बिड संख्या/Bid Number: GEM/2026/B/8072680

दिनांक /Dated: 03-11-2026

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	18-11-2026 11:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	19-11-2026 11:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	150 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Gujarat
विभाग का नाम/Department Name	Education Department Gujarat
संगठन का नाम/Organisation Name	University Library Veer Narmad South Gujarat University
कार्यालय का नाम/Office Name	Estate
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :hod1.vnsgu.gj@gembuyer.in Buyer Email id: mmpatel@vnsgu.ac.in
वस्तु श्रेणी /Item Category	Cleaning, Sanitation and Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; Schedule 1 TOILET AND WASHROOM cleaning With consumable; Indoor , Cleaning, Sanitation and Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; Schedule 2 ALL Indoor Areas (except toilet) cleaning With consumable; Indoor , Cleaning, Sanitation and Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; Schedule-3 (Building Surrounding Area and Roads) cleaning With consumable; Outdoor
अनुबंध अवधि /Contract Period	1 Year(s)
पिछले 3 वित्तीय वर्षों का बिडर का न्यूनतम औसत वार्षिक वित्तीय टर्नओवर/Minimum Average Annual Turnover of the bidder (For the last 3 Financial Years)	370 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 पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation

बिड विवरण/Bid Details	
वर्षों के अनुभव एवं टर्नओवर से एमएसई को छूट प्राप्त है / **MSE Relaxation for Years Of Experience and Turnover**	Yes | Complete
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / **Startup Relaxation for Years Of Experience and Turnover**	Yes | Complete
विक्रेता से मांगे गए दस्तावेज़/**Document required from seller**	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),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 मेनू 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 लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / **Minimum number of bids required to disable automatic bid extension**	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / **Number of days for which Bid would be auto-extended**	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**	Yes
रिवर्स नीलामी योग्यता नियम/**RA Qualification Rule**	H1-Highest Priced Bid Elimination
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**	3 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / **Estimated Bid Value in INR (Inclusive of all taxes)**	18566226
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**

एडवाईजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	557000

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).	14

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

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

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Registrar
Veer Narmad South Gujarat University, SURAT
(Registrar)

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

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes

एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% / Purchase Preference to MSE OEMs/ Service Provider available upto price within L1+X%	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. If the bidder is a Micro or Small Enterprise as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Experience Criteria" as defined above subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
2. 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.
3. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Experience Criteria" as defined above subject to their meeting of quality and technical specifications. The bidder seeking Relaxation from Experience Criteria, shall upload the supporting documents to prove his eligibility for Relaxation.
4. 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.
5. 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.
6. 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.
7. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs from the State of Bid Inviting Authority having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal 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/ State of Bid Inviting Authority. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. 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 MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the 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 and its subsequent Orders/Notifications issued by concerned Ministry. Benefits of MSE will be allowed only if seller/service provider is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.
8. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.
9. 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.

10. 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

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work for the Service:1793707176.pdf

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
06-11-2026 17:00:00	Purchase Cell, Veer Narmad South Gujarat University, Surat. (online link : VNSGU Purchase Cell General Meeting Link https://meet.google.com/gbx-krwp-czt) Contact No. 0261-2203042

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; Schedule 1 TOILET AND WASHROOM Cleaning With Consumable; Indoor (3625)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Space	Office/Commercial/Institutions/Residential
Nature of Service	Schedule 1 TOILET AND WASHROOM cleaning With consumable
Type of Area	Indoor
Area Inclusions	Restrooms/Washrooms
Floor Type	AS PER ATC
Type of Cycle	Daily
एडऑन /Addon(s)	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	3625	• Frequency in each cycle : 2 • Number of working days in a month : 30 • Number of cycles during Contract Period : 365

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; Schedule 2 ALL Indoor Areas (except Toilet) Cleaning With Consumable; Indoor (73339)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Space	Office/Commercial/Institutions/Residential
Nature of Service	Schedule 2 ALL Indoor Areas (except toilet) cleaning With consumable
Type of Area	Indoor
Area Inclusions	AS PER ATC
Floor Type	AS PER ATC
Type of Cycle	Daily
एडऑन /Addon(s)	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	73339	• Frequency in each cycle : 1 • Number of working days in a month : 30 • Number of cycles during Contract Period : 365

Cleaning, Sanitation And Disinfection Service - Outcome Based - Office/Commercial/Institutions/Residential; Schedule-3 (Building Surrounding Area And Roads) Cleaning With Consumable; Outdoor (56107)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Space	Office/Commercial/Institutions/Residential
Nature of Service	Schedule-3 (Building Surrounding Area and Roads) cleaning With consumable
Type of Area	Outdoor
Area Inclusions	AS PER ATC
Floor Type	AS PER ATC
Type of Cycle	Daily
एडऑन /Addon(s)	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Area in Sq. Metre	अतिरिक्त आवश्यकता /Additional Requirement
1	Surti Kiritkumar Kalidas	395007,VEER NARMAD SOUTH GUJARAT UNIVERSITY, Udhna Magdalla Road, Surat	56107	• Frequency in each cycle : 1 • Number of working days in a month : 30 • Number of cycles during Contract Period : 365

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

1. **Generic**

   OPTION CLAUSE 25% : 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, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.
   For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. **Generic**

   Bidder financial standing: 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.

3. **Buyer Added Bid Specific Scope Of Work(SOW)**

   File Attachment Click here to view the file.

4. **Buyer Added Bid Specific ATC**

   Buyer uploaded ATC document Click here to view the file.

5. **Service & Support**

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

6. **Service & Support**

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

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid &

resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. 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.
14. 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 catalogues 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. 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 General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

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---

OUTCOME-BASED CLEANING, SANITATION AND HYGIENE SERVICES SCHEDULE - 1 (TOILETS), SCHEDULE - 2 (INDOOR) AND SCHEDULE - 3 (ROADS)

VEER NARMAD SOUTH GUJARAT UNIVERSITY

Udhna Magdalla Road Surat, Gujarat 395007, www.vnsgu.ac.in

PART – A SCOPE OF WORK (Outcome-Based Housekeeping Services)

This contract is for **Outcome-Based Cleaning, Sanitation and Hygiene Services** for the entire University campus.
The Contractor shall be responsible for **keeping all areas clean, hygienic, odor-free and complaint-free** at all times.
Payment shall depend on **actual cleanliness outcome and feedback score**, not only on manpower deployed.

The Contractor shall supply **all manpower, cleaning equipment, machines, chemicals and consumables** required to perform the work.

1. Area Measurement & Billing Basis

1.1 The areas given below are only for **price discovery**.

1.2 After award of work, the **successful bidder shall jointly measure all areas** with a **University-authorised officer / Sanitary Inspectors**.

1.3 These jointly verified measurements shall be **final and binding** and shall be used for:

- Monthly billing
- SLA scoring
- Any increase or decrease in area during the contract period

1.4 All areas are grouped into **three schedules** for billing:

Schedule	Area (Sq. Mt.)
Schedule-1 (Toilets & Washroom)	3,625.52
Schedule-2 (Indoor)	73339.35
Schedule-3 (Building Surrounding Area and Roads)	56,107.29
TOTAL	**1,33,072.16**

If any new building, floor or area is added or removed, payment shall be calculated using the **same approved rates** of the relevant schedule.

1.5 **Head Office, Faculty Rooms, and Contingent Outsourcing**

- **University-Managed Areas:** The University currently plans to have the head office and faculty rooms in each building cleaned directly by University-deployed Swiper-cum-Multitasking Staff.
- **Contingent Outsourcing Support:** In the event that such University staff is unavailable (due to leave, vacancy, or administrative reasons), these specific areas shall be cleaned by the outsourcing agency as and when required.
- **Billing and Rate Application:** Payment for such contingent cleaning shall be calculated strictly as per the approved schedule rates of the bid.
- **Cap on Outsourcing Volume:** This contingent outsourcing coverage for head offices and faculty rooms shall be strictly restricted within a cumulative limit of **up to 20%** of the total bid value.

Details of Area Included

Sr.	Department / building	Toilets (sq m) Schedule-1	Indoor (sq m) Schedule-2	Outdoor (sq m) Schedule-3	Total (sq m)
1.	English Department	81.44	1,939.87	332.72	2354.03
2.	Journalism Department	21.84	562.05	145.20	729.09
3.	Law Department	40.32	1,794.61	9.12	1844.05
4.	Computer Science	87.48	2,387.79	115.50	2590.77
5.	Library	40.98	3,648.42	0.00*	3689.4
6.	Chemistry Department	109.80	2,945.05	0.00*	3054.85
7.	Botanical Research Centre	5.04	465.96	0.00*	471
8.	Bio Science Department	71.64	2,062.21	0.00*	2133.85
9.	USIC	9.00	480.09	0.00*	489.09
10.	Commerce Department	35.10	1,249.56	0.00*	1284.66
11.	Science Department	185.88	4,489.92	0.00*	4675.8
12.	Education Department	64.92	1,254.50	0.00*	1319.42
13.	Biotechnology Department	30.42	2,206.12	0.00*	2236.54
14.	Aquatic Biology Department	46.47	702.21	0.00*	748.68
15.	Assessment Building	112.32	1,623.32	0.00*	1735.64
16.	Exam Building	48.24	2,486.30	0.00*	2534.54
17.	Medical Building	21.78	233.36	0.00*	255.14
18.	IAS IPS Centre	26.73	1,014.26	0.00*	1040.99
19.	Human Resources Department	213.95	2,845.50	0.00*	3059.45
20.	Fine Arts Department	34.56	1,437.62	0.00*	1472.18
21.	Ceramic Studio	0.00	184.68	0.00*	184.68
22.	Vivekanand & Saraswati Temple	0.00	296.54	0.00*	296.54
23.	Sanskar Kendra	0.00	118.80	0.00*	118.8
24.	Day Care Centre	36.96	1,141.76	0.00*	1178.72
25.	Shantaben Savani Research Centre	0.00	261.00	0.00*	261
26.	Gujarati Bhavan	97.20	1,553.26	0.00*	1650.46
27.	Rural Studies (MRS)	149.52	2,345.53	0.00*	2495.05
28.	Gym Building	21.00	300.15	0.00*	321.15
29.	Youth Welfare Department	155.52	1,596.67	0.00*	1752.19
30.	Boys Hostel	539.46	5,069.58	0.00*	5609.04
31.	Administrative Building	168.00	3,434.26	0.00*	3602.26
32.	MSc IT Department	75.03	2,807.47	218.70	3101.2
33.	Architecture Department	238.72	3,339.90	0.00*	3578.62
34.	Art Gallery	45.40	947.08	0	992.48
35.	Canteen	8.64	200.00	0.00*	208.64
36.	Sumul Parlour	0.00	90.00	0.00*	90
37.	Girls Hostel	518.76	4,692.65	0.00*	5211.41
38.	V.C. Bungalow	0.00	782.00	0.00*	782
39.	DBIM G.H. Bhakta	100.62	2,855.68	0.00*	2956.3
40.	ICICI Foundation	0.00	1,538.16	0.00*	1538.16
41.	Department of Sociology	182.78	3,414.96	147.90	3745.64
42.	Dinning Hall	0.00	540.5	0.00*	540.5
43.	Roads & Parking (campus-wide)	0.00	0.00	55,138.15	55138.15
	GRAND TOTAL	3625.52	73339.35	56107.29	133072.16

***The whole area of roads and parking of university is calculated in Sr. No.:- 43**

LIST OF EQUIPMENT, TOOLS, AND MATERIALS TO BE PROVIDED BY THE SERVICE PROVIDER

Part A – Mandatory Cleaning Tools, Accessories, and Support Items

(To be compulsorily provided by the vendor at all work sites)

Sr. No.	Item / Equipment	Specification / Use / Remarks
1	**Mopping Sets (Double Bucket Type)**	With wringer and colour-coded mops for different areas (red – toilets, blue – offices, green – laboratories).
2	**Wet Mop & Dry Mop (Microfiber)**	Standard 24–36 inch width with refillable heads.
3	**Soft and Hard Brooms**	Coconut and plastic fibre brooms for indoor/outdoor sweeping.
4	**Dustpans and Small Brushes**	For localized sweeping and corner cleaning.
5	**Cobweb Brushes / Ceiling Dusters**	Extendable handles up to 12 ft.
6	**Glass Wipers and Spray Bottles**	For glass panes, mirrors, windows, and notice boards.
7	**Floor Squeegees**	Rubber blade type, 18–24 inch, for water removal after wet mopping.
8	**Scrubbing Pads and Brushes**	Hand-held and long-handle types for floors and tiles.
9	**Buckets and Plastic Tubs**	For mopping and water storage.
10	**Garbage Collection Bins (Colour Coded)**	120L / 240L bins – Red, Blue, Green, as per Solid Waste Rules.
11	**Hand Carts / Wheelbarrows**	For garbage and waste movement.
12	**Shovels and Spades**	For outdoor cleaning and debris removal.
13	**Ladders / Step Stools**	Aluminium / FRP, for cleaning walls and tube lights.
14	**Drain Cleaning Rods / Flexible Wires**	For minor drain choke removal.
15	**Toilet Brushes and Cleaning Sticks**	Long and short handle types with holders.
16	**Caution Boards (“Wet Floor” Signs)**	Safety yellow, foldable, as per ISO standards.
17	**Spray Pumps (Manual Hand Sprayers)**	For disinfectants, deodorants, and pest control liquids.
18	**Garden Tools (Rakes, Leaf Collectors)**	For lawns and open grounds.
19	**Waste Bags (Disposable / Reusable)**	Heavy-duty black/blue bags, min. 60-micron.
20	**Uniforms, Gloves, Shoes, and Masks**	Two sets of uniforms per worker; rubber gloves, masks, aprons, gumboots.
21	**First-Aid Kit**	One per major building or cluster.
22	**Torchlights and Emergency Lamps**	For night cleaning and power failure conditions.
23	**Record Register / Log Book**	To maintain daily attendance, area checklist, and complaint register.
24	**Buckets with Disinfectant Holders**	For toilet and bathroom cleaning.
25	**Hand-held Brooms (Jhadoos)**	For classrooms and corridors.

26	**Plastic Trolleys (3-compartment)**	For carrying mops, cloths, and cleaning solutions.
27	**Microfiber Cloths / Dusters (Colour-coded)**	For wiping desks, furniture, and glass surfaces.
28	**Waste Segregation Labels / Stickers**	As per Swachh Bharat and GPCB guidelines.
29	**Drum or Container for Waste Collection**	For temporary storage at disposal point.
30	**Whistle / Hand Bell / Communication Aid**	For shift coordination and safety communication.

Part B – Optional Mechanized / Modern Cleaning Equipment

(Contractor may provide these at their discretion to improve efficiency or reduce manpower cost. Not mandatory but desirable.)

Sr. No.	Equipment / Machine	Suggested Use / Remarks
1	**Single Disc Floor Scrubber / Polisher**	For marble, kota, or tile floors in corridors and lobbies.
2	**Wet and Dry Vacuum Cleaner**	For faster water pickup and carpet cleaning.
3	**Walk-behind Scrubber Dryer (Compact)**	For large halls, classrooms, or laboratories.
4	**High Pressure Jet Washer (Portable)**	For external walls, paved paths, and toilets.
5	**Ride-on or Manual Sweeper (Battery or Mechanical)**	For roads and large open paved areas.
6	**Steam Cleaner / Jet Steam Machine**	For washroom deep cleaning and disinfection.
7	**Carpet and Upholstery Cleaner**	For guest house, auditorium, and office furnishings.
8	**Glass Cleaning Kit with Telescopic Pole**	For high glass façades and windows.
9	**Blower Machine (Electric)**	For leaf and dust removal from lawns and parking areas.
10	**Fogging / Disinfection Machine**	For periodic vector and pest control operations.

General Conditions for Equipment and Tools

1. All **mandatory items** listed in Part A must be **available on-site at all times**.
2. All **optional equipment**, if offered by the vendor, shall be clearly mentioned in the bid with **make/model** and **availability schedule**.
3. Equipment and tools shall remain the **property and responsibility of the service provider** during the contract period.
4. The University may **inspect or verify** any item at any time; substandard or damaged items shall be replaced immediately.
5. Contractor shall ensure **adequate backup stock** of brooms, mops, and consumables to maintain uninterrupted service.
6. All items shall comply with **occupational health and safety norms**, including use of gloves, masks, and caution signage.

7. Vendor may propose **cost-saving combinations** by substituting partial mechanized cleaning where feasible (e.g., auto-scrubber in library corridors).
8. Power and water supply for cleaning machines shall be provided by the University at designated points.

LIST OF CLEANING MATERIALS, CONSUMABLES, AND CHEMICALS

A. General Cleaning Materials

Sr. No.	Item	Description / Specification	Frequency of Supply
1	**Phenyl (White / Pine-based)**	Standard grade with disinfectant and deodorant properties; BIS mark preferred.	Daily use
2	**Floor Cleaner (Neutral Type)**	e.g., Taski R1 or equivalent; suitable for tile, marble, and terrazzo floors.	Daily
3	**Toilet Cleaner / Acidic Cleaner**	e.g., Harpic / Taski R6 or equivalent; hydrochloric acid ≤10%, safe for ceramics.	Daily
4	**Glass Cleaner**	Ammonia-based / eco-safe; for windows, mirrors, and showcases.	Daily / As required
5	**Liquid Soap / Hand Wash**	Mild liquid soap with fragrance; dispenser-compatible.	As needed
6	**Air Freshener (Liquid / Aerosol)**	For offices, washrooms, and guest rooms; mild fragrance.	Daily
7	**Urinal Cubes / Naphthalene Balls**	In washrooms and toilets; non-toxic type.	Weekly
8	**Deodorizer / Disinfectant (Floor & Drain)**	For open areas and drains; e.g., bleaching powder 1% solution.	Weekly
9	**Bleaching Powder (IS 1065)**	For disinfection of toilets and drains.	Weekly
10	**Detergent Powder / Liquid**	For manual scrubbing and washing purposes.	Daily
11	**Soft Broom & Coconut Broom (Consumable)**	To be replaced periodically as worn out.	Monthly
12	**Dry Mop & Wet Mop Refills**	Cotton or microfiber; replaced as needed.	Monthly
13	**Garbage Bags (60–120 microns)**	Black (General Waste), Blue (Recyclable), Green (Biodegradable).	Daily
14	**Dusting Cloth / Dusters (Colour-coded)**	Red – Toilets, Blue – Office, Green – Labs, Yellow – Pantry.	Weekly
15	**Rubber Hand Gloves**	Medium duty; reusable for cleaning and washing.	Monthly
16	**Plastic Buckets / Mugs / Brushes**	For toilets and floor cleaning.	Quarterly / As required
17	**Room Freshener Spray**	For guest house and office cabins.	Daily
18	**Caution Boards / Tape (Consumable stock)**	For safety marking of cleaned / wet areas.	As required
19	**Wiping Sponge / Scrubber Pad**	For cleaning of furniture and tiles.	Weekly

20	**Soft Dusters / Microfiber Cloths**	For table tops and furniture dusting.	Weekly
21	**Masking Tape & Labels (for waste segregation)**	Colour-coded waste identification stickers.	Monthly

---

B. Washroom & Toilet Consumables

Sr. No.	Item	Specification / Use	Frequency
1	**Liquid Toilet Cleaner**	Commercial grade (Harpic, Taski R6, or equivalent).	Daily
2	**Urinal Screens / Mats**	Antibacterial type; non-fragrant or mild fragrance.	Weekly
3	**Air Freshener Blocks**	For continuous odour control.	Weekly
4	**Tissue Rolls / Toilet Paper**	Two-ply; biodegradable.	As required
5	**Hand Towels / Paper Napkins**	For guest house and VIP areas.	As required
6	**Liquid Hand Wash**	Mild with moisturizing agent.	Weekly refill
7	**Disinfectant Spray (e.g., Lysol)**	For toilet seats, handles, and doorknobs.	Daily
8	**Drain Cleaning Solution / Rodent Control Liquid**	Non-acidic, eco-safe type.	Monthly / As needed

---

C. Outdoor and Road Cleaning Materials

Sr. No.	Item	Description / Use	Frequency
1	**Road Sweeping Brooms (Plastic / Coir)**	For paved roads, parking, and open areas.	Daily
2	**Garden Leaf Rakes / Collectors**	For lawn maintenance and dry leaf collection.	Daily
3	**Garbage Bags (Heavy-duty)**	100–120 microns for outdoor bins.	Daily
4	**Bleaching Powder / Lime Powder**	For disinfection around bins and open drains.	Weekly
5	**Fly & Mosquito Control Spray (Eco-safe)**	For open drains and waste areas.	Weekly / As needed
6	**Drum Liners / Plastic Sheets**	For temporary garbage storage.	As needed
7	**Hand Sanitizer**	For cleaning staff after duty.	Daily

D. Optional / Mechanized Cleaning Consumables (For Vendors Using Machines)

Sr. No.	Item	Use / Remarks
1	**Floor Cleaning Liquid (Low-foam type)**	For scrubber dryer and auto-scrubber machines.
2	**Glass Cleaner Concentrate**	For machine-assisted glass washing.
3	**Machine Descaler / Degreaser**	For high-traffic areas and machine maintenance.
4	**Carpet Shampoo / Upholstery Cleaner**	For mechanized carpet and sofa cleaning.
5	**Polish / Wax (Marble & Kota Stone)**	For periodic polishing with single disc machines.

E. Safety and Hygiene Items

Sr. No.	Item	Purpose / Remarks
1	**Hand Gloves (Rubber / Nitrile)**	Compulsory for all cleaning work.
2	**Masks / Nose Covers**	For all staff during duty.
3	**Aprons / PPE Kits (as required)**	For toilet and drain cleaning.
4	**Gum Boots / Safety Shoes**	For outdoor and wet work.
5	**Eye Shields / Face Shields**	For chemical handling.

F. Procurement & Replacement Guidelines

1. All consumables shall be **supplied by the contractor** and kept in adequate quantity at all times in each designated building.
2. All materials must be **of standard quality and preferably eco-friendly** (non-toxic, biodegradable).
3. The University reserves the right to **inspect, approve, or reject** any substandard material.
4. Contractor shall maintain a **consumables register** showing date, quantity, and location of issue.
5. **Replenishment frequency:** Weekly stock check, and minimum 15 days' buffer stock must always be available.
6. All packaging waste and empty containers must be **disposed of safely** following GPCB and Swachh Bharat guidelines.

---

2. Cleaning Time Requirement

All routine cleaning must be completed according to the following schedule:

Early-start departments: By 7:30 AM.

Administrative building: By 9:00 AM.

All other departments and buildings: By 9:30 AM.

After 10:00 AM, cleaning activities will be restricted to maintenance tasks and urgent complaint-based requests only.

---

3. Drinking Water Points

All **drinking water points, RO units and water coolers** shall be:

- Cleaned **daily**
- Kept stain-free and hygienic

Water cooler tanks shall be cleaned once every month and records maintained.

---

4. Drainage, Stormwater & Heavy Cleaning

The Contractor shall clean:

- Internal drains
- Manholes
- Stormwater lines
- Inspection chambers
- **Up to the SMC main municipal line**

This shall be done **whenever required** and **without extra cost**.

---

5. Convention Halls & Event Areas

Convention halls, auditoriums and seminar halls shall be:

- Cleaned **once every 15 days** as routine

Whenever any **programme, seminar, meeting or function** is held:

- **Pre-event cleaning**
- **Post-event deep cleaning**

All **food waste and disposables** from events shall be removed and disposed properly.

---

6. Accumulated & Garden Waste

Waste collection from campus shall be done before 7:00AM and or 7:00PM to instructed site by University authority

All **accumulated waste not lifted by SMC** and **excess garden waste** shall be Collected, Transported and Disposed at **SMC waste management site With Tractor Everyday.**

---

7. QR Code & WhatsApp Complaint System

Each room, hall, toilet and area shall be given a **unique ID** and **QR-code sticker**.

The Contractor shall:

- Design, print and fix QR-code stickers
- Replace damaged or missing stickers free of cost
- Print a **WhatsApp complaint number** on every sticker

Any person can:

- Scan QR
- Send complaint or photo on WhatsApp

The Contractor must:

- Register all complaints and **Closing of complaints shall be done by only University Authorised person.**
- Resolve within SLA
- Maintain **digital complaint & resolution log**

---

8. Supervisors & Monitoring

At least **two full-time site supervisors** must be present throughout the day to:

- Monitor cleaning
- Attend complaints
- Coordinate with University officers / Sanitary Inspectors.

---

9. Holiday & Special Cleaning

Cleaning shall be provided on:

- Holidays
- Exams
- VIP visits
- Inspections
- Events

No extra charges shall be claimed.

---

10. Need-Based Extra Cleaning

Any extra cleaning required due to:

- Heavy footfall
- Rain
- Spillage
- Events
- Inspections

shall be carried out **without additional cost**.

11. Cleaning Activities by Schedule

SCHEDULE–1 : TOILETS & WASHROOMS

Area Covered	Activity	Frequency	Items / Method
WC, urinals, wash basins	Scrubbing & cleaning	Daily two time	Toilet cleaner, disinfectant, brushes
Toilet floors	Sweeping & wet mopping	Daily two time	Detergent + disinfectant
Walls, partitions, tiles	Wiping & stain removal	Daily	Disinfectant, microfiber cloth
Taps, fittings, door handles	Cleaning & disinfection	Daily	Sanitizer
Mirrors	Cleaning	Daily	Glass cleaner
Soap dispensers	Cleaning and filling	Weekly	Detergent
Toilet bowls, traps	Acid cleaning	Weekly / need-based	Approved acid
Floor & drain traps	Cleaning	Weekly / need-based	Brush, disinfectant
Tissue, soap, air freshener	Replenishment	As required	Contractor-supplied
Drinking water points	Cleaning	Daily	Detergent
Water cooler tanks	Internal cleaning	Monthly	As per hygiene standard

SCHEDULE–2 : ALL INDOOR AREAS (EXCEPT TOILETS)

(Classrooms, Laboratories, Offices, Cabins, Library, Corridors, Staircases, Pantry, Hostels, Conference Rooms, Convention Halls, Basements, Parking, Service Rooms, Stadium Seating, etc.)

Area	Activity	Frequency	Method / Items
Floors (all rooms, corridors, staircases, labs, offices)	Sweeping & wet mopping	Daily	Detergent + disinfectant
Desks, benches, lab tables, furniture	Dusting & wiping	Daily	Dry & damp cloth
Switches, railings, handles	Disinfection	Daily	Sanitizer
Boards, glass, partitions	Cleaning	Daily	Glass cleaner
Waste bins	Emptying & liner replacement	Daily	Garbage bags
Walls, ceilings, Fans, corners	Cobweb removal	Weekly	Brushes
Doors, fire exits, lifts	Cleaning	Weekly	Detergent
Pantry, water dispensers	Cleaning	Daily	Food-grade cleaner
AC grills, vents	Cleaning	Weekly	Brushes
Carpets & upholstery	Shampooing	Monthly / need-based	Carpet cleaner
Floors (deep clean)	Scrubbing / buffing	Monthly / need-based	Scrubber machines
Laboratories general cleaning	Bench, sink, shelf cleaning	Daily	Detergent + disinfectant with required safety precaution
Laboratory Waste management	Separation of Bio-waste, Hazardous waste, Broken glassware as per instruction	Daily	Waste segregation as per Lab requirement
Service rooms (pump, electrical, HVAC)	Dust & oil removal	Daily light + deep clean	Degreaser
Convention halls & auditoriums	General cleaning	Every 15 days	Full area cleaning
Convention halls (event days)	Pre- & post-event deep cleaning	Every event	Including food waste removal

SCHEDULE–3 : OUTDOOR AREAS

Area	Activity	Frequency	Method
Roads, pathways, parking	Sweeping & litter removal	Daily	Manual & mechanized
Gardens, lawns	Leaf & waste removal	Daily	Manual
Terraces & rooftops	Sweeping & washing	Monthly	Water jet
Overhead tank	Cleaning & Sanitation	Twice in Year	Manual & mechanized
Building exteriors & signage	Cleaning	Weekly	Cloth, detergent
Drains & stormwater lines	Cleaning up to SMC main	Need-based	Rod, jet
Manholes & inspection chambers	De-silting	Need-based	Manual/mechanized
Accumulated waste & garden waste	Transport to SMC site	Every 15 days or as required	Contractor vehicle

---

APPLICABLE TO ALL SCHEDULES

Requirement	Scope
Cleaning time	All routine cleaning in working areas must be completed before **10:00 AM**
Equipment & consumables	All machines, chemicals, tissues, soaps, disinfectants, garbage bags etc. to be supplied by contractor
QR & WhatsApp system	Unique QR + WhatsApp number in each area for complaints & feedback
Supervisors	Minimum **two site supervisors** on duty at all times
Holidays & special days	Cleaning to be done on holidays, events, exams, inspections without extra cost
Extra cleaning	Any need-based cleaning must be done without additional charges

12. Drainage & Heavy Cleaning (Need-Based)

Internal drains, inspection chambers, storm-water lines and **cleaning up to SMC main connection** are included **without extra cost** whenever required.

---

13. QR, WhatsApp & Monitoring

- **Unique ID + QR sticker** for every room/area; contractor to **print, fix and replace if damaged**.
- **WhatsApp helpline** printed on stickers; **photo complaints allowed**.
- Contractor to **log, resolve and keep digital records**; feedback used for **GeM SLA scoring**.

Below is the **updated insertion** added into your final **PART–A (Scope of Work)** so it is fully enforceable and audit-ready:

---

13. Cleaning Log & Verification

1. **A Cleaning Log Register shall be maintained at each location** (classroom, laboratory, office, toilet, hall, hostel block, etc.).
2. The **cleaning staff shall fill the log** after completing each cleaning activity, mentioning:
    - Date
    - Time
    - Type of cleaning done
    - Name / signature of cleaning staff
3. The **Site Supervisor shall verify and sign** these logs **daily or at least once every shift**.
4. **University-authorised officers / Sanitary Inspectors** shall have the right to **check these logs at any time**, including **random inspections**, and mismatch between log and actual cleanliness shall be treated as **SLA failure**.
5. These logs shall be used along with **QR feedback, WhatsApp complaints and physical inspections** for **GeM scoring and payment deductions**.

---

14. Supervisors, Holidays & Extra Cleaning

- **Minimum two on-site supervisors** at all times.
- **Holiday / exam / VIP / event cleaning** provided **as required**.
- **Need-based extra cleaning** done **without extra charges**.

Below is a **clean, GeM-compliant, and risk-protected "Service Conditions" section** divided into **three parts**, exactly as you asked.
It keeps **all scoring, penalties, and SLA strictly as per GeM**, removes any role of **Estate Section**, and places **all operational, legal, and system responsibilities on the vendor**.

15. Minimum Manpower Requirement & Service Continuity

15.1 Minimum Manpower Deployment: To ensure smooth execution, continuous service delivery, and maintenance of high sanitation standards across all campus buildings and outdoor areas, the Contractor shall compulsorily deploy a minimum of 80 (Eighty) housekeeping workers on the campus daily, over and above the 2 (Two) supervisor staff.

15.2 Mandatory Operational Staffing: The Contractor shall manage shift rotations and leave coverages such that the effective operational strength on campus never falls below 80 workers on any working day.

15.3 Manpower Verification & Audit: Attendance shall be maintained daily and verified via biometric registers. Failure to maintain the minimum daily requirement of 80 workers shall be treated as a operational deficiency and non-adherence to service standards under SLA terms.

PART B : SERVICE CONDITIONS

PART–I Applicability of GeM Conditions

1. This contract shall be governed entirely by the **Government e-Marketplace (GeM) Outcome-Based Housekeeping Service Conditions**, Service Level Agreement (SLA), penalty framework, feedback system, and termination clauses.
2. **All performance scoring, payment deduction, penalty, escalation and contract termination** shall be done **only as per GeM rules**.
3. No additional scoring method, custom penalty or separate evaluation system shall be applied by the University.
4. **GeM Feedback System** (User Feedback 80% + Buyer Feedback 20%) shall be the **only basis** for:
    - Monthly performance score
    - Penalty
    - Payment release
    - Warning or termination
5. **Communication through GeM Portal Only:** All communications, queries, clarifications, and official correspondences regarding this bid/contract shall be conducted strictly through the GeM portal. Any communication made through any other channel, medium, or mode (including paper mail, personal email, phone calls, or verbal discussions) will not be accepted or considered valid. The University shall not be held responsible or liable for any consequences, delays, or missed communications arising from the use of unauthorized communication channels.
6. In case of any conflict between this document and GeM terms, **GeM conditions shall prevail**.

PART–II VNSGU Specific Conditions

The Contractor shall provide:

- QR-code based feedback system
- WhatsApp complaint system
- Digital complaint and resolution log
- Cleaning logs at each location

All systems shall be designed, operated, maintained and funded by the Contractor.

2. The University shall **not be required to develop, host, operate or monitor** any software, dashboard, complaint system or scoring tool.

3. The Contractor shall deploy:
    - Minimum two site supervisors
    - Adequate cleaning staff
    - All machines, chemicals and consumables
4. The Contractor shall ensure that:
    - All complaints are resolved within SLA
    - Feedback is collected
    - Records are maintained for GeM audit
5. The University's role shall be limited only to:
    - Giving feedback on GeM portal
    - Verifying performance during random inspections

Execution of Service Agreement

The successful bidder shall be required to execute a formal Service Agreement with Veer Narmad South Gujarat University (VNSGU) on non-judicial stamp paper of appropriate value, within the time period specified by the University.

Execution of this Service Agreement shall be a mandatory condition for commencement of services.

Failure to sign the agreement within the stipulated time shall be treated as non-acceptance of the contract and may lead to cancellation of award and forfeiture of security as per GeM rules.

PART–III GENERAL TERMS & CONDITIONS

---

1. Governing Framework

This contract shall be governed by:

- **GeM General Terms & Conditions (GTC)**
- **Gujarat State Procurement Policy, 2024**
- **Rules and Regulations of Veer Narmad South Gujarat University (VNSGU)**
- Applicable laws of India

In case of any conflict, **GeM GTC shall prevail**.

---

2. Force Majeure

Neither party shall be liable for failure to perform obligations due to events beyond reasonable control, including natural calamities, war, strikes, epidemics, or government restrictions.
The affected party shall notify the other party in writing within **7 days**.

3. Right to Cancel or Terminate

VNSGU reserves the right to **cancel the bid or terminate the contract at any stage** without assigning any reason and without financial liability, in accordance with **GeM GTC Clause 11**.

---

4. No Sub-letting or Assignment

The vendor shall not assign, transfer, or subcontract the contract or any part thereof without prior written approval of VNSGU.
Unauthorized sub-letting shall lead to **immediate termination**.

---

5. Indemnity

The vendor shall **indemnify and keep indemnified** VNSGU against all claims, losses, damages, penalties, or legal costs arising from:

- Acts or negligence of the vendor or its employees
- Labour law violations
- Injury, accident or death of vendor staff
- Breach of contract or statutory obligations

---

6. Insurance & Liability

The vendor shall maintain throughout the contract:

- **Group Personal Accident Insurance** for all deployed staff
- **Third-party liability insurance** of minimum **₹50 lakh per annum**

Proof shall be submitted on demand or renewal.

---

7. Labour Law Compliance

The vendor shall be solely responsible for compliance with all labour laws including wages, EPF, ESI, gratuity, bonus, leave, and statutory dues.
The University shall have **no employer-employee relationship** and **no liability whatsoever**.

---

8. Accident & Safety

Any injury, accident, disability, or death of vendor employees during contract execution shall be the **sole responsibility of the vendor**.
The University shall not be liable for any compensation, claim, or legal action.

9. Confidentiality

The vendor and its employees shall maintain **strict confidentiality** of all University information and records.
Any breach shall result in **termination and legal action**.

---

10. Audit & Inspection

VNSGU or any authorised Government agency shall have the right to inspect premises, records, and service delivery at any time without prior notice.

---

11. Dispute Resolution & Jurisdiction

Disputes shall be resolved through **arbitration under the Arbitration & Conciliation Act, 1996**.

- Venue: **Surat**
- Jurisdiction: **Courts at Surat, Gujarat**

---

12. Execution of Agreement

The successful bidder may be required to execute a formal agreement on **non-judicial stamp paper** of appropriate value.
The cost shall be borne by the vendor.

---

13. Final Authority

The **Hon'ble Vice-Chancellor, VNSGU** shall be the final authority on all matters of administration and compliance, subject to GeM and legal remedies.

---

14. Limitation of University Liability

The University shall not be liable for:

- Salaries, EPF, ESI or statutory dues
- Accidents, injuries or deaths
- Vendor losses or damages
- Equipment, tools or consumables

All risks shall remain entirely with the vendor.

PART – C PAYMENT TERMS & CONDITIONS

1. Basis of Payment

1.1 Payment shall be made **only through the GeM portal** under the **Outcome-Based Housekeeping Service model**.

1.2 Monthly payment shall be calculated based on:

- **Final area measurements jointly verified at the start of the contract**
- **Rates quoted by the bidder under Schedule–1, Schedule–2 and Schedule–3**
- **Performance Score**

1.3 No payment shall be linked to manpower. Payment is strictly linked to **service outcome and cleanliness performance**.

2. Performance Score and Deduction

2.1 Monthly performance score shall be calculated on GeM as:

Component	Weight
User Feedback (students, staff, visitors)	80%
Buyer Feedback (University authorised officer / Sanitary Inspectors)	20%

Final Score = (User Score × 80%) + (Buyer Score × 20%)

2.2 All penalties, deductions and escalations shall be applied **automatically by GeM** as per its **Outcome-Based SLA**.

2.3 The University shall not apply any manual or additional penalties.

3. Example of Deduction

If monthly bill = ₹1,00,000

User score = 70%
Buyer score = 90%

Final score = (70 × 80%) + (90 × 20%) = 56 + 18 = **74%**

Penalty slab (65%–75%) = **5%**

Amount payable = ₹1,00,000 − ₹5,000 = **₹95,000**

4. Documents Required for Payment

Payment shall be released only after submission and verification of:

1. **GeM system-generated invoice**
2. **Monthly performance score report**
3. **QR feedback and WhatsApp complaint summary**
4. **Cleaning logbooks (location-wise)**
5. **Attendance and manpower deployment records**
6. **Valid insurance (GPA and third-party liability)**
7. **Vendor bank details**

---

5. Payment Release & Delays

5.1 Payment shall be released only after:

- GeM score is generated
- All required documents are submitted
- Verification is completed

5.2 **The vendor shall not claim any interest, compensation or damages for delay in payment** due to:

- Administrative procedures
- Verification process
- GeM system processing
- Any internal process of the University

---

6. Salary & Service Continuity

6.1 **Delay in payment or deduction due to low performance shall not affect**:

- Payment of wages to workers
- Continuity of cleaning services

6.2 The Contractor shall ensure:

- Timely payment of staff salaries
- Uninterrupted cleaning operations

Failure shall be treated as **serious breach of contract**.

---

7. No Advance and No Escalation

7.1 No advance payment shall be made.
7.2 Rates shall remain firm for the contract period unless revised through GeM.

---

8. Final Payment Principle

Payment shall be governed by:

Verified area × Approved rates × GeM performance score
and shall be released only after full compliance with GeM and document requirements.

9. Initial Stabilization Period & SLA Applicability

9.1 Mobilization & Stabilization Period: A grace period of one (1) month from the date of execution of this Contract shall be granted to the Vendor as an initial stabilization period. During this one-month period, no financial penalties or liquidated damages shall be deducted from the Vendor's payments for operational lapses, in order to allow the Vendor to properly set up, align, and organize the work.

9.2 Issuance of Feedback and Notices: Notwithstanding Clause 9.1, the Client reserves the right to issue formal feedback, complaint notices, and deficiency reports to the Vendor during the initial one-month stabilization period. The Vendor shall be obligated to promptly address and rectify all issues highlighted in such notices.

9.3 Enforcement of SLA Penalties: Full enforcement of Service Level Agreement (SLA) penalties and financial deductions shall commence from the start of the second (2nd) month of the Contract execution. Any failure to meet prescribed SLA standards from the second month onwards shall attract penalties as detailed in the SLA terms of this Agreement.

PART – D MINIMUM ELIGIBILITY CRITERIA

A. GENERAL ELIGIBILITY

The bidder shall submit the following information / declarations in the prescribed Annexures.

1. Past Experience

The bidder shall submit details of completed works of similar nature of **housekeeping / facility management / cleaning services**, as per **ANNEXURE – I**.

2. Financial Turnover

The bidder shall submit declaration of **average annual turnover** and eligibility for exemption, if any, as per **ANNEXURE – II**.

3. Earnest Money Deposit (EMD)

The bidder shall submit EMD or claim exemption, as applicable, as per **ANNEXURE – III**.

4. Bidder Information & Acceptance

The bidder shall furnish complete bidder information along with unconditional acceptance of:

- Scope of Work
- GeM SLA
- Payment Terms

as per **ANNEXURE – IV**.

5. Consolidated Self-Declaration

The bidder shall submit a consolidated self-declaration covering:

- Non-blacklisting
- Land-border compliance
- Class of supplier
- Correctness of information

as per **ANNEXURE – V**.

6. Price Reasonability Certificate

The bidder shall certify that quoted rates are:

- Reasonable
- Inclusive of manpower, consumables, chemicals, machines and systems
- Inclusive of all statutory liabilities

as per **ANNEXURE – VI**.

B. BID-SPECIFIC ELIGIBILITY

7. Bank Solvency / Financial Soundness

The bidder shall submit a **Bank Solvency Certificate or Bank Guarantee of 30 Lakh** from a scheduled commercial bank confirming the bidder's financial capacity to execute this large-value, outcome-based contract, as per **ANNEXURE – VII**.

Exemption shall be applicable only as per GeM MSME / Startup rules.

8. Statutory Compliance & Insurance Declaration

The bidder shall submit a declaration confirming compliance with:

- Minimum Wages
- EPF, ESIC
- Bonus, Gratuity
- Contract Labour Act
- Group Personal Accident Insurance
- Third-party liability insurance

as per **ANNEXURE – VIII**.

9. Timely Wage Payment Declaration

The bidder shall declare that wages to deployed staff shall be paid:

- On or before the **1st day of every month**
- Irrespective of payment by the University

as per **ANNEXURE – IX**.

10. Outcome-Based Service Undertaking

The bidder shall submit an undertaking confirming that:

- Payment will be strictly linked to **GeM performance score**
- No claim shall be raised against penalties or deductions
- QR code system, WhatsApp complaint system, cleaning logs, SLA monitoring and all supporting technology shall be provided entirely by the bidder

as per **ANNEXURE – X**.

IMPORTANT NOTE

Submission of all Annexures is **mandatory**.
Failure to submit any Annexure or submission of incorrect information shall lead to **rejection of the bid**.

Exemptions for **EMD, turnover and experience** shall be allowed only if the bidder's **MSME / NSIC / DPIIT Startup status is verified on GeM** on the date of bid submission.

PART – E BID SUBMISSION GUIDELINES

1. Mode of Submission

1.1 All bids shall be submitted **online only through the Government e-Marketplace (GeM) portal**.

1.2 **Earnest Money Deposit (EMD)**, wherever applicable, shall be submitted **only through Demand Draft (DD)** or claimed through valid **MSME / NSIC / DPIIT Startup exemption**, as per GeM rules.

1.3 The **original EMD Demand Draft** (if applicable) shall be submitted physically at:

Purchase Section
Veer Narmad South Gujarat University
Udhna–Magdalla Road, Surat – 395007

in a sealed cover clearly marked:

“EMD for Outcome-Based Housekeeping Services – VNSGU”

before the GeM bid closing date.

1.4 Each document shall be uploaded under the correct GeM upload button, in searchable PDF format, duly signed and stamped by the authorised signatory.

1.5 Incomplete, illegible, wrongly tagged or missing documents may result in **rejection of the bid** during technical evaluation.

A. Physical (Hard-Copy) Submission

Document	Mode	Submission Location	Last Date
EMD Demand Draft (if applicable) in sealed cover marked “EMD for Outcome-Based Housekeeping Services – VNSGU”	Original Hard Copy	Purchase Section, VNSGU, Surat – 395007	As per GeM bid closing date

B. Online Submission on GeM Portal

Sr. No. (क्र. सं.)	Purpose (उद्देश्य)	GeM Upload Button (GeM अपलोड बटन)	Documents to Attach (संलग्न किए जाने वाले दस्तावेज)
1	Financial Capacity & Turnover वित्तीय क्षमता एवं टर्नओवर	Button 1 – Financial Capacity बटन 1 – वित्तीय क्षमता	Annexure-I, CA-certified Turnover Certificate, MSME/NSIC/Startup certificate (if applicable) अनुलग्नक–I, सीए–प्रमाणित टर्नओवर प्रमाण पत्र, एमएसएमई/एनएसआईसी/स्टार्टअप प्रमाणपत्र (यदि लागू हो)
2	Past Work Experience पिछला कार्य अनुभव	Button 2 – Experience Documents बटन 2 – अनुभव दस्तावेज	Annexure-II, Work Orders, Completion / Payment Proof अनुलग्नक–II, वर्क ऑर्डर, कार्य पूर्णता / भुगतान का प्रमाण
3	EMD / Exemption ईएमडी / छूट	Button 3 – Compliance Documents बटन 3 – अनुपालन दस्तावेज	Annexure-III, Scan of DD or MSME/Startup certificate अनुलग्नक–III, डीडी की स्कैन कॉपी या एमएसएमई/स्टार्टअप प्रमाण पत्र
4	Bidder Information & Acceptance बोलीदाता की जानकारी और स्वीकृति	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-IV, PAN, GST, Cancelled cheque, MSME (if applicable) अनुलग्नक–IV, पैन, जीएसटी, रद्द चेक, एमएसएमई (यदि लागू हो)
5	Consolidated Declarations समेकित घोषणाएं	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-V अनुलग्नक–V
6	Price Reasonability मूल्य की औचित्यता	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-VI अनुलग्नक–VI
7	Bank Solvency / BG / Exemption बैंक सॉल्वेंसी/बीजी/छूट	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-VII अनुलग्नक–VII
8	Statutory & Insurance Declaration वैधानिक एवं बीमा संबंधी घोषणा	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-VIII अनुलग्नक–VIII
9	Timely Wage Payment समय पर वेतन भुगतान	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-IX अनुलग्नक–IX
10	Outcome-Based Undertaking परिणाम–आधारित अंडरटेकिंग	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-X अनुलग्नक–X
11	COMBINED NOTARIZED AFFIDAVIT-CUM-UNDERTAKING	Button 4 – Additional Documents बटन 4 – अतिरिक्त दस्तावेज	Annexure-XI अनुलग्नक–XI

* **All Annexures are mandatory.**

IMPORTANT NOTES FOR ANNEXURES & DOCUMENT SUBMISSION

1. All Annexures must be **fully filled, signed, stamped and page-numbered**. Annexure numbering must strictly match the tender document.
2. All supporting documents must be **self-attested and stamped** by the authorised signatory.
3. **No price information** shall be mentioned in any annexure or technical document. Prices shall be entered **only in the GeM BoQ / Financial Bid**.
4. All uploaded files must be in **clear, searchable PDF format**.

5. Documents must be uploaded **strictly under the correct GeM upload button** as specified above.
   Wrong tagging may lead to rejection.
6. **Do not upload unnecessary or promotional documents.**
   Only documents specifically asked for in this tender shall be considered.
7. Under **Experience Criteria**, only **three (03) completed work orders** shall be uploaded, supported by valid completion certificates or payment proof.
   Additional or irrelevant documents may be ignored during evaluation.

PART – D MINIMUM ELIGIBILITY CRITERIA

A. GENERAL ELIGIBILITY

The bidder shall submit the following information / declarations in the prescribed Annexures.

1. Past Experience

The bidder shall submit details of completed works of similar nature of **housekeeping / facility management / cleaning services**, as per **ANNEXURE – I**.

2. Financial Turnover

The bidder shall submit declaration of **average annual turnover** and eligibility for exemption, if any, as per **ANNEXURE – II**.

3. Earnest Money Deposit (EMD)

The bidder shall submit EMD or claim exemption, as applicable, as per **ANNEXURE – III**.

4. Bidder Information & Acceptance

The bidder shall furnish complete bidder information along with unconditional acceptance of:

- Scope of Work
- GeM SLA
- Payment Terms

as per **ANNEXURE – IV**.

5. Consolidated Self-Declaration

The bidder shall submit a consolidated self-declaration covering:

- Non-blacklisting
- Land-border compliance
- Class of supplier
- Correctness of information

as per **ANNEXURE – V**.

6. Price Reasonability Certificate

The bidder shall certify that quoted rates are:

- Reasonable
- Inclusive of manpower, consumables, chemicals, machines and systems
- Inclusive of all statutory liabilities

as per **ANNEXURE – VI**.

B. BID-SPECIFIC ELIGIBILITY

7. Bank Solvency / Financial Soundness

The bidder shall submit a **Bank Solvency Certificate or Bank Guarantee** from a scheduled commercial bank confirming the bidder's financial capacity to execute this large-value, outcome-based contract, as per **ANNEXURE – VII**.

Exemption shall be applicable only as per GeM MSME / Startup rules.

8. Statutory Compliance & Insurance Declaration

The bidder shall submit a declaration confirming compliance with:

- Minimum Wages
- EPF, ESIC
- Bonus, Gratuity
- Contract Labour Act
- Group Personal Accident Insurance
- Third-party liability insurance

as per **ANNEXURE – VIII**.

9. Timely Wage Payment Declaration

The bidder shall declare that wages to deployed staff shall be paid:

- On or before the **1st day of every month**
- Irrespective of payment by the University

as per **ANNEXURE – IX**.

10. Outcome-Based Service Undertaking

The bidder shall submit an undertaking confirming that:

- Payment will be strictly linked to **GeM performance score**
- No claim shall be raised against penalties or deductions
- QR code system, WhatsApp complaint system, cleaning logs, SLA monitoring and all supporting technology shall be provided entirely by the bidder

as per **ANNEXURE – X**.

IMPORTANT NOTE

Submission of all Annexures is **mandatory**.
Failure to submit any Annexure or submission of incorrect information shall lead to **rejection of the bid**.

Exemptions for **EMD, turnover and experience** shall be allowed only if the bidder's **MSME / NSIC / DPIIT Startup status is verified on GeM** on the date of bid submission.

ANNEXURE - I
DECLARATION OF AVERAGE ANNUAL TURNOVER & EXEMPTION ELIGIBILITY

PART A – DECLARATION OF TURNOVER (Last Three Financial Years)

(Fill even though you claim exemption)

We hereby declare that our average annual turnover for the last **three financial years** is as follows:

Financial Year	Annual Turnover (₹)
FY 2022–23	
FY 2023–24	
FY 2024–25	
Average turnover	
Required Turnover as per Bid	
Average turnover is as per Bid condition	YES/NO

Attachment required: Self-attested copy of CA-certified Turnover Certificate(s)

PART B – EXEMPTION FROM TURNOVER (IF APPLICABLE)

We seek exemption from the following requirement(s) under valid government policy Turnover Requirement

Basis of Exemption (select one & provide a valid certificate):

☐ MSME-Udyam-Registered
☐ NSIC Registered
☐ DPIIT-Recognized Startup

Attachment required: Self attested copy of Valid MSME-Udyam / NSIC/ DPIIT Startup Certificate

Note: "Exemption from past experience, turnover or EMD shall be applicable only if the bidder's MSME / NSIC / DPIIT Startup status is valid and reflected as 'Verified/Active' on the GeM portal at the time of bid submission. MSME / Startup registrations appearing as 'Pending', 'Applied', or under verification on the GeM portal shall not be considered for exemption at the bid evaluation stage. Committee verification shall be limited to verification of documents and shall not override GeM system status for the purpose of granting exemption."

FINAL DECLARATION

I/We hereby declare that:

✓ All information provided is true and correct.
✓ We understand that concealment/misrepresentation may lead to bid rejection.
✓ We agree to submit any additional documents if required by VNSGU during evaluation.

Place: _____ Date: _____ Authorized Signatory (Name & Seal)

ANNEXURE – II
DECLARATION OF PAST WORK EXPERIENCE & EXEMPTION ELIGIBILITY

PART A – WORK EXPERIENCE DETAILS (LAST THREE FINANCIAL YEARS)

(Important Instructions to Bidders (Mandatory):

1. Fill this even though you claim exemption.
2. **Maximum Three (03) Work Orders only** shall be listed.
   Submission of more than three orders will result in the **evaluation of only the first three** in the order listed.
3. **Only completed works** shall be considered.
   Ongoing, partial, trial, or AMC-only contracts shall **not** be treated as completed works.
4. **Eligible Clients:**
   - **Government / PSU / Autonomous Bodies / Universities** – all completed works are acceptable.
   - **Private Limited Companies** – only completed works of **Public or Private Limited Companies** shall be considered.
   - Works executed for proprietorships, partnership firms, individuals, societies, or NGOs **shall not be considered**.
5. **Do not attach unnecessary documents.**
   Only the documents specifically mentioned below shall be uploaded. Any extra, irrelevant, or promotional documents may be ignored during evaluation.
6. **Mismatch or false information** between this Annexure and uploaded documents may lead to **bid rejection**.

Experience Details Table

Sr. No.	Client Name & Address	Organization type (Govt / PSU / Autonomous / University / Pvt. Ltd.)	Work Order No. & Date	Brief Description of Work / Service	Contract Value (₹)	Completion Proof Attached (Yes/No)
1						
2						
3						

For each work order mentioned above, attach:

- **Mandatory:** ✓ Copy of Work Order / Contract Agreement
- **AND any ONE (1) of the following:**
  ✓ Completion / Performance Certificate issued by the client **OR**
  ✓ Proof of payment (Bank advice / TDS certificate / payment confirmation) **OR**
  ✓ CARC (Consignee's Acceptance & Receipt Certificate) generated on GeM (if applicable)

PART B – DECLARATION OF EXPERIENCE ELIGIBILITY (AS PER BID CONDITIONS)

We hereby confirm that we satisfy the past experience eligibility criteria specified in the bid document by fulfilling **any one** of the following conditions:

Eligibility Condition	Tick (✓)
One completed work of value not less than **80%** of the estimated bid value	☐ YES ☐ NO
Two completed works, each of value not less than **50%** of the estimated bid value	☐ YES ☐ NO
Three completed works, each of value not less than **40%** of the estimated bid value	☐ YES ☐ NO
We do NOT satisfy the above experience criteria and are claiming exemption, if permissible under the bid conditions and applicable Government / GeM procurement policies (supporting document attached)	☐ YES ☐ NO

PART C – DECLARATION FOR EXEMPTION (IF APPLICABLE)

We claim exemption from the **past experience requirement**, as permitted under applicable Government procurement policies, based on our status as:
☐ MSME (Udyam Registered), ☐ NSIC Registered, ☐ DPIIT-Recognized Startup

Attachment Required:
✓ Self-attested copy of valid MSME-Udyam / NSIC / DPIIT Startup Certificate

Note: "Exemption from past experience, turnover or EMD shall be applicable only if the bidder's MSME / NSIC / DPIIT Startup status is valid and reflected as 'Verified/Active' on the GeM portal at the time of bid submission. MSME / Startup registrations appearing as 'Pending', 'Applied', or under verification on the GeM portal shall not be considered for exemption at the bid evaluation stage. Committee verification shall be limited to verification of documents and shall not override GeM system status for the purpose of granting exemption."

FINAL DECLARATION

We hereby declare that:

- The information furnished above is **true, complete, and correct**.
- Only eligible and completed works have been declared.
- No misleading or false information has been submitted.
- We understand that submission of incorrect information may result in **rejection of the bid, forfeiture of EMD, and other legal or contractual action** as deemed fit by the Procuring Authority.

Place: _____ Date: _____ Authorized Signatory (Name & Seal)

ANNEXURE - III

EMD Submission or Exemption Declaration

Option A – EMD Submission via Demand Draft

We hereby submit the **Earnest Money Deposit (EMD)** for the above-mentioned tender as per the following details:

Particulars	Details
Name of Bidder	
DD Amount	
DD Number	
Date of Issue	
Bank Name & Branch	
Payable To	Registrar, Veer Narmad South Gujarat University
Payable At	Surat – 395007

We confirm that:

- The Demand Draft has been issued by any **Nationalized bank or as per the latest Gujarat government-recognized bank for SD/EMD**
- The DD has been drawn in favour of the University, by or on behalf of the bidding firm.
- The **original DD** has been submitted or dispatched to the University as per tender instructions.

To Be Submitted (Hard Copy):
The original Demand Draft must be submitted at the Purchase Section, Veer Narmad South Gujarat University, Surat – 395007 not later than three days of the Online GEM bid submission deadline.

Place: _____ Date: _____ **Authorized Signatory (Name & Seal)**

Attachment: Original Demand Draft

OR

Option B – EMD Exemption Declaration

We hereby declare that our organization is registered as a **Micro/Small Enterprise (MSME) or NSIC or Startup under DPIIT**, and is therefore **exempted from EMD submission** under **Government Procurement Policy (GPP) 2024** and **GeM rules**.

We understand and acknowledge that:

- Only **GeM-verified MSME/NSIC / Startup registration** will be considered valid for exemption.
- If our MSME / Startup status appears as *"pending"* or *"applied"* on GeM at the time of bid submission, the exemption will not be granted.
- If neither valid exemption proof nor EMD is submitted at bid opening, our bid shall be **summarily rejected**.
- Submission of false or invalid exemption documents will lead to **disqualification** and may attract **legal or contractual action**.

Place: _____ Date: _____ **Authorized Signatory (Name & Seal)**

Attachment required: Self-attested, Valid MSME - Udyam / NSIC/ Startup (DPIIT) Registration Certificate.

Note: "Exemption from past experience, turnover or EMD shall be applicable only if the bidder's MSME / NSIC / DPIIT Startup status is valid and reflected as 'Verified/Active' on the GeM portal at the time of bid submission. MSME / Startup registrations appearing as 'Pending', 'Applied', or under verification on the GeM portal shall not be considered for exemption at the bid evaluation stage. Committee verification shall be limited to verification of documents and shall not override GeM system status for the purpose of granting exemption."

ANNEXURE – IV BIDDER INFORMATION & ACCEPTANCE

A. BIDDER INFORMATION

Sr. No.	Particulars	Bidder's Response
1	Name of Firm / Company	
2	Legal Status (Proprietorship / Partnership / LLP / Pvt. Ltd. / Ltd. / Others)	
3	Year of Establishment	
4	Registered Office Address	
5	Communication Address (if different)	
6	Authorized Signatory – Name	
7	Designation	
8	Contact Number	
9	Email ID	
10	Website (if any)	

B. STATUTORY & REGISTRATION DETAILS

Sr. No.	Registration / License	Registration No.	Valid Up To	Copy Enclosed (Yes / No)
1	PAN			
2	GST Registration			
3	MSME / NSIC / DPIIT Startup (if applicable)			
4	DIN- Director Identification Number (if applicable)			
5	Any Other (specify)			

C. BANK DETAILS (FOR PAYMENT PURPOSE)

Sr. No.	Details	Bidder's Response
1	Bank Name	
2	Branch	

3	Account Holder Name	
4	Account Number	
5	IFSC Code	

D. ESCALATION MATRIX (FOR OPERATIONAL / SUPPORT ISSUES)

Level	Name	Designation	Email ID	Contact No.	Response Time
Level – 1					
Level – 2					
Level – 3					

E. GENERAL ACCEPTANCE & UNDERTAKING

We hereby declare and confirm that:

1. We have **read, understood and accepted the Scope of Work** as specified in the bid document and appendices.
2. We have **read, understood and accepted the GeM General Terms & Conditions and applicable Service Level Agreement (SLA)** governing this bid.
3. We have **read, understood and accepted the Payment Terms** as specified in the bid document and on the GeM portal.
4. We agree to **execute a formal agreement / contract**, if required, and to comply with all terms and conditions of the bid.
5. We confirm compliance with all **applicable Central and State laws**, statutory requirements and procurement rules relevant to this bid.
6. We certify that **all information furnished by us is true, correct and complete** to the best of our knowledge.
7. We understand that submission of **false, misleading or incomplete information** may result in rejection of the bid, cancellation of award, or other action as per applicable rules.

Place: _____ Date: _____Authorized Signatory Signature & Seal)

UPLOAD / ATTACHMENT INSTRUCTIONS

- Self-attested copy of **PAN Card**
- Self-attested copy of **GST Registration Certificate**
- **Cancelled Cheque** (for bank verification)
- MSME / NSIC / DPIIT Startup certificate (if applicable)

ANNEXURE – V CONSOLIDATED SELF-DECLARATION

I/We, the undersigned bidder, do hereby solemnly declare and affirm as under:

PART A – SELF-DECLARATION REGARDING LAND BORDER SHARING COUNTRY

(Rule 144(xi) of GFR, 2017 as amended)

1. I/We hereby declare that:

☐ **We are not from a country which shares a land border with India**, as defined under Rule 144(xi) of the General Financial Rules (GFR), 2017 and subsequent amendments issued by the Government of India.

OR

☐ **We are from a country which shares a land border with India**, and we are **registered with the Competent Authority** as notified by the Government of India. A copy of the valid registration certificate issued by the Competent Authority (Ministry of Home Affairs, Government of India) is enclosed.

2. I/We understand that **misrepresentation or suppression of facts** under this declaration shall render the bid liable for rejection and may also lead to cancellation of contract, if awarded.

PART B – CLASS OF SUPPLIER & LOCAL CONTENT DECLARATION

(As per Gujarat State Procurement Policy, 2024)

1. Local Content Confirmation

I/We confirm that the **local content** in respect of the quoted item(s) / service(s) is _____ **%**, and accordingly we qualify as:

☐ Class-I Gujarat MSE / Class-I Local Supplier
☐ Class-II Gujarat MSE / Class-II Local Supplier

2. Eligibility for Purchase Preference

I/We hereby declare that we are eligible for **purchase preference**, wherever applicable, as per **Government of Gujarat Industries & Mines Department Resolution No. SPO-102021-188460-CH dated 14-03-2024**.

3. Compliance with Local Content Calculation

I/We confirm that the local content has been calculated strictly in accordance with the prescribed formula:

Local Content (%) = [(Sale Price – Value of Imported Content) × 100] ÷ Sale Price

Further, I/We confirm that **transportation, insurance, installation, commissioning, training, AMC/CMC, and after-sales services** have **not** been considered as local value addition.

4. Details of Local and Imported Content

Sr. No.	Item / Equipment Name	Local Content (%)	Location of Value Addition (State, India)	Imported Content (%) (incl. customs duties)
1				
2				

(Attach additional sheet if required)

---

5. Auditor Certification (Where Applicable)

For bids above **₹10 Crore**, I/We confirm that a certificate from:

- Statutory Auditor / Cost Auditor (for Companies), **OR**
- Practicing Chartered Accountant / Cost Accountant (for others)

certifying the percentage of local content, **as per Annexure-II of the Gujarat State Procurement Policy, 2024**, has been enclosed.

---

6. Declaration of Integrity

I/We understand that any **false declaration** under this annexure shall be treated as a **breach of Code of Integrity** under Clause 2(C)(d) of the Gujarat State Procurement Policy, 2024, and may lead to:

- Debarment for a period of up to **two (02) years**, and/or
- Other legal actions as applicable.

FINAL DECLARATION

I/We hereby declare that **all information provided in this consolidated self-declaration is true, complete, and correct** to the best of our knowledge and belief, and nothing material has been concealed therefrom.

Place: _____Date: _____Authorized Signatory (Name, Signature & Seal)

ANNEXURE- VI
Price Reasonability Certificate

To
The Registrar
Veer Narmad South Gujarat University
Surat – 395007, Gujarat, India

Subject: Price Reasonability Certificate

Dear Sir/Madam,
We hereby certify that:

1. **The rates quoted in our bid are reasonable and justified**, based on prevailing market rates, product specifications, and associated services offered.
2. The offered price:
    - Is comparable to the price of similar goods/services supplied to other Government organizations, PSUs, or reputed private institutions.
    - Has not been increased for the current tender and is consistent with prices offered in other recent bids or supply orders.
3. We also confirm that **no lower price** has been quoted for the same product or service to any Government/PSU/Autonomous institution or any buyer on GeM in the last six months for comparable quantity and terms.
4. In the event of discovery of any lower quoted price for the same specification elsewhere under similar conditions, we agree that the University may take appropriate action, including price reduction or disqualification.

We assure full cooperation and submission of supporting documents, invoices, or client POs if required by the audit or evaluation committee.
Sincerely,

Place: _____ Date: _____ **Authorized Signatory (Name & Seal)**

ANNEXURE – VII BANK SOLVENCY / BANK GUARANTEE / EXEMPTION DECLARATION

Tender Name: Outcome-Based Housekeeping Services
GeM Bid No.: _____
Name of Bidder: _____

A. Financial Soundness Declaration

We, **M/s** _____, hereby declare that we have sufficient financial capacity to execute this large-value, outcome-based housekeeping contract, including payment of wages, statutory dues, consumables, equipment, and all operational expenses.

We confirm that our financial soundness is supported by one of the following (tick whichever is applicable):

☐ **Bank Solvency Certificate** ☐ **Bank Guarantee**

☐ **Exemption under GeM MSME / Startup rules**

B. Details of Bank Solvency Certificate / Bank Guarantee

(To be filled if Solvency or BG is submitted)

1. **Name of Bank:** _____
   (Nationalised Bank / Gujarat Government-approved Bank only)
2. **Branch Address:** _____
3. **Type of Document:**
   ☐ Bank Solvency Certificate
   ☐ Bank Guarantee
4. **Reference / Certificate / BG No.:** _____
5. **Amount (if Bank Guarantee):** ₹ _____
6. **Date of Issue:** _____
7. **Validity up to:** _____
8. The above document has been issued **specifically for this GeM bid** for **"Outcome-Based Housekeeping Services, Veer Narmad South Gujarat University".**

C. Exemption Claim (If Applicable)

(To be filled only if exemption is claimed)

We hereby declare that we are eligible for exemption from Bank Solvency / Bank Guarantee under GeM rules as we are registered as:

☐ MSME ☐ DPIIT-recognized Startup ☐ NSIC (as applicable)

Our registration status is **Active and Verified on the GeM portal** on the date of bid submission.

D. University's Right to Verify Financial Capacity

We expressly agree that:

Even if exemption is claimed, **Veer Narmad South Gujarat University reserves the right to verify our financial and operational capacity at any stage** of the tender or contract, including by calling for bank statements, credit limits, ongoing commitments, or any other supporting documents.

If our financial capacity is found to be inadequate, the University shall have the right to **reject the bid, cancel the award, or terminate the contract** without any financial liability.

E. Declaration

We certify that the information furnished above is true and correct.
We understand that any false or misleading information shall result in **rejection of our bid or termination of contract**.

Place: _____ Date: _____ **Authorized Signatory (Name & Seal)**

ANNEXURE – VIII STATUTORY COMPLIANCE & INSURANCE DECLARATION

Tender Name: Outcome-Based Housekeeping Services
GeM Bid No.: _____
Name of Bidder: _____

We, **M/s** _____, hereby declare that we fully comply and shall continue to comply throughout the contract period with all applicable labour, social security and statutory laws, including but not limited to the following:

A. Labour & Statutory Laws

We confirm compliance with:

1. **Minimum Wages Act** (Central / Gujarat)
2. **Employees' Provident Fund (EPF) Act**
3. **Employees' State Insurance (ESI) Act**
4. **Payment of Bonus Act**
5. **Payment of Gratuity Act**
6. **Contract Labour (Regulation & Abolition) Act**
7. All other applicable labour laws, rules and notifications.

We undertake that:

- All deployed workers shall be paid **not less than statutory minimum wages**.
- All EPF, ESI and statutory contributions shall be deposited within prescribed timelines.
- All benefits such as leave, bonus, gratuity and weekly offs shall be provided.

B. Insurance Coverage

We confirm that we shall maintain the following insurance policies for all deployed workers throughout the contract period:

Type of Insurance	Coverage
Group Personal Accident (GPA)	For all deployed employees
Third-Party Liability Insurance	Minimum ₹50 lakh per year

Copies of valid insurance policies shall be submitted and renewed as required.

C. Liability Clause

We accept that:

- The **University shall have no employer-employee relationship** with our staff.
- Any liability arising out of non-payment of wages, EPF, ESI, bonus, gratuity, insurance, accident, injury, or death shall be **entirely our responsibility**.
- We shall **indemnify and keep the University harmless** against all such claims.

D. Declaration

We certify that the above information is true and correct.
We understand that submission of false or misleading information shall lead to **rejection of our bid or termination of contract** and forfeiture of security.

Place: _____ Date: _____ **Authorized Signatory (Name & Seal)**

ANNEXURE – IX TIMELY WAGE PAYMENT UNDERTAKING

We, **M/s** _____, hereby undertake and declare that:

1. We shall pay **full wages to all deployed workers on or before the 1st day of every month** without fail.
2. Payment of wages shall be made **irrespective of**:
    - Release of payment by the University
    - Any deduction or penalty imposed under GeM SLA
    - Any administrative or procedural delay
    - We shall ensure that all statutory deductions and contributions such as: EPF, ESI, Professional tax,
    - Any other applicable dues are deposited within the prescribed time.
3. We understand that:
    - Non-payment or delayed payment of wages shall be treated as a **serious breach of contract**.
    - The University and GeM may initiate **penal action, termination or blacklisting** in case of default.
4. We accept that the University shall have **no liability or responsibility** for payment of wages, statutory dues or any employee-related claim.

Declaration

We certify that the above undertaking is true and binding on us.

We agree that violation of this undertaking shall lead to **rejection of our bid or termination of contract**.

Place: _____ Date: _____ **Authorized Signatory (Name & Seal)**

ANNEXURE – X OUTCOME-BASED SERVICE UNDERTAKING

We, **M/s** _____, hereby undertake and confirm that we clearly understand and accept the **Outcome-Based Housekeeping Service Model** under the Government e-Marketplace (GeM) for Veer Narmad South Gujarat University.

We specifically agree and confirm the following:

1. **Performance-linked Payment**
   We accept that our monthly payment shall be based entirely on the **GeM Performance Score** (User Feedback 80% + Buyer Feedback 20%) and that deductions, penalties and termination shall be governed strictly by the **GeM Outcome-Based SLA**.

- **No Claim Against Deductions**
  We shall not raise any claim, dispute or demand against: Penalties, Deductions, Reduced payment arising due to low performance score.
- **Complete Responsibility for Service Delivery**
  We shall be fully responsible for: Cleanliness of all assigned areas, Manpower deployment, Machines, tools and consumables, QR-code feedback system, WhatsApp complaint system, Cleaning logs and digital records, SLA monitoring and reporting
  All these shall be provided and maintained by us **at our own cost**.
- **No Dependence on University Systems**
  We accept that the University is not required to provide any: Software, Hardware, Telephone, IT support, Manpower
  for operating the outcome-based service or complaint system.
- **Service Continuity**
  We shall ensure uninterrupted cleaning services even if: Payments are delayed, Penalties are applied, Scores are low

6. **Binding Nature**
   This undertaking shall be **legally binding** and violation of any part of it shall be sufficient ground for **rejection of bid, termination of contract or other action under GeM rules**.

We certify that we have fully understood the Outcome-Based Service Model and agree to comply with all its requirements without any reservation.

Place: _____ Date: _____ **Authorized Signatory (Name & Seal)**

ANNEXURE – XI

COMBINED NOTARIZED AFFIDAVIT-CUM-UNDERTAKING

REGARDING NON-BLACKLISTING, FINANCIAL SOLVENCY AND IRREVOCABLE UNDERTAKING

(To be executed on ₹300 Non-Judicial Stamp Paper and duly notarized, subject to applicable law and the requirements of the Bid/Tender)

Date: ____ / ____ / _____

Place: _____

To,
Registrar
Veer Narmad South Gujarat University, SURAT

Subject: Combined declaration for non-blacklisting, financial solvency and irrevocable undertaking in respect of Bid/Tender No. _____ dated _____.

I/We, the undersigned, being the authorised signatory of M/s. _____, having its registered office at _____ _____, (hereinafter referred to as the “Bidder”), do hereby solemnly affirm, declare and undertake as follows:

1. DECLARATION REGARDING NON-BLACKLISTING / NON-DEBARMENT

I/We declare that, as on the date of submission of this Bid/Tender, the Bidder has not been blacklisted, debarred, banned or declared ineligible from participating in tenders/procurements by any Central Government or State Government department, Ministry, public sector undertaking, statutory/autonomous body, local authority or other government organisation, in a manner that would make the Bidder ineligible for this procurement. I/We further undertake to disclose any relevant order or change in status that occurs before award of the contract, where required by the Bid/Tender conditions or applicable law.

2. DECLARATION REGARDING FINANCIAL SOLVENCY AND CAPACITY

I/We declare that the Bidder is financially sound and solvent and has, or shall arrange, the financial resources reasonably required to perform and fulfil the obligations arising from the Bid/Tender and any resulting contract/order for the supply of goods and/or provision of services, in accordance with the Bid/Tender conditions. I/We understand that this declaration does not replace any separate bank solvency certificate, bank guarantee, credit facility proof, audited financial statement or other financial document expressly required under the Bid/Tender. Where such document is prescribed, I/We shall submit it in the form and within the time stipulated by the Buyer.

3. IRREVOCABLE AND UNCONDITIONAL UNDERTAKING

I/We confirm that the declarations and undertakings contained herein are made voluntarily, in good faith and after due verification. To the extent permitted by applicable law and subject to the Bid/Tender conditions, I/We undertake not to withdraw, revoke or materially alter these declarations during the validity of the Bid/Tender and, if awarded the contract/order, during the period for which the relevant undertaking is required to remain effective. This undertaking shall not limit any rights or remedies available to the Buyer under the Bid/Tender, the contract/order or applicable law.

4. CORRECTNESS OF INFORMATION AND CONSEQUENCES

I/We certify that the information stated in this affidavit-cum-undertaking is true and correct to the best of my/our knowledge and belief and that no material fact relevant to these declarations has been knowingly concealed. If any declaration is found to be false, misleading or materially incorrect, the Buyer may take action in accordance with the Bid/Tender conditions and applicable law, which may include rejection of the Bid, cancellation of award/order, termination of contract and/or other lawful action.

SOLEMNLY AFFIRMED AND SIGNED BY THE BIDDER

Name of Bidder / Firm / Company	_____
Name of Authorised Signatory	_____
Designation	_____
Registered Address	_____ _____
Signature with seal/stamp	_____
Date and Place	_____

VERIFICATION

I/We, the above-named deponent/authorised signatory, verify that the contents of this affidavit-cum-undertaking are true and correct to the best of my/our knowledge and belief and that nothing material has been concealed therefrom.

Verified at _____ on this ____ day of _____, 20____.

Signature of Deponent / Authorised Signatory: _____

BEFORE ME

NOTARY PUBLIC
(Signature, seal and registration details)

Important drafting note (for the Buyer's internal use; remove before execution if not required): *The ₹300 stamp-paper value and notarisation requirement should be checked against applicable Gujarat stamp law and the specific tender conditions. This combined declaration does not itself constitute a bank solvency certificate or bank guarantee.*