30 am up to 5.00 pm (with a lunch break for half an hour) on all working days.**
- Ø **The technician shall wear clean and pressed uniform during duty hours.**

- Ø **The technician should be well mannered, disciplined, alert, medically fit and should be between 25 to 45 years of age. He should be fully trained in the maintenance of computers and LAN with adequate experience and fully conversant with local language.**
- Ø **No residential accommodation can be provided to the service provider or its team or the technician deputed at site for execution of work.**
- Ø The service provider should immediately provide a substitute in the event of the technician remaining on leave or remaining absent or leaving the job due to personal reasons.
- Ø **The service provider shall furnish about the technician the certified biodata containing details like date of birth, qualification, marital status, address, photograph, identification marks etc.**
- Ø A list of items covered under Scope of Work is given in the document.
- Ø The service provider must have sufficient & competent workforce to execute the work properly.
- Ø The service provider should execute the contract through its own work force. Sub-contracting will not be allowed.
- Ø The entire risk and responsibility pertaining to this contract regarding the safety & security of men, material & machine shall rest on the service provider. The service provider is responsible for due compliance of laws & norms relating to safety of its workers.
- Ø On award of the Work order, the service provider will prepare a report regarding taking over of the computer equipment's before commencement of the AMC Service. It shall be the responsibility of the Service Provider to make the AMC work satisfactorily throughout the contract period, also to hand over the equipment's to the department in working condition on expiry of the contract. Any damage to the equipment in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without an extra cost and expenses.
- Ø For any reason, if the service provider wants to discontinue the contract, then it must give two months' notice in advance to SVNIRTAR for such withdrawal.
- Ø On-site service shall include standard system check-ups, UPS voltage check-up, cleaning/ maintenance of use, printers, keyboards & other peripherals etc., regular disk defragmentation, data back-up, sorting out problems of malfunctioning of Operating System/ Office automation packages/ anti-virus, missing DLLs, corrupted system files, installation of software/ hardware etc. The scope of work includes installation of OS, of software & antivirus etc. using software disks available with the departments or from the internet, as recorded.
- Ø The scope of work also includes maintenance of the entire Network system of the Institute including configuration of Network switches, servers, and nodes.
- Ø **The service provider shall arrange for cleaning keyboards, CPU, monitors, mouse etc. with an approved cleaning agent and vacuum cleaner etc. at least once every month.**
- Ø **The service provider shall maintain Service reports at SVNIRTAR and get the same signed from the user departments against each repairing/ servicing.**
- Ø The service provider shall repair all the computers & peripherals (as per list) in case of failure or malfunctioning. In cases where the faulty components are non-repairable, the service provider shall replace the defective components/ spares with new compatible components/ spares like CPU batteries, internal connecting cables of CPU or laptops, keyboards, mouse, power cables, monitor signal cables, PCB, RAM, SMPS and all other spares/ accessories without claiming for any additional cost.
- Ø The following items/ works are not covered under the scope of work.
 - Replacement of UPS batteries, laptop batteries, hard disks, monitors/Key Boards/Mouse, motherboards, printer cartridge/ ink, are not included in the scope of work.
 - Electrical work external to the equipment or other devices is not covered under this agreement.
 - Replacement of LAN cable, IO box, patch cord, Network switch, switch racks, FOC/ CAT5/ CAT6 cables as FOC jointing are not covered under this agreement.
- Ø The scope of this contract includes attending and rectifying network faults, IP conflicts, configuration of routers, access points, converters, network switches, firewalls, and computer systems.
- Ø **The scope of the contract also includes maintenance of internet facilities to the biometric attendance systems, CCTVs and other equipment requiring internet connectivity of the Institute.**
- Ø The responsibility for bringing the faulty system to perfect working condition lies with the service provider.
- Ø In case of failure/ crashing of hard-disk, recovery of data will be given prime importance.
- Ø In case a system gets damaged and cannot be repaired by the service provider, the same should be intimated to the Officer-in-charge with sufficient cause & justification, after acceptance of which the same system shall be removed from the AMC list.
- Ø The entire risk and responsibility pertaining to this contract regarding the safety & security of men, material & machine shall rest on the service provider. The service provider is responsible for due compliance of laws & norms relating to safety of its workers.
- Ø **Delay in Service/ Replacement:**
 - Should the service provider fail to provide service as per contract, the Institute shall be entitled at its opt

either:

- a. The delay or failure of the service provider in attending or completing an assigned work within the specified period shall attract a penalty at the rate of 300/- per day for first 7 days of delay and thereafter at the rate of Rs 500/- per day delay, subject to a maximum penalty of 10% of quarterly billing amount.
- b. To execute the repair/ maintenance work from elsewhere at the cost and risk of the service provider.
- c. To cancel the Contract or a portion thereof and if so desired to execute the maintenance work from elsewhere, in which case the performance security deposit, if any, shall stand forfeited.
- d. The decision of the Institute in this regard shall be binding on the service provider.

Ø Responsibilities for execution of contract:

- a. The Service provider is to be entirely responsible for the smooth execution of the contract in all respects whether during execution/ supply/ installation/ commissioning or Warranty Period and shall be fully responsible for the work/ supplies and shall rectify/ replace such items if found to be not in conformity with the specifications laid down any time during the contract period to the satisfaction of the Engineer-in-charge.
- b. In case of non-fulfillment of contract as per terms and conditions stipulated, the performance security deposit shall be forfeited, and action as legally deemed fit shall be taken against the service provider.

List of Computers and Peripherals to be taken under AMC:

Sl. No.	Description	Qty.	unit
1	Desktop computer CPU with P-III/P-IV/ P-V/ Dual core/ Core 2 duo processor with 2GB or less RAM including accessories viz. Monitor, keyboard and mouse	25	nos.
	Desktop computer CPU with i3/ i5/ i7 or faster processor with 2GB or more RAM and 500GB or more HDD including accessories viz. Monitor, keyboard and mouse	92	nos.
	Laptop computer	12	nos.
	All-in-one computer with i3/i5/i7 processor	2	nos.
	B-W printer , Laser jet A4 size	57	nos.
	Color printer /scanner (A4 size)	20	nos.
	UPS (line interactive)	70	nos.
	Online UPS with 2KVA capacity	2	nos.
	Flatbed scanner (A4)	2	nos.
	Entire LAN system including Network switches, Wi-Fi access points, FOC and Cat5/ Cat6 cables & 2 nos. of Servers etc.	1	set

If any extra items or work will be added with above list, AMC cost of those items will also include with the bid value. No extra cost will be charged by the contractor. Maximum 10% of each above item may be added during the contract period.

2. AMC of Civil/Electrical maintenance work

1. No residential accommodation can be provided to the contractor or its team.
2. The contractor will provide manpower/technicians and complete the repair/maintenance of Civil/Electrical for the following types of work.
 - a. **Earth work, dismantling of brick, concrete, steel, plastic wood etc.**
 - b. **Bricks work, plastering, concreting, water pouring etc,**
 - c. **Painting-all types,**
 - d. **Welding work of MS/SS etc.**
 - e. **Repairing of door/windows of wood/aluminum/PVC/UPVC, S etc.**
 - f. **Water supply, sanitary work of GI/PVC/UPVC/CI/MS etc.**
 - g. **Repair maintenance of electric work, street light etc.**
3. **Works will be assigned in writing with terms & conditions to the contractor based on repair & maintenance requirements and complaints received from various departments. The contractor cannot claim regarding the size and quantity of work assigned to him from time to time. The contractor must execute each, and every work assigned to him within 48 hours of intimation, irrespective of size, quantity, and location of work. Contractors will engage technicians and helpers as per nature of work. Contractor will provide all repair & maintenance materials required as per nature of work. Maintenance/Fitting work will be done by the contractor by engaging trained manpower.**
4. Assigned repair & maintenance works are to be taken up within 48 hours of intimation via phone / email/ letter. In case of urgent works, the same are to be taken up immediately (within 24 hours of intimation).
5. The delay or failure of the contractor in attending an assigned work shall attract a penalty at the rate of ₹ 500/- per day for the first 7 days of delay and thereafter at the rate of Rs 500/- per day delay, subject to a maximum of 10% of monthly billing value.
6. Works shall be executed strictly as per as per written work order and instruction of the Officer/Engineer-in-charge.
7. The contractor is responsible for due compliance of laws/ norms relating to execution of civil repair & maintenance works.
8. The contractor must attend calls from us immediately (within 24 hours) any time both on working hours & non-working hours as required and at no extra cost.
9. The contractor must have a sufficient & competent workforce to do the repair and maintenance work promptly.
10. **The contractor will bring all instruments/tools/ materials etc for execution of AMC work. He will not use any office instruments/materials.**
11. **Work will be done during office hours and working days only. If required, work may be done during holidays as per the instruction of the Engineer. After completion of work, the working area /campus must be cleaned properly. Damaged items must be deposited in the maintenance department.**
12. The contractor should execute the contract through its own work force. Sub-contracting will not be allowed.
13. For any reason, if the contractor wants to discontinue the contract, then it must give three months' notice in advance to SVNIRTAR for such withdrawal.
14. The entire risk and responsibility pertaining to this contract regarding the safety & security of men, materials & machine shall rest on the contractor.
15. **Bidder will submit bills of CMC of Civil/Electrical maintenance work which includes all spare parts cost and taxes etc. Bills will be submitted as per work order/estimate issued by Engineering maintenance department as per the CPWD Delhi Schedule of rates 2023 (Civil) and CPWD Delhi Schedule of rates (E&M)-2022.**

16. SPECIFICATIONS:

The contractor will perform CMC work in accordance with the specifications (unless otherwise amended) provided in the Schedule/written order/instruction of Engineer-in-charge. The CMC shall be of the best quality and workmanship in all respect to the satisfaction of the user. The duration of AMC of civil work is **two** years. It may extend for another one year in case of satisfactory performance of contractor.

3. Repairing and maintenance of Cooling equipment & Water Filters:

Terms of service:

1. During the contract period the selected vendor/ service provider shall provide repair/ servicing/ maintenance service to the cooling equipments and ensure that they are in perfect working condition. In case any defects found in any of the cooling equipment's during the contract period, the service provider shall rectify the same immediately through repairing, servicing, and replacement of defective parts with new ones at his own cost. Damaged parts, after their replacement, may be taken away by the service provider with due permission of the Engineer-in-charge.
 2. The service provider shall undertake to arrange genuine spares parts of the Cooling equipment's as and when required. The new spares/ components shall be of the same or higher specifications of best quality and shall be approved by the Engineer-in-charge before using the same.
 3. The service provider shall provide regular preventive maintenance including wet servicing of indoor and outdoor units and cleaning of filters of Cooling equipment, servicing, checking of gas pressure and refilling (if necessary) etc. at least 4 times during the contract period, at no extra cost.
 4. Apart from regular preventive maintenance, repairing/ servicing works will be assigned to the service provider based on complaints received from various departments.
 5. Assigned repair & maintenance works are to be taken up within 48 hours of intimation via phone / email/ letter. In case of urgent works, the same are to be taken up immediately (within 24 hours of intimation).
 6. In case when there is requirement of replacement of spares/ components etc., the same shall be completed as necessary at no extra cost, within 2 days of intimation via phone/ email/ courier. However, when there is a requirement of gas charging or other minor repairs, the same shall be completed as necessary at no extra cost, within 24 hours of intimation.
 7. All the filters including carbon filters, absorption filters, RO filters etc. of all the water purifiers & water cooler-cum-purifiers shall be replaced as and when necessary, but at least once per year, at no extra cost.
 8. The delay or failure of the service provider in attending or completing an assigned work within the specified time shall attract a penalty at the rate of 300/- per day for first 7 days of delay and thereafter at the rate of 500/- per day delay, subject to a maximum penalty of 10% of quarterly billing amount.
 9. Items covered under Scope of work include all the cooling equipment's listed in the BOQ.
 10. The service provider must have a sufficient & competent workforce to execute the work properly.
 11. The service provider should execute the contract through its own work force. Sub-contracting will not be allowed.
 12. The entire risk and responsibility pertaining to this contract regarding the safety & security of men, materials & machine shall rest on the service provider. The service provider is responsible for due compliance of laws/ norms relating to safety of its workers.
 13. On award of the Work order, the service provider will prepare a report regarding taking over of the Cooling equipments before commencement of the AMC Service. It shall be the responsibility of the Service Provider to make the Cooling equipments work satisfactorily throughout the contract period, also to hand over them to the department in working condition on expiry of the contract. Any damage to the Cooling equipments in the contract period due to improper Maintenance practice to be rectified/ replaced by the Service Provider without any extra cost and expenses.
- 14. Bidder will quote the monthly amount of CMC which includes all spare parts cost and taxes etc**
15. For any reason, if the service provider wants to discontinue the contract, then it must give two months' notice in advance to SVNIRTAR for such withdrawal.

BOQ :

Sl.	Description	Quantity
1	Comprehensive maintenance of split type AC of 1.5 ton or less capacity for a period of one year, as per terms of contract	94 nos.
2	Comprehensive maintenance of split type AC of 2.0 ton or less capacity for a period of one year, as per terms of contract	138 nos.
3	Comprehensive maintenance of package type air conditioning system of Auditorium (which includes outdoor units, indoor units, ducts and accessories) with a total capacity of 24 ton for a period of one year, as per terms of contract	1 set
4	Comprehensive maintenance of VAF type AC units installed at Rehabilitation Annex Building (which includes 8 nos. 12hp outdoor units, 30 indoor units and accessories) for a period of one year, as per terms of contract	1 set
5	Comprehensive maintenance of water cooler of 80 liters storage capacity	13 nos.
6	Comprehensive maintenance of Kent Perk RO+UV water purifier cum chiller with 25 l/hr filtration capacity, 20 l/hr cooling capacity and 20 liters storage capacity	15 nos.
7	Comprehensive maintenance of Zero-B UV Chilled water purifier with 2l/min filtration capacity, 60 l/hr. cooling capacity and 80 liters storage capacity	8 nos.
8	Comprehensive maintenance of RO purifier	13 nos.
9	Deputing one Technician at site for carrying out on-site repairing and servicing of cooling equipment's during office hours for a period of one year, as per terms of contract	1 no.

4. Repairing and maintenance of Lifts:**Terms of service:**

1. The rates and taxes etc. will remain unchanged throughout the contract period. Any others statutory payments, if applicable, will be deducted at source.
2. The service provider is responsible for carrying out repairs and maintenance of all the lifts and their accessories listed in the BOQ and to ensure proper functioning of the lifts throughout the year.
3. The service provider is responsible for due compliance of laws/ norms relating to safety of lift operations.
4. Items covered under Scope of Work are:
 - a) Renew all Relays, Contractors, Connectors etc. in the Controllers and remote-controlled circuits and repair or replace hoist way and machine room elevator wiring.
 - b) Furnish lubricants compounded to manufacturer's stringent specifications and carry out inspection and servicing of elevators including lubrication and adjustments of various parts of the equipment's at least once in a month. This includes repair/ replacement of trailing cables, brick coil, car flooring, ceiling, platform inside elevator, controller parts including electronic components, over speed governor, brake shoe liner, ramp coil, itches, guide shoe, guide shoe gibs, contacts and push buttons of car operating panel, hall button units, and when required.
 - c) Examine periodically all safety devices and governors and make all customary safety tests.
 - d) Systematically examine and adjust the following components as required:
Machine, Worm, Gear, Thrust Bearings, Drive Sheave, Drive Sheave Bearings, Brake Contact, Linings and components, all Wire Ropes, Chains (where fitted) as often as required to maintain an adequate factor of safety to equalize the tension on hoisting ropes, Rotating Elements, Commutator, Brushes, Brush Holders, Bearings

Coils, Resistance for Operating and Motor Circuits. Magnet Frames and other Mechanical parts of Controller Selector, Leveling Devices, Cams, Relays, Solid State Components e.g. PCBs, Transducers, Resistors, Condensers, Power Amplifiers, Transformers, Contacts, Leads, Dashpots, Timing Devices, Steel Selector Tapes and Mechanical and Electrical Driving Equipment.

Governor, Governor Sheave, Shaft Assembly, Bearings, Contacts and Governor Jaws.

Car and Hall Mechanical Buttons, Car and Hall Position Indicators, Hall lanterns, Car Direction Indicators and all other Car and Landing Signal Fixtures, as installed by respective manufacturers (IBIJ, OTIS and Kone).

Deflector or Secondary Sheave, Bearings, Car and Counterweight Guide Rails and Buffers, Top and Bottom Limit Switches, Governor Tension Sheave Assembly, Compensating Sheave Assembly, Car, Counterweight and Counterweight Guide Shoes including Rollers or Gibs.

Interlocks on Hoist Way Door, hoist way Door Hangers, Guides, Automatic Power Operated Door Operator or Door, Hanger, Car Door Contact, Safety Show, Load Weighing Equipment, Car Frame, Car Safety Mechanism and Platform.

Light diffusers, light bulbs, fluorescent tubes, starters and chokes, mirrors

5. The service provider must attend calls complaints and rectify the defects found in the lifts immediately (within 24 hours) any time both on working hours & non-working hours as required and at no extra cost.
6. The service provider must have a service set up at Bhubaneswar or Cuttack so that the service technician can attend calls immediately in case of breakdown/ emergency.
7. The service provider must have a sufficient & competent work force to do the repair and maintenance work promptly.
8. The entire risk and responsibility pertaining to this contract regarding the safety & security of men, materials & machine shall rest on the vendor.
9. **Bidder will quote the monthly amount of CMC of Lift which includes the remuneration of one technician, spare parts cost and taxes etc.**
10. For any reason, if the service provider wants to discontinue the contract, then it must give three months' notice in advance to SVNIRTAR for such withdrawal.

Terms of deployment of Technician at site:

1. One Technician (Lift operator cum rescue personnel) shall be deputed by the service provider at SVNIRTAR Olatpur. The lift operator, deputed by the selected vendor, shall be present on duty from 8.30am up to 5.00 pm (with a lunch break for half an hour) on all working days.
2. The lift operator shall wear clean and pressed uniform during duty hours.
3. The lift operator should be well mannered, disciplined, alert, medically fit and should be between 25 to 45 years of age. He should be fully trained in lift operation and rescue activities and fully conversant with local language.
4. His responsibilities include operation of lifts, as per requirement and rescue of lift users, as and when the necessity arises. His responsibilities also include repairing and maintenance of all lifts as per "Terms of Service" with due coordination with the AMC provider's local office.
5. No residential accommodation can be provided to the lift operator.
6. The service provider should immediately provide a substitute in the event of the lift operator remaining on leave or remaining absent or leaving the job due to personal reasons. The delay or failure of the agencies providing a substitute shall attract liquidated damages @300/- per day, besides deduction in payment of attendant charges on pro-rata basis.
7. The service provider shall furnish the lift operator the certified bio-data containing details like date of birth, qualification, marital status, address, photograph, identification marks etc.

BOQ :

S.N	Description	Qty.
1	Comprehensive maintenance of 15 passenger lift installed at Rehab Services Building with all materials and labour as per terms of contract for 1 year	1 nos.
2	Comprehensive maintenance of 20 passenger lift installed at Rehab Services Building with all materials and labour as per terms of contract for 1 year	1 no.

3	Comprehensive maintenance of 15 passenger Kone lift with materials and labour as per terms of contract for 1 year	1 no.
4	Deputing one lift operator cum rescue personnel at site on all working days from 8.30am to 5.00pm during the entire contract period for carrying out repair, maintenance and operation of the lifts including rescue operation, as detailed in the terms of contract.	1 no.

5. Repairing and maintenance of DG sets:

Terms of service:

1. The Service provider must provide the spare parts and consumables from the authorized dealers for carrying out repairing and maintenance of the DG sets.
2. The service provider will provide 12 scheduled visits during the contract period of one year i.e., one visit per month for carrying out checking and maintenance of the DG sets.
3. Apart from the above scheduled visits, the service provider will give special attention during breakdown of the above DG sets during the contract period. In such cases the service provider will depute Service Technicians/ Engineers to the site within 24 hours of written/ email/ telephonic intimation, for a maximum of 3 times within one year.
4. During each visit the Service Technicians/ Engineers of the service provider will inspect the DG set and carry out various checks and adjustments. Necessary minor repairs shall be carried out provided all the required spares are available with the Institute.
5. Apart from carrying out normal checking, adjustment and minor repairs, the Service Technicians/ Engineers of the service provider will acquaint the technical staff of SVNIRTAR with Dos and Don'ts of correct operation and maintenance and the watch points for troubleshooting.
6. Services offered under this contract shall be in accordance with the original manufacturer's standard service instruction practices.
7. The scope of this contract includes the following services.
 - a. To carry out scheduled maintenance of engines
 - b. To carry out condition monitoring of engines
 - c. Inspection and recording of engine operating parameters and correct minor problems.
 - d. Repair and adjustments which are minor in repairs/ breakdowns.
 - e. Monitoring the condition of hoses and connections
 - f. Checking of battery condition and distilled water top up.
 - g. To assist in planning and procurement of spares for maintenance and stocking
 - h. Load trials of the DG sets are to be done periodically.
 - i. The service provider shall arrange all necessary tools for preventive service. Site specific tools like cranes, handling machines, pumps for oil and coolant handling to be provided by SVNIRTAR.
 - j. Checking and recording of end clearances of critical components such as crankshaft, Acc drive, Turbo charges, water pump drive shall be carried out once every six months.
 - k. Checking and alignment of engine and alternator shall be done once every six months.
 - l. Measurement and adjustment of voltage of alternator
 - m. Checking tightness and all connections of alternator
 - n. Inspection of starter and rotor winding and recording of readings of alternator
 - o. Checking condition for bearing noise of alternator
8. **Bidder will quote the monthly amount of CMC charges including taxes and Spare parts**
9. The scope of work also includes day-to-day operation of all the DG sets of the Institute listed in the BOQ by deputing DG set operator(s) at site for round the clock on all days throughout the contract period.
 1. Delay in Service/ Replacement:
Should the service provider fail to provide service as per contract, the Institute shall be entitled at its option either:
 - To recover from the service provider Liquidated Damage at the rate of Rs 200/- per day for first 7 days

of delay and thereafter at the rate of Rs 500/- per day delay in providing scheduled maintenance/ attending a complaint beyond the stipulated period. The delay or failure of the service provider in providing substitute, in case the DG set operator remains on leave/ absent or leaves the job due to his personal reasons, shall attract liquidated damage @ Rs 200/- per day, besides deduction in payment of DG set operator's charges on pro-rata basis.

- To execute the repair/ maintenance work from elsewhere at the cost and risk of the service provider.
- To cancel the Contract or a portion thereof and if so desired to execute the maintenance work from elsewhere, in which case the performance security deposit, if any, shall stand forfeited.

BOQ :

S.N	Description	Qty.
1	Annual maintenance of 100 KVA Cummins DG set as per terms of contract for 1 year	1 nos.
2	Annual maintenance of 160 KVA Cummins DG set as per terms of contract for 1 year	1 no.
3	Annual maintenance of 135 KVA DG set as per terms of contract for 1 year	1 no.

6. Manpower for Sanitary/Attendant/Mali/MTS/Nursing Assistant/professionals based on outsourcing/contractual/consultant.

TERMS AND CONDITIONS

- a. Conditional tender will not be accepted.
- b. The period of the contract is for two years from the date of acceptance of the award with a provision to renew the contract for another one year on the same terms & conditions & price as per performance of the contractor.
- c. **Following manpower will be engaged by SVNIRTAR,Cuttack:**

Details Statement of Outsourced Manpower to be engaged by SVNIRTAR						
Units	Unskilled	Skilled	Physiotherapist	Supervisor	P & O	Total
SVNIRTAR	87	27	0	1		115
Dhenkanal Sub Centre	1	0	0			1
BBSR Sub Centre	1	0	0			1
Cuttack Sub Centre	1	0	0			1
Nuapada Sub Centre	2	0	1		1	4
Malkangiri Sub Centre	0	0	1			1

CRC Balangir	5	0	0			5
CRC Ranchi	5	0	0			5
CRC Imphal	4	0	0			4
Total	106	27	2	1	1	137

It may increase/decrease as and when required depending upon the situation or requirement after approval of the competent authority.

- d. The engagement of Manpower -like House Keeping, Sanitary etc is 24 hours on shift basis. Duty will be limited to 8 hours for each member of staff. The Agency should provide services on the days including non-working or holidays. A duty chart will be prepared by the Supervisor every month & one copy must be sent to the Administrative Dept for official supervision/record approval.
- e. House Keeping & Sanitary staff and other technical person will be well always dressed in proper uniform, with maintaining discipline etc. during the day or night duty hours. The contractor will provide the required uniforms to them.
- f. The House Keeping & Sanitary staff should be well-mannered, disciplined, alert, medically fit and good health. They should be literate and fully conversant with local language & age limited below 60 years.
- g. The MTS Personnel will be well-mannered, disciplined, alert, medically fit, good health, and literate. They should have fully conversant with local language, English, or Hindi.
- h. The Shoemaker & Clinical Support staff will be well-mannered, disciplined, alert, medically fit and in good health. They should have a minimum of 01 year in their respective field and be fully conversant with local language, & Hindi.
- i. The selected agency should immediately provide a substitute in the event of any housekeeping/sanitary staff leaving/absent in the job due to his personal reasons or Agency may immediately arranged any substitute among the present housekeeping/sanitary staff by over duty maximum for 7 days. The payment will be released to the above personnel for their over duty period for maximum 7 days.
- j. The delay or failure of the agencies in providing a substitute as mentioned above shall attract liquidated damages @ Rs.350/- per day per staff besides deduction in payment on pro-rata basis.
- k. The successful agency shall furnish the list of Personnel deployed in SVNIRTAR and other places with certified Biodata containing details like date of birth, qualification, marital status, address, photograph, Aadhar Card/Voter Card, identification marks etc. along with police verification report.
- l. The House Keeping/Sanitary staff shall be under the direct command and control of the Supervisor of the Agency. The Supervisor shall be completely and solely responsible for the staff and safekeeping of all Institute assets including general law and order. The Supervisor shall be in continuous liaison with the Administrative Authorities of SVNIRTAR and shall receive and implement all orders/directions issued from time to time from the designated officer of SVNIRTAR for the said purpose.
- m. The Agency shall also ensure the norms prescribed by the Human Rights Commission, Govt. of India, Industrial Dispute Act, Workman's compensation Act or any such prevailing legislation.

- n.** In the event the Agency fails to complete the contract as per the agreed terms and condition the contract will stand terminated in between and the amount of Security Deposit will be forfeit
- o.** The agency will submit bills addressed to the Director, SVNIRTAR in Triplicate monthly after certification of the attendance, wages payment sheet and statutory dues receipt of the billing month. Bill will be deposited in the Administration Section for verification. Reimbursement of bills all be made within 20 days of submission of bills after deduction of required taxes at source. Bill may be submitted in Triplicate in the 1st week of every month along with Bank A/c. No. Bank Name, Branch Name, IFSC No. PAN No. GSTIN No. etc. for online fund transfer payment. Bills must be accompanied with all statutory dues receipts, bank deposit slip for wages payment made by contractor etc
- p.** The Agency is responsible for due compliance of laws relating to rendering labor services, payment of statutory wages to the labourers employed by it including statutory obligations like EPF/ESI/bonus. The agency is also liable for payment of statutory taxes and duties. The agency must indemnify against any claim including statutory wages and payment to statutory authorities.
- q.** The contractor will provide each employee identity card with a photo to their person during the period of work, which shall be duly signed by the competent authority of the Contractor.
- r.** All workers to be engaged by the contractor should be covered under the statutory/government regulation framed from time to time.
- s.** SVNIRTAR may request the contractor to withdraw any worker from SVNIRTAR without assigning any reason, within 24 hours prior intimation.
- t.** The Contractor shall abide by all the rules and regulations relating to this establishment. The Contractor will keep SVNIRTAR indemnified and SVNIRTAR shall remain indemnified against any loss financial or otherwise any act committed by any employee of the contractor.
- u.** Any damage/pilferage to SVNIRTAR, property due to mishandling, carelessness of the contractor or his workmen will be recoverable from the contractor's bill.
- v.** The contractor should depute a qualified and dedicated Supervisor to manage the work of the SVNIRTAR, which will co-ordinate the work execution and interact with the Authorities of the SVNIRTAR & will be responsible for the same.
- w.** All the employees will have to be covered under the Employee State Insurance Scheme by the contractor and the SVNIRTAR Authority will not be liable for payment of any compensation on this account. Amount paid towards ESI may be charged in the Bill produced by the contractor on a monthly basis.
- x.** During execution of work, the contractor should follow all standard norms of safety measures & precautions to avoid accidents/damages to manpower, machines, and buildings etc. On non-adherence to this clause, suitable fines, as decided by SVNIRTAR will be imposed.
- y.** The cleaning will comprise of all areas followed by wet mopping twice a day using disinfectant, dusting of office furniture, hospital furniture, electrical & medical equipment, cleaning of window panes, shutters, doors, and as and when required in the offices and other areas, removal of cobwebs and washing bathrooms, wash basins, W.C., mirrors in all the toilets and in room, main gate & lobbies.
- z.** This will include regular cleaning of all toilet bowls, pans, urinals & wash basins, and any other porcelain components using soap/detergent solution & water.
- aa.** All toilets/urinals' floors are to be cleaned using soap/detergent & mopping. The floors are to be wiped dry. All other areas in the toilets & urinals i.e. walls, roofs, pipes, mirrors, if any are to be cleaned & maintained dust free.

- bb. The toilets should be maintained so clean and dry that there shall not be any foul smell coming. Moreover Odonil, Naphthalene cakes should be used in toilets on daily basis.
- cc. **Cleaning of Drains:** - All drains shall be cleaned daily & as required to ensure smooth discharge of wastewater. There shall not be any stagnation & overflowing of water.
- dd. **CLEANING of SAFETY TANK and MANHOLE**
Contractor will clean the safety tank and manhole at SVNIRTAR and other place two times within a year as per instruction and order of Institute. However, if required it will be cleaned more times as per the order of the Institute. Contractor will quote separate rate for safety tank and manhole in the BOQ of price bid. Contractor will engage separate manpower and equipment for cleaning of tank as per written order of Institute. Cleaning T&C will be given in that order at the time of cleaning.
- ee. **Cleaning of Floors:** -Sweeping & moping of all common passage & platforms within Institute premises. The floors should be wiped and dry. All other structures in the offices, OPD etc. walls, roofs, doors & windows are to be kept clean & dust free. There shall not be any cobwebs in the building of the SVNIRTAR. There should be a periodical spraying of insecticide/ rodenticide/esticide for removal of flies, rodents, and pests.
- ff. Daily dusting and cleaning of furniture provided in the outdoor, Indoor & Offices of SVNIRTAR well as checking of all the Assets are in their respective place, putting Bed Sheets Towels Handwash Liquid, Soap in their respective place.
- gg. The cleaner should press the door screen, bed sheet etc weekly after cleaning & washing of clothes.
- hh. Proper up-keeping and maintenance of mosaic floor, wall, ceiling & ceiling fans exterior walls etc.
- ii. Day-to-day detainment of the workers by the Agency to various sites will be submitted before the Administrative Officer for verification. A list of workers to be engaged should be submitted with their biodata as soon as the work order is issued.
- jj. The Contractor/Organization/Agency who will be awarded the contract is responsible for disposal of different waste as per the guidelines issued by the State Pollution Control Board.
- kk. The Agency should have the expertise of modern professional way of hospital cleaning. Engagement of supervisors should be such that he should have perfect supervising capacity.
- ll. The cleaning of the hospital should be perfect so that patients should feel homely in the hospital.
- mm. The service provider's person shall not claim any benefit/compensation/absorption/regularization of service from SVNIRTAR under any Circumstances.
- nn. The workers under this category must possess appropriate qualifications and experience as demanded by the SVNIRTAR.
- oo. Any instructions on terms of employment for these workers issued by the Institute may be initiated to the worker by the contractor as a back-to-back contract.
- pp. The Successful Bidder will have to sign the articles of Agreement on Non-Judicial Stamp paper within 15 days from the date of received of contract/order at his own cost.

SCOPE OF SERVICES

Duties and Responsibility of Agency for engagement of House

Keeping/Sanitary, semiskilled/skilled & other categories of staff:

1. The House keeping/sanitary & other personnel shall be engaged in three shifts of 8 hours duration per day i.e. 06.00AM to 02.00PM, 02.00 PM to 10.00 PM and 10.00 PM to 6.00 AM of the next day for the personnel. Timings may change as per circumstances if any.
2. The Agency will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
3. The Agency shall keep the proper record for inward and outward movement of guests, visitors, materials, and vehicles. As per the requirement of SVNIRTAR the documents are displayed immediately.
4. The Records must be neat and clean if any tamper on the record found a disciplinary action may be taken against the personnel.
5. The Agency shall not allow taking out any material, equipment etc. without a proper Gate Pass issued by the authorized representative of the SVNIRTAR. If such a case is found a disciplinary action must be taken against the personnel.
6. The personnel on duty will also take care of vehicles, scooters/motorcycles/by cycles parked in the parking sites located within the premises.
7. The house keeping/sanitary personnel shall prevent the entry of the street-dog and stray cattle into the premises. They should be driven out at once.
8. The all personnel on duty should take care of all the water taps, valve water hydrants, etc. installed on the campus / premises / in open areas etc.
9. The personnel shall ensure that lights, ACs, Computers, other electric equipment etc. those installed in open areas, Halls etc. are not left open after closing of the working hours on normal working days as well as on off days.
10. The personnel shall ensure that flower plants, trees and grassy lawns are not damaged either by the students, staff or by the outsiders or by stray cattle.
11. The personnel should be trained to extinguish fires with the help of fire extinguishers and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
12. The personnel are required to display mature and polite behavior with every visitor/staff/student, etc.
13. The personnel on duty shall not leave the premise until his reliever reports for duty. If the personnel found by doing such a disciplinary action may be done at that moment, if any emergency occurs then he must convey the message to the SVNIRTAR/ person concerned for that or inform the next authorities to take his duty.
14. The Agency will be responsible for all police liaison work in case of any theft in campus/premises and they will lodge complain/ FIR to Law/Order authorities.

15. The Agency shall keep the Institute informed of all the matters to authorities and other personnel concerned & co-operate in the investigation of any incident relating to.
16. The personnel shall escort any patient/staff/student etc. and other valuables of the Institute, if required.

Duties and Responsibility of Agency for engagement of Cleaner/ MTS/ Other Manpower:

1. Cleaning of drains, gulley trap inside the building drains leading and connected with the main sewerage line. These areas are to be cleaned once every 15 days and as and when the situation demands or as advised by the Administrative Officer from time to time.
2. The Cleaner Personnel must ensure that toilets must be cleaned twice a day. There shouldn't foul smell from the Toilet during the office time for that they can use Odonil, Naphthalene Cake.
3. The Office Rooms and Lobby must be cleaned before any Patient and Officials' arrival.
4. The Therapeutic rooms are to be cleaned and the beds are well set before any patient enters for treatment. The Lobby and the rooms are swept first and then wiped by water and in dry mode.
5. The MTS Personnel will engage for the administrative work purpose as well as they must do the inside & Outside Official work like Deposit cash at Bank, Post the letter. Etc.
6. The MTS Personnel & cleaner must take care of the arrangement of all the assets and their arrangements before office starts.
7. The Shoemaker & Clinical Support Personnel must work according to the officer instructed to them.

7. SECURITY PERSONNEL AND SECURITY SUPERVISOR

TERMS AND CONDITIONS

- a. Conditional tender will not be accepted.
- b. The period of the contract is for two years from the date of acceptance of the award with a provision to renew the contract on the same terms and conditions with mutual consent for another year in the same terms & conditions & price.
- c. SVNIRTAR would engage Ex-Servicemen Security Guards without arm and Head Guards as per present requirements.

Units	Unskilled	Skilled	Supervisor	Total
SVNIRTAR	43	0	1	44

Nuapada Sub Centre	4	0	0	4
CRC Balangir	4	0	0	4
CRC Ranchi	4	0	0	4
CRC Imphal	4	0	0	4
Total	59	0	1	60

It may increase/decrease as and when required depending upon the situation or requirement and for approval of the authority.

- d. Free Barrack type or sharing accommodation (4 rooms) will be provided with electricity power connection. Consumption of powers (electricity units) will be charged from the Security Agency per actual consumption of the units every month & deposit consumption amount every month to the Accounts Department on behalf of the concerned occupants @ **CESU tariff. (TPCODL)**
- e. Use of heater, water heater, room heater, oven or electric iron is prohibited for the use of the barrack type accommodation.
- f. The engagement of Security Guards in SVNIRTAR is 24 hours in certain area on shift basis. Their duty will be limited to 8 hours for each Security Guard. The Security Agency should provide services on all the days including non-working or holidays. The duty chart will be prepared by the supervisor every month & one copy must be sent to the Administrative Department. (AD-2) for official supervision/record.
- g. Supervisor/Security Guards will always be well dressed in proper uniform, with cap and kits like whistle, lathi, torch etc. during the day or night duty hours.
- h. The Gents Security Guards should be well-mannered, disciplined, alert, medically fit and in good health. They should have the minimum qualification of H.S.C./10th class and be fully conversant with the local language. people including/Head Guards must be Ex-Military person which includes Army, Navy, Air Force, CRPF, BSF, ITBP, CISF etc. Age limited to **below 65 years as per military service rules.**
- i. The ladies' Security Guards should be well mannered, disciplined, alert, medically fit and in good health. They should have the minimum qualification of H.S.C/10th Class passed and fully conversant with local language. They must have trained as per the Security Agency Act and have a minimum of 1 years' experience as a security guard under any registered Security Agency. Age **limited to below 50 years.**
- j. The selected agency should immediately provide a substitute in the event of any guard leaving absent in the job due to his personal reasons or Agency may immediately arrange any substitute among the present security guards by over duty maximum for 7 days. The payment will be

eased to the security guards for their over duty period of a maximum of 7 days.

- k. The delay or failure of the agencies in providing a substitute as mentioned above shall attract **quantified damages @ Rs.350/- per day per security guard** besides deduction in payment on pro-rata basis.
- l. The successful agency shall furnish the list of guards deployed in SVNIRTAR with certified Bita containing details like date of birth, qualification, marital status, address, photograph, Aad Card/Voter Card, identification marks etc. along with police verification report.
- m. The Security Guards shall be under the direct command and control of the Supervisor of the Agency. The Supervisor shall be completely and solely responsible for the security and safekeeping of all Institute assets including general law and order. The Supervisor shall be in continuous liaison with the Administrative Authorities of SVNIRTAR and shall receive and implement all orders and instructions issued from time to time from the designated officer of SVNIRTAR for the said purposes.
- n. The Security Agency shall also ensure the norms prescribed by the Human Rights Commission, Govt. of India, Industrial Dispute Act, Workman's compensation Act or any such prevailing legislation.
- o. The Security Agency is responsible for due compliance of laws relating to rendering security services, payment of statutory wages to the Security Guards employed by it including statutory contributions like EPF/ESI. The agency is also liable for payment of statutory taxes and duties. The agency has to indemnify against any claim including statutory wages and payment to statutory authorities.

SCOPE OF SERVICES

Duties and Responsibility of Security Agency :

- a. The security personnel shall be engaged in three shifts of 8 hours duration per day i.e. 06.00AM to 02.00PM, 02.00 PM to 10.00 PM and 10.00 PM to 06.00 AM of the next day for the security guards. Timing may change as per circumstances if any.
- b. The Security Agency will ensure that all the instructions of the administration are strictly followed and there is no lapse of any kind.
- c. The Security Agency shall keep the proper record for inward and outward movement of guests, visitors, materials, and vehicles.
- d. The Security Agency shall not allow taking out any material, equipment or vehicle without a proper Gate Pass issued by the authorized representative of the Institute.
- e. The security personnel on duty will also take care of vehicles, scooters/motorcycles/by cycles parked in the parking sites located within the premises.
- f. The security personnel shall prevent the entry of the street dog and stray cattle into the premises. They should be driven out at once.
- g. The security personnel on patrol duty should take care of all the water taps, valve water hydrants, etc. installed in the campus / premises / in open areas etc.

- h. The security personnel shall ensure that lights, ACs, Computers, other electrical equipment etc. those installed in open areas, Halls etc. are not left open/ on after closing of the working hours on normal working days as well as on off days.
- i. The security personnel shall ensure that flower plants, trees and grassy lawns are not damaged either by the students, staff or by the outsiders or stray cattle.
- j. The security personnel should be trained to extinguish fire with the help of fire extinguishers and other firefighting material available on the spot. They will also help the firefighting staff in extinguishing the fire or in any other natural calamities.
- k. The security personnel are required to display mature and polite behavior with every visitor.
- l. The security personnel on duty shall not leave the premise until their reliever reports for duty.
- m. The Security Agency will be responsible for all police liaison work in case of any theft in campus/premises and they would lodge complain/ FIR to Law Order Authorities.
- n. The Security Agency shall keep the Institute informed of all the matters of security and co-operation in the investigation of any incident relating to security.
- o. The security personnel shall escort of cash and other valuables of the Institute, if required.

EXCELL OF BOQ BID

Sl	Particulars	Specification	Qty	Bid value
1	Manpower engaged for sanitary work, other official work, Mali etc and Security personnel	Total monthly value of bill of manpower, security engaged as per work order/agreement including service charges	1	
2	Safety tank and manhole	Monthly Lum sum AMC amount as per details given in the bid.	1	
3	Desktop and network	Monthly Lum sum AMC amount as per details given in the bid.	1	
4	Cooling Equipment	Monthly Lum sum AMC amount as per details given in the bid.	1	
5	DG Set	Monthly Lum sum AMC amount as per details given in the bid.	1	

6	Lift	Monthly Lum sum AMC amount as per details given in the bid.	1	
7	Civil and Electrical maintenance work	Total value of work including service charges % on total bill amount of work assigned as per work order given by Engineering Department as per DSR -2023 and DSR (E&M)-2022 of CPWD..	1	

- Ø Bidder will quote total monthly value of bill of manpower, security engaged, civil/electrical maintenance work as per work order/agreement including service charges on fixed amount.
- Ø Minimum percentage of service charge is 3.85 % for manpower engaged for Sanitary and Security.
- Ø Fixed monthly bill amount is approximately Rs. 4, 00,000.00 for manpower engaged & Security work. Bidder will quote total value in the excel by adding service charge with this amount.
- Ø Fixed monthly bill amount is approximately Rs.50, 000.00 for civil/electrical maintenance work. Bidder will quote total value in the excel by adding service charge with this amount.
- Ø It is fixed for calculating service charges only. Monthly service charge will be counted by deducting fixed amount from total quoted amount.
- Ø Every month service charge will be paid at this rate including actual monthly bill amount or work order value for civil/electrical maintenance work.

Disclaimer/अस्वीकरण

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority

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. Any clause(s) incorporated by the Buyer regarding following shall be treated as null and void and would not be considered as part of bid:-

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.
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.

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

[This Bid is also governed by the General Terms and Conditions/ यह बिड सामान्य शर्तों के अंतर्गत भी शासित है](#)

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 ensure 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. / 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 स अधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इस अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---