

TENDER NO. SCADL/2025-26/06

Tender for Cleaning and Housekeeping Services at
Command and Control Center, Paldi premise of
SMART CITY AHMEDABAD DEVELOPMENT LIMITED



Online Tenders are invited from prospective bidders for selection of agency to Supply / Providing of Cleaning and Housekeeping Services at the Command and control center, Paldi premise of SMART CITY AHMEDABAD DEVELOPMENT LIMITED
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Tender Invitation date	05/02/2026
Pre bid meeting	11/02/2026
Tender closing date	26/02/2026
Tender View / Download on	www.nprocure.com www.ahmedabadcity.gov.in www.smartcityahmedabad.com
Bid Submission On	www.nprocure.com only

Published By, _____



SMART CITY AHMEDABAD DEVELOPMENT LIMITED
(An SPV of Amdavad Municipal Corporation)

Tender No: SCADL/2025-26/06

Supply/Providing of cleaning and Housekeeping Services at Command and control center - Paldi premise of SMART CITY AHMEDABAD DEVELOPMENT LIMITED.

Tender available on following website:

www.ahmedabadcity.gov.in

www.smartcityahmedabad.com

<https://www.nprocure.com>

Mile Stone Dates:

- | | |
|---|-----------------------------|
| ➤ E -Tender Launching Date | Dt. 05/02/2026 |
| ➤ Last Date
(Online Submission up to) | Dt. 26/02/2026 upto 4.00 pm |
| ➤ Submission of physical tender
(Technical Bid Only) | Dt. 26/02/2026 upto 5.00 pm |
| ➤ Date for Opening of technical Bid
(Online) | Dt. 26/02/2026 at 5.30 pm |
| ➤ Date for Opening of technical Bid
(physical) | Dt. 26/02/2026 at 5.30 pm |
| ➤ Pre Bid Meeting Date and Time | Dt. 11/02/2026 at 4.00 pm |

From

SMART CITY AHMEDABAD DEVELOPMENT LIMITED

Registered Office

Command and control center,
Opp.Divan Ballubhai school,
Near.Tagor Hall,
Paldi
Ahmedabad.
Pin.380007

Corresponding Office

CEO, SMART CITY AHMEDABAD
DEVELOPMENT LIMITED,
Opp.Divan Ballubhai school,
Near.Tagor Hall,
Paldi
Ahmedabad.
Pin.380007
Email : smartcity@ahmedabadcity.gov.in

Invitation to Bidder

- 1 SMART CITY AHMEDABAD DEVELOPMENT LIMITED is desirous to avail cleaning Housekeeping Services at Command and control center, Paldi premises.
- 2 Chief Executive Officer, SMART CITY AHMEDABAD DEVELOPMENT LIMITED invites online tender on behalf of Smart City Ahmedabad Development Limited, only from the qualified and eligible Parties for the following work.

Sr	Name of Work	Tender Fee (Rs.)	EMD (Rs.)
1	Supply / Providing cleaning and Housekeeping Services at Command-and-Control Center - Paldi premise of SMART CITY AHMEDABAD DEVELOPMENT LIMITED.	Rs. 3,600/-	Rs. 4,50,000/-

3. Eligible agencies may visit/inspect the site on any working day from between 11.00 AM to 05.00 PM (Except on Sundays and Govt. Holidays) by contacting office of General Manager (Admin), Command and Control Center, Paldi.
4. Instructions for submission of bids :
 1. Bidder has to submit bid online and physical form both. Price bid should be submitted online only.
 2. After filling online details, all relevant information/physical documents as specified in the Tender shall be submitted by speed post or RPAD or Courier or by hand delivery with processing fees (Tender Fees, EMD).
 3. Bids must be accompanied by the earnest money (Bid Security) and Tender Fee of the amount specified for the work in the table in point 2 of this Notice Inviting Tenders and should be in the name of "SMART CITY AHMEDABAD DEVELOPMENT LIMITED" payable at Ahmedabad. The earnest money will have to be in the form of DD/ Bank Guarantee as specified in the bidding document. This DD/ Bank Guarantee shall be from any of the Approved Bank to Ahmedabad Municipal Corporation. The list of the Approved Banks is specified in the Annexure 11. The Tender Fee is nonrefundable and shall be paid along with the tender submission.
 4. Bidder has to attach self-attested copies of all documents mentioned in the bid documents.
 5. The bid which does not comprise Bid Security/EMD and or Tender Fees shall not be accepted and liable for rejection.
 6. The Price Bid of those bidders whose bid meets the eligibility and qualification criteria will be opened.
 7. Conditional Bid shall not be accepted and shall be liable for rejection.
 8. Before the deadline for submission of bids, the Authority may modify the bidding documents by using addendum. Any addendum thus issued shall be part of the bidding documents and the copy of the same should be signed and attached with tender document. The addendum shall be posted online only. No separate notification for addendum / corrigendum will be issued by authority. Bidders are required to check for any addendum/ corrigendum before submitting online bid/ tender.
 9. The decision of authority for selection or rejection of the offers shall be final and binding to all. SMART CITY AHMEDABAD DEVELOPMENT LIMITED may at its sole discretion reserved the right to form a panel of service

providers- housekeeping agencies for execution of the work mentioned in the aforesaid tender to hire professional and competent services from amongst the successful bidders/ agencies, if the authority desires and agencies shows their willingness to work on L1 rate.

10. All other details can be seen in the bidding documents which can be downloaded from Ahmedabad Municipal Corporation website www.ahmedabadcity.gov.in and <https://amc.nprocure.com>. Bidders are required to submit their bid/ tender online @ <https://amc.nprocure.com>

11. Bidders are required to submit their Bids in the format along with all necessary documents/Information specified in the Tender only by **speed post or RPAD or Courier or by hand delivery** at following address.

Office of the CEO,
SMART CITY AHMEDABAD DEVELOPMENT LIMITED
Command and control center,
Opp. Divan Ballubhai school,
Near Tagore Hall,
Paldi
Ahmedabad.
Pin.380007

12.A prospective bidder requiring any clarification of the bidding documents may notify the Authority by email or through post/ courier/Email twenty-four (24) hours before the Due Date of Pre-Bid Meeting at the Authority's address indicated below.

Office of the CEO,
SMART CITY AHMEDABAD DEVELOPMENT LIMITED
Command and control center,
Opp. Divan Ballubhai school,
Near Tagore Hall,
Paldi
Ahmedabad.
Pin.380007
Email Address: - smartcity@ahmedabadcity.gov.in

13. The site for the work is available and can be seen on any working day during office hours by contacting General Manager (Admin) at Command and control center, Paldi.

14. Information for online participation

Internet site address for e-Tendering activities will be <https://amc.nprocure.com>

Interested bidders can view detailed tender notice and download tender documents from the above-mentioned website.

Bidders who wish to participate in online tender have to register with the website through the "New User Registration" link provided on the home page. Bidder will create login id & password on their own in registration process.

Bidders who wish to participate in this tender need to procure Digital Certificate as per Information Technology Act-2000 using that they can digitally sign their electronic bids. Bidders can procure the same from any of the CCA

approved certifying agencies, or they may contact (n) code Solution at below mentioned address and they will assist them in procuring the same. Bidders who already have a valid Digital Certificate need not to procure the same. In case bidders need any clarification regarding online participation, they can contact

M/S (n) code Solution 301, G.N.F.C. Info Tower, Near Grand Bhagwati Hotel, Ahmedabad 380015, India. Tel: +91 79 26857316 / +91 79 26857317/ Tel: +91 79 26857318 E-Mail: URL: <https://amc.nprocure.com>.

Bidders who wish to participate in e-Tender need to fill data in predefined forms of tender fee, EMD, PQ (Technical) or experience details and Price bid only. Bidder should upload scan copies of reference documents in support of their eligibility of the bid.

CEO, SMART CITY AHMEDABAD DEVELOPMENT LIMITED

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1. DEFINITION

In this Tender, the following word (s), unless repugnant to the context or meaning thereof, shall have the meaning(s) assigned to them herein below:

“Authority” means Smart City Ahmedabad Development Ltd and shall include its authorized successors and assigns at all times.

“Applicable Laws” means all statutes and laws promulgated or brought into force and effect by the Central Government of India or any State Government(s) or Local Government(s), including regulations and rules made by them, and judgments, decrees, injunctions, writs and orders of any court of record, as may be in force and effect during the subsistence of this Agreement or Contract.

“Applicable Permits” means all clearances, permits, authorizations, consents and approvals required to be obtained or maintained under Applicable Laws in connection with the providing housekeeping services as per the Scope of Work during the subsistence of this Agreement.

“ Bid” means the proposal submitted by the Bidder(s) in response to this Tender in accordance with the provisions hereof including technical proposal and financial proposal along with all other documents forming part and in support thereof as specified in this Tender.

“Bidder” means any partnership firm or a company who submits a Bid along with Bid Security under this Tender within the stipulated time for submission of Bids.

“Bid Security” or **“Earnest Money Deposit (EMD)”** means Security furnished by the Bidder of amount specified in Notice Inviting Tender as part of detailed Bid.

“Bid Process” means the process of selection of the Successful Bidder through competitive bidding and includes submission of Bids, scrutiny and evaluation of such Bids as set forth in the RFP.

“Bid Value” means the aggregated amount quoted for Supply / Providing cleaning and Housekeeping Services at Command and control center - Paldi Premise of SMART CITY AHMEDABAD DEVELOPMENT LIMITED as specified in Scope of Work during the Contract Period.

“Contract Period” shall have a meaning specified in clause 4.1 of General Condition of Contract section.

“Housekeeping / Housekeeping Services” shall include only cleaning and housekeeping services inside offices, building or close premises only. No outdoor sanitation work would be considered as housekeeping services.

Equipment/Material is the Service Provider's instrument brought for providing services as per scope.

Letter of Acceptance” or “LOA” means the letter issued by Authority to the Successful Bidder to undertake and provide Service in conformity with the terms and conditions set forth in the Tender any subsequent amendments thereof and contract.

“Parties” shall mean the parties to this Agreement and **“Party”** shall mean either of them, as the context may admit or require.

“Performance Security” shall mean the Bank Guarantee furnished by a successful Bidder for punctual and due performance of its duties as per terms and conditions of this Tender.

Remedial Period is the period specified by Authority in which Service Provider shall be required to remedy the breach or offence or damage caused by negligence of its staff as per the direction of Authority.

Tender shall mean this Tender document which comprises of the following sections: NIT, Instructions to Bidders, Scope of Work, General Conditions of Contract, Service Level Agreement.

“Termination” shall mean early termination of this Agreement pursuant to Termination Notice or otherwise in accordance with the provisions of this Agreement but shall not, unless the context otherwise requires, include expiry of this Agreement due to efflux of time in the normal course.

“Termination Date” shall mean the date specified in the Termination Notice or Notice of Termination as the date on which Termination occurs.

“Termination Notice” means communication issued in accordance with this Agreement by one Party to the other Party terminating this Agreement.

Successful Bidder”, shall mean the Bidder who is awarded the work under this Tender

Scope of Work is defined as the scope of works defined in clause 3 **“Scope of Work”** of this Tender elsewhere specified in this Bidding documents, which the Service Provider shall be required to perform during the Contract Period.

Service Provider” shall mean the Successful Bidder for providing cleaning housekeeping Services with whom SMART CITY AHMEDABAD DEVELOPMENT LIMITED shall enter into the Agreement/Contract.

“Locations” Locations have following meaning.

Sr	Name of Institution
1	SMART CITY AHMEDABAD DEVELOPMENT LIMITED, Command and control center, Paldi

Any other term(s), not defined here in above but defined elsewhere in this Tender shall have the meaning(s) ascribed to such term(s) therein and shall be deemed to have been included in this Section.

2. INSTRUCTION TO BIDDERS FOR BID PREPARATION AND SUBMISSION

2.1 Eligibility of Bidder

The Bidder must meet eligibility criteria specified below

- A) The applied agencies must have Three years (year 2022-23, 2023-24, 2024-25) Average Annual turnover of **Rs. 60,00,000/-** (Rupees Sixty Lakh Only) as Shown in the table below from housekeeping Services. For this bidder is required to submit, Certificate of Turn Over from Certified Chartered Accountant on CA's Letter Head only.
- B) The bidder shall have the following registrations and details of the same be provided in the Technical Bid: Agency should furnish the copies of the following documents.
- (1) Registration Certificate under:
- (a) Labor Welfare Fund
 - (b) Shops & Establishment
 - (c) ESI
 - (d) EPF
 - (e) Income Tax
 - (f) G.S.T.
 - (g) Professional Tax (EC & RC)
- Audited Balance sheet, Income & Expenditure Account, Profit & Loss Account / CA certificate for Three years. (i.e., year 2022-23, 2023-24, 2024-25)
- C) Only bidders which are constituted as Companies under the Indian Companies Act, 1956 / 2013, Partnership Firms under the Indian Partnership Act, 1932, Limited Liability Partnerships (LLPs) under the LLP Act, 2008, or Proprietary concern shall be eligible to apply, as a single bidder. Foreign nationals or foreign entities shall not be eligible for this work. The bidder entity should have been constituted on or before 01-04-2024.
- D) Consortium/ joint venture is not allowed to bid.
- E) Only single entity bidder is allowed to participate in Bidding Process. Bids can be submitted by single entities only. There shall not be more than one bid from a one bidder.
- F) The bidder should not be currently under debarment / black listed by any of the institute / organization covered under State or Central Govt. For which and other necessary declaration the bidder is required to submit notarized affidavit on Stamp Paper having value of Rs.100/- (As per Annexure-7)

2.2 Qualification Criteria

The bidder must have an experience in housekeeping service; Mechanized or semi mechanized MSW related work of providing **at least 20 numbers of manpower over a period of at least 12 months or longer** as demonstrated through a single contract value of not less than amount equal to Rs. 40,00,000/- (Forty Lakh only); OR two similar completed work costing not less than the amount equal to Rs. 25,00,000/- (Twenty Five Lakh only); OR three similar completed work costing not less than the amount equal to Rs. 20,00,000/- (Twenty Lakh only) with either a Public Sector Unit, Government or Semi-

Government Department, any company, Corporation, in any one year during the last three financial years (i.e. 2022-23, 2023-24, 2024-25) as demonstrated by signed contract/ agreement/ evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect.

Contracts which completed 24 months or more in current year 2025-26 up to due date of bid submission are also eligible along with proof.

Work orders or experience letter or certificate, submitted by bidder, for the contract(s) if received directly to the bidder through tendering process; then only will be considered as valid proof for experience. Works received through quotations or offers or nominations or sub-contracting or any other procurement method(s) will not be considered / counted for experience.

The bidder will have to supply the following supporting documents as proof of their experience qualification as required above

- (i) Contract /Work order copy from client showing number of manpower, value of work order and period of deployment
- (ii) Work completion certificate / Letter from client showing service provided as per contract
- iii) Copy of Valid Labor License if work order is for more than 50 manpower. Details of labour licenses requires to be submitted as per Annexure – 15.

Bidders which are not able to prove the above qualifications using relevant documentation will be considered ineligible and their Bids will not be processed further. Also provide information in Annexure 12.

2.3 Bid Submission Format

After filling online details, The Bidders are required to submit the Bid in two envelopes, the details for which are specified below:

a) Envelope 1: Tender Fee and EMD

- (1) The Tender Fee for the amount specified in the Notice Inviting Tender in form of a Demand Draft/ Pay order from an approved List of Banks (As per Annexure-11) in favour of “Smart City Ahmedabad Development Limited”, payable at Ahmedabad. The tender fee is nonrefundable.
- (2) The Bid Security of the amount specified in the Notice Inviting Tender in form of a Demand Draft or Bank Guarantee from an approved List of Banks as specified in Annexure 11 in favour of “Smart City Ahmedabad Development Limited”, payable at Ahmedabad.

The envelope shall be super scribed as “**Envelope 1: Tender Fee and EMD**”.

b) Envelope 2: Bidder Information and Qualification Bid

- (1) Letter of Bid, General information, Legal Status including MOA, AOA and Partnership Deed in case of Bidder being a Partnership Firm. Proprietary firms to provide GST Registration Certificate (if applicable) and/or any other valid statutory registration or documentary proof of proprietorship, such as Shop & Establishment Registration, Trade Licence, Udyam Registration, along with bank account proof.

-
- (2) The Bidder is required to submit the annual income/ turnover for three financial years (i.e.,2022-23, 2023-24, 2024-25) and as certified by Chartered Accountant.
 - (3) Evidence in terms of necessary supporting documents i.e. Satisfactory Work completion certificate etc.
 - (4) Copy of Registration certificate as per clause 2.1 C.
 - (5) Notarized Power of Attorney to authorized signatory of Bidder as per Annexure 5
 - (6) Affidavit on stamp paper stating that Bidder has provided true information as per Annexure 6.
 - (7) Anti- Blacklisting information as per annexure 7
 - (8) All the Annexure from (Annexure 1 to Annexure 15).
 - (9) This Tender and amendment issued there of duly signed by Authorized signatory.

The envelope shall be super scribed “**Envelope 2: Qualification Documents**”. The Bidder is required to submit two copies of Envelope 2. One is marked as “Original” and another “Duplicate”.

c) Financial bid and Bid Security

(1) The Price Bid: Price bid shall not be placed in any of the covers, as it has to be filled online as per the website and format of E Procurement Portal.

(To be submitted online only)

2.4 Language of Bid

The bid, and all correspondence and documents related to the bid exchanged between the Bidder and the Authority shall be written in the English language. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation of the relevant passages in the English language, in which case, for purposes of interpretation of the bid, the English translation shall prevail.

2.5 Bid Validity

- (1) Bids shall remain valid for a period of 180 days (one hundred and eighty days) from the Bid submission date specified in Notice Inviting tenders. A bid valid for a shorter period shall be rejected by the Authority as non-responsive. If any bidder withdraws his bid/ tender during the Bid Validity Period or makes any modifications in the terms and conditions of the bid, the said earnest money/Bid Security shall stand forfeited.
- (2) In exceptional circumstances, prior to expiry of the original bid validity period, the Authority may request the bidders to extend the period of validity for a specified additional period. The request and the responses thereto shall be made in writing. A bidder may refuse the request without forfeiting his Bid Security. A bidder agreeing to the request will not be required or permitted to modify his bid but will be required to extend the validity of his Bid Security for the period of the extension, and in compliance with Clause 2.6 in all respects.

2.6 Bid Security

- (1) The bidder shall furnish as part of its Bid, a Bid Security in the amount as stipulated in the Notice Inviting tenders for this Work. The Bid Security shall be drawn in favour of **SMART CITY AHMEDABAD DEVELOPMENT LIMITED**, and may be in one of the following forms:
 - a. Bank Guarantee from any Approved Bank to Authority. The list of Approved Banks to Authority is specified in Annexure 11.

The format of Bank Guarantee shall be in accordance with the sample form of Bid Security included in the Annexure-8 of Bid Document.

b. Demand Draft issued by any Approved Bank.

(2) Bank Guarantees issued as surety for the bid shall be valid for 28 days beyond the validity of the bid. (i.e. 208 days from Bid Due Date).

(3) Any bid not accompanied by an acceptable Bid security as per the clause 2.6 (1) and (2) above shall be rejected by the Authority as non-responsive and Bid Shall be considered rejected.

(4) The Bid Security of the technically unsuccessful bidders will be returned as promptly.

(5) The Bid Security of the successful bidder, along with second and third lowest bidder, will be returned when the successful bidder furnished the required Performance Security as per clause 2.18 and signed the agreement.

(6) Bid security is a non interest bearing deposit.

(7) The Bid Security may be forfeited-

a) In case of unclear offer and/or conditional offer, such bid is not acceptable by the Authority and so the Bid Security shall be forfeited.

b) In case of a fraudulent offer where information provided is found to be forged or misleading.

c) In case of revision and/or modification of terms of bid or withdrawal of bid during the validity period.

d) if the bidder withdraws his bid during the period of Bid validity;

e) For the successful bidder, if the Performance Security is not deposited within the stipulated time period.

f) If the Agreement is not executed within the time period specified in the LoA or as specified by the Authority, even though Performance Security has been paid. (In this case, both Bid Security and Performance Security will be forfeited and LoA will be cancelled).

g) If the successful bidder wants to withdraw before signing of Agreement.

h) In the event, bidder, after the issue of communication of acceptance of his bid by the Authority, fails/ refuses to start/ execute the work as herein the bidder shall be deemed to have abandoned the contract and such an act shall amount to and be construed as the bidder's calculated and willful breach of contract, the cost and consequences of which shall be to the sole account of the bidder and in such an event the Authority shall have full right to claim damages thereof in addition to the forfeiture of the Bid security deposited in terms of this bid documents.

2.7 Bid Signatory

The bidder will appoint an authorized signatory for signing the bid and acting as representative. The requisite authorization of this person in the form of Board Resolution/Partners Resolution or Power of Attorney will be required to be attached with the qualifying bid.

2.8 Deadline for Submission of Bids

- (1) Bids must be received by the Authority at the address specified above not later than the time and due date specified in the Notice Inviting Tenders section.
- (2) The Authority may, at his discretion, extend the deadline for submission of bids by issuing an amendment in accordance with Clause 2.9, in which case all rights and obligations of the Authority and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

2.9 Amendment of Bidding Documents

- (1) Before the deadline for submission of bids, the Authority may modify the bidding documents by using addendum.
- (2) Any addendum issued shall be part of the bidding documents and signed copy of the same should be submitted with the bid. The addenda shall be posted online only. Bidders are required to check for any addendum/corrigendum before submitting online bid/tender. (If bidder does not submit the signed ADDENDUM, it is implied that the bidder has agreed with the Addendum.)
- (3) To give prospective Bidders reasonable time in which to take an addendum into account in preparing their bids, the Authority may its sole discretion extend as necessary the deadline for submission of bids.

2.10 Pre Bid Meeting and Clarification of Bidding Documents

- (1) There shall be pre bid meeting on Dt. _____ at **16.00** at the Registered Office of SCADL. A prospective bidder requiring any clarification of the bidding documents may notify the Authority in person during the pre bid meeting or by email or through fax / post/ courier at the Authority's address indicated in the Notice Inviting Tenders on or before the date of pre bid meeting. The Authority shall provide response to the queries raised by prospective Bidder to the extent possible. The Authority retains rights to not to respond to any query which if found non relevant. Copies of the Authority's response will be uploaded on the website. Bidder are requested to post their queries before 24 hours of the date of pre bid meeting at the following email address: ["smartcity@ahmedabadcity.gov.in"](mailto:smartcity@ahmedabadcity.gov.in)

2.11 Late Bids

- (1) Any bid received by the Authority after the deadline for submission of bids prescribed in Table in Notice Inviting Tenders will be returned unopened to the bidder.

2.12 Modification and Withdrawal of Bid

No bid may be withdrawn in the interval between the bid due date and the expiration of the validity period.

2.13 Right to call for more information /documents

If during bid evaluation, the Authority finds certain information or documents not having been submitted by the bidder, of being made available partially only, the Authority, at its sole and absolute discretion retains the right to

- a) evaluate the bid based on submitted documents only or
- b) ask for the missing information or documents from the bidders.

The Authority's decision in this case would be final and binding.

2.14 Bid Opening Process

On the day of bid opening, Envelope 1 would be opened first and the Tender fee and EMD/Bid Security shall be verified. Then Envelope 2 will be opened thereafter and its contents noted and assessed. The Technical Evaluations of each Bidder shall be carried out. Technical assessment of the Bid may then take place in absence of the bidders. The bidders qualifying as per the criteria specified in Clause 2.1 and 2.2 shall be considered qualified. Price bid of only qualified bidders shall be opened.

2.15 Bid Evaluation Method and Award Criteria

The Bidders are required to submit the Bid as per the clause 2.3 of this Tender. The Bid Evaluations shall be carried out for each envelope. The Bids of the Bidders not submitting the Demand Draft for Tender Fee and Bid Security shall be rejected. The detailed Bid Evaluations process is described below.

a) **Envelope 1:** Checks of Tender Fees and Bid Security as per the clause 2.3(a).
The Envelope 2 of only those Bidders shall be opened who provided Tender Fee and EMD as specified in as specified in the clause 2.3(a).

b) **Envelope 2:** Assessment of Eligibility and Qualification.

Assessment of eligibility and qualification of the bidder as against the criteria specified in clause 2.1 and 2.2. The bidders shall have to submit all documents as per clause 2.1,2.2. In order to qualify for next stage of Price Bid opening, Bidders are required to meet each of the eligibility and qualification criteria. The Bidders meet all eligibility and qualification criteria shall be considered as qualified bidder.

c) Assessment of Price Bid

The Bidder shall have to furnish its offer online in the price bid format.

The Bidders providing favorable terms in the form of lowest offer/Bid Value for providing services shall be considered preferred bidder and considered for award of the Works/Contract.

The bidder shall have to compulsorily follow prevailing minimum wages at the time of submission of price bid and submit the price bid as per prevailing minimum wages only. Minimum wage must include DA, PF, ESIC, Bonus, Leave, gratuity and whatever other benefits which are applicable. If the bidder will submit less than minimum wages, his bid will be rejected on the ground of non-compliance of minimum wages.

2.16 Notification of Award

- (1) Prior to expiration of the period of bid validity prescribed by the Authority, the Authority will notify the successful bidder by cable/ fax/ email and confirmed by registered letter that his bid has been accepted. This letter (called "the Letter of Acceptance") shall name the sum which the Authority will pay the Service Provider in consideration of the providing services as specified in scope and terms of contract ("the Contract Price"/" Bid Price"). On receipt of LOA, agency may start work as per date mentioned in LOA, delay in start of work will cause penalty of Rs. 1000 per day for delayed period.
- (2) The notification of award will constitute the formation of the Contract.

2.17 Signing of Agreement

- (1) At the same time that the Authority notifies the successful bidder that his bid has been accepted, the Authority will direct him to submit the Performance Security and attend the Authority's office on a date determined by the Authority for signing the Agreement with Concern Authority
- (2) Both the parties agree to enter into a detailed Agreement which shall consist of the Tender terms and conditions and additions, if any. Authority reserves the right to incorporate such terms and conditions in the Agreement in addition to those in the Tender, which are deemed to be necessary by it and which do not materially affect the cost and revenues of the Licensee. The Agreement shall constitute a contract between the Authority and the Licensee under the Indian Contracts Act, 1872.
- (3) The cost of agreement and duties such as stamp duty, registration charge if applicable any shall be borne by the Service Provider.

2.18 Submission of Performance Security

- (1) Within 15 (fifteen) days of the date of receipt of the Letter of Acceptance, the successful bidder shall deliver to the Authority, a Initial Performance Security in the form of D.D./Pay order or Bank Guarantee as specified in Annexure 9 from Approved Bank for an amount equivalent to **5% (five percent)** of the Contract Price.
- (2) The Performance Security shall be valid for a period not less than sixty (60) days after the end of Contract Period.
- (3) Failure of the successful bidder to comply with the requirements of Performance Security and Signing of Agreement shall constitute sufficient grounds for cancellation of the award and forfeiture of the Bid Security including restriction on future participation in Authority's projects for a period as decided by the Authority.

2.19 Failure to agree with the terms and conditions

Failure of the successful Bidder to agree with the Terms & Conditions of the Tender, shall constitute sufficient grounds for the annulment of the award, in which event Authority may award the contract to the next best value Bidder or call for new proposals.

2.20 Understanding Terms

By submitting a proposal, each Bidder shall be deemed to acknowledge that it has carefully read all parts of this Tender, including all forms, Appendix and annexes hereto, and has fully informed itself as to all existing conditions and limitations.

2.21 Authority's right to accept any proposal and to reject any proposal

Authority reserves the right to accept or reject any proposal, and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Authority's action.

2.22 Corrupt or Fraudulent Practices

- (1) The Authority will reject a proposal for award if he determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question. The Authority will declare the firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract by SMART CITY AHMEDABAD DEVELOPMENT LIMITED if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for the contract, or during execution.
- (2) "Corrupt practice" means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; and
- (3) "Fraudulent practice" means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition.

2.23 Integrity Pact

(To be executed on plain paper and signed by the bidder as 2nd party before uploading as bid document. SCADL as 1st party will sign this Integrity pact at later stage after opening of bids)

PRE-CONTRACT INTEGRITY PACT

1. General:-

This pre bid-contract Agreement (herein after called the Integrity Pact) is made on _____ the day of the month of _____ year _____ between on one hand of Smart City Ahmedabad Development Ltd. (SCADL) (herein after called the "EMPLOYER") and M/s _____ represented by, _____ (herein after called the "Bidder") whereas the Employer proposes to procure services tendered for and the bidder is willing to offer the services.

2. Preamble:-

The Employer intends to award a contract for Housekeeping Services through a transparent and competitive tendering process.

The Employer and the Bidder agree to enter into this Integrity Pact to prevent corruption, bribery, collusion, and unethical practices in all stages of the tendering and execution process, in line with the guidelines issued by the Central Vigilance Commission (CVC).

3. Commitments to the employer:-

The Employer undertakes that:

- a) No official of the Employer shall demand or accept any gratification, financial or otherwise, directly or indirectly, in connection with the tender or execution of the contract.
- b) The tender process shall be conducted in a transparent, fair, and objective manner.
- c) Confidential information provided by bidders shall not be disclosed or misused.
- d) Any grievance or complaint received will be examined objectively and acted upon promptly.

4. Commitments of the bidder:-

The Bidder undertakes that:

- a) It has not offered, promised, or given — and will not offer, promise, or give — any bribe, gift, consideration, or inducement to any official of the Employer.
- b) It has not engaged in collusive bidding, bid-rigging, cartelization, or any anti-competitive practice.
- c) It shall not misuse confidential information obtained during the tender process.
- d) It shall disclose any agent, intermediary, or consultant engaged in relation to the tender, along with the commission or fees paid/payable.

5. Previous transgressions:-

The Bidder declares that:

- It has not been debarred or blacklisted by any Government / PSU / Autonomous Body during the last three (3) years
OR
 Details of previous transgressions / blacklisting (if any): [to be specified]

6. Independent External Monitors (IEM):-

The Employer may appoint one or more Independent External Monitors (IEMs) as per CVC guidelines to review

compliance with this Integrity Pact. The Bidder agrees to cooperate fully with the IEM and provide all relevant documents/information as sought.

7. Sacntions for violation:-

If the Bidder violates this Integrity Pact, the Employer may, without prejudice to other rights:

- a)Reject the bid or cancel the contract
- b)Forfeit Earnest Money Deposit / Performance Security
- c)Recover damages
- d)Debar the Bidder from future tenders for a specified period
- e) Initiate legal proceedings as applicable

8. Duration of the pact:-

This Integrity Pact shall remain valid from the date of signing until completion of contractual obligations, including defect liability and final payments.

9. Jurisdiction:-

This Integrity Pact shall be governed by the laws of India and subject to the jurisdiction of courts at Ahmedabad.

Seal & Signature of bidder

General Manager,

Date:

Smart City Ahmedabad Development Ltd.

2.24 Bidder's declaration:- (To be submitted on bidder's letter head)

I/We, [Name of Bidder], hereby declare that:

- 1. I/We have read and understood the tender conditions, including the Integrity Pact, and agree to abide by the same.
- 2. I/We have not indulged in corrupt, fraudulent, coercive, or collusive practices in relation to this tender.
- 3. I/We have not been blacklisted or debarred by any Government Authority / PSU / Smart City SPV during the last three years, except as disclosed in the bid.
- 4. All information, documents, and certificates submitted by us are true, correct, and complete.
- 5. I/We understand that submission of false or misleading information shall lead to rejection of our bid and may attract penal action, including debarment.

Place:

Date:

Authorized Signatory

Name:

Designation

Signature & Seal

SCOPE OF WORK

- a. Details of scope of work are enclosed at Annexure “B”
- b. Details of Equipment’s to used, Number of Manpower and material to be used at the premise for housekeeping job are given at Annexure “C”
- c. The numbers given in Annexure “C” are tentative. The contractor shall provide resources, to meet the contractual obligations and /or as per requirement of **SMART CITY AHMEDABAD DEVELOPMENT LIMITED.**

Annexure-B

Scope of work

Cleaning Service

The aim and objective is to provide a high level of a clean, hygienic and presentable look to the entire area. Pre designated managers / supervisors of the contractor will supervise the awarded work. The contractor has to ensure that the staff deployed is dressed in neat and clean uniform approved by the CEO or General Manager of SMART CITY AHMEDABAD DEVELOPMENT LIMITED.

(A) Daily services

Housekeeping / cleaning services should be done daily round the clock from Monday to Sunday (everyday) at regular intervals, so that the areas covered under the contract remain, spic and span all the time, working hours should be adjusted in such a manner that cleaning work in the morning should be completed well before 8.30 A.M. **Contractor will arrange manpower (24*7) for special VIP visits at no extra cost.**

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls, terrace and ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as halls, conferences rooms, passages, office rooms, cabins, surrounding area, staircase, open space etc.).
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, training rooms, office rooms, meeting rooms, security office, and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collecting refuse with big dustbin at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment’s, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of window panes / Venetian blinds.

-
5. Spraying Room Fresheners in all rooms on a daily basis at regular intervals.
 6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
 7. Cleaning and disinfecting all vitreous fixtures including toilets, bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime/night time.
 8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment's, nameplates, plant boxes, doormats etc.
 9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
 10. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
 11. Cleaning, dusting, scrubbing of pantries, reception, security rooms, committee rooms, etc.
 12. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by SMART CITY AHMEDABAD DEVELOPMENT LIMITED.

(B) Weekly Services

The deep cleaning of the entire area will be done by the contractor once a week as under:-

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of washbasin outlet pipe, toilets drain pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows glasses and grills with detergents / cleaning agents.
5. Washing of outside area with High Pressure Jet Machine.
6. Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
7. The Bidder will make a cleaning programme and submit to General Manager (Admin) for weekly cleaning.
8. The contractor will work in the specified area mentioned in the scope of work.
9. The contractor will provide the duty register to Office Superintendent of SMART CITY AHMEDABAD DEVELOPMENT LIMITED as required.

(C) Key Performance Indicators for housekeeping services:

The housekeeping services shall be subject to continuous performance monitoring based on the following Key Performance Indicators (KPIs). Compliance with these KPIs shall be mandatory throughout the contract period.

1. Cleanliness level KPI:

Area	Expected Standard
Offices, cabins, meeting rooms	Visibly clean, dust-free, no litter
Toilets & Washrooms	Odour-free, dry floors, stocked toiletries
Common areas/corridors	No stains, no cobwebs, clean surfaces
Open areas	No garbage accumulation

Performance requirement:

- Minimum 95% cleanliness compliance during inspections
- No visible dust, stains, foul smell or overflow of waste bins

2. Response time KPI:-

Type of requirement	Maximum response time
Routine complaints	Within 30 minutes
Toilets/hygiene related issues	Within 15 minutes
VIP visit/urgent cleaning	Immediate/as directed
Spillage/special cleaning	Within 15 minutes

Failure to adhere to response timelines may be treated as service deficiency and lead to penalties at the discretion of the Authority.

3. Manpower availability KPI:-

- 100% deployment of sanctioned manpower at all times.
- Absenteeism shall be covered without affecting service levels.
- Supervisor / manager must be available during working hours and on call.

4. Audit & Inspection score KPI:-

Periodic inspections may be conducted by:

- Authorized officers of SMART CITY AHMEDABAD DEVELOPMENT LIMITED
- Third-party or internal audit teams (if any)

Minimum Acceptable Score:80% or above in cleanliness and hygiene audits.

Three time audit scores below acceptable levels may lead to strict action including penalties as per the discretion of the Authority.

5. Complaint management KPI:-

All complaints shall be

- Recorded in a complaint / duty register
- Closed within stipulated response time

Repeated complaints for the same issue shall be treated as non-performance.

6. Reporting & Documentation KPI:-

The Contractor shall maintain and submit:

- Daily attendance & duty registers
- Weekly cleaning schedules
- Complaint register & action taken report
- Monthly performance summary (if asked)

Non compliance with the above performance indicators will lead to penalty as described under “SLAs for monitoring performance.

(D) Housekeeping Monitoring and Control

For better management and smooth services the following monitoring mechanism will be adopted by the contractor.

1. Toilets Checklist

This is to be attached on the back of the toilet door. It is to be filled up by the contractor supervising staff on duty daily.

2. Management / Housekeeping Service Requirements / Complaints Report

This is to be filled up by the management and administrative staff of the contractor who receive / observe the complaints / requirements for any of the services. All suggestion, complaints related to services or staff deployed by the contractor will be registered by the supervisor deployed by the contractor and reported to General Manager (Admin). The contractor will take immediate action to resolve the same, failing to which the penalty clause will be invoked.

3. Housekeeping Services Complaints Register

This register is to be completed on the basis of information received by Office Superintendent, SMART CITY AHMEDABAD DEVELOPMENT LIMITED through the inspection of the site, material on site, attendance sheet of the staff, weekly report, client letter / fax / e-mail, Command and control center and necessary action is to be taken.

Following is the list of the manpower requested by Smart City Ahmedabad to deployed at Command-and-Control Centre, Paldi:

Sr. No	Manpower Description	Educational Qualification	Total Qty in Nos.				Total Qty
			General Shift	Morning	Afternoon	Reliever	
1	Housekeeping Supervisor	Skilled in Sanitation Management	1	-	-	-	1
2	Housekeeping Staff along with necessary materials	Skilled in cleaning, dusting and other housekeeping related work	-	8	7	4	19

Annexure-C

Number of manpower to be deployed

PART – I (SMART CITY AHMEDABAD DEVELOPMENT LIMITED Command and control center

Sr.	Particulars	Tentative Requirement
A	Housekeeping Service	
1	Housekeeping Supervisor	1
2	Trained Housekeeping Staff (Male / Female as per the requirement of the institute)	15
3	Reliver housekeeping Staff (unskilled)	4
	Total Manpower	20

PART – II SMART CITY AHMEDABAD DEVELOPMENT LIMITED Command and control center

List of monthly minimum requirement of Cleaning Materials & Aids to be used

Sr.	Description	UNIT	Requirement
1	Acid	LTR	1
2	Toilet and Bathroom Cleaner	LTR	10
3	Bucket	NOS	5
4	Dusting mop	NOS	4
5	Phenyl	LTR	7
6	Long handle dust cleaner brass	NOS	2
7	Broom(mutha)	NOS	20
8	Vacuum Cleaner	NOS	1
9	Washing Powder	Kg	2
10	Clothing Washing soap	NOS	2
11	Floor mop	NOS	4
12	Toilet cleaner	NOS	4
13	Glass Duster	NOS	4
14	Glass Wiper Big	NOS	2
15	Glass Wiper Small	NOS	4
16	Toilet brush	NOS	4
17	Broom	NOS	2

18	Hand Wash (Liquid Soap)	LTR	10
19	Toilet Air Freshener	NOS	16
20	Glass cleaner	LTR	10
21	Room Freshener (320 ml)	NOS	2
22	Cleaning Table Cloth	NOS	14
23	Cleaning Computer Cloth	NOS	12
24	Computer / TV Screen cleaner	LTR	10
25	Dambar Goli	Kg	2

ADDITIONAL SCOPE AND PARTICULAR CONDITIONS

In case of any differences, these particular conditions of contract supersede the General conditions of contract. The services shall be provided round the clock on all days, including holidays:-

The Services include:-

- (i) Cleaning of the whole premises including toilets and open areas.
- (ii) Wet moping of covered areas.
- (iii) Cleaning of window panes and door panels.
- (iv) Cleaning and dusting of furniture and fittings.
- (v) Any other work within the scope of the specialized services.
- (vi) Vacuum cleaning of all carpets and upholstered furniture.

GLASS WINDOWS AND DOORS

- The contractor shall have his staff to clean glass with appropriate soap solution on weekly basis.
- Internal Glasses shall be wiped with dry cloth to remove fingerprints at regular intervals.

AMMENDMENT TO THE SCOPE

Requirement of manpower and cleaning material or aid mentioned above in Annexure-C (Part – I & II) are tentative. Basis the need, SCADL will be at liberty to increase or decrease the scope quantity for manpower upto 20% and for cleaning material upto 50%.

4

GENERAL CONDITION OF CONTRACT

4.1 Contract Period

- (1) The Contract Period shall be of One (1) year commencing from the date of work order which is extendable up to Two (2) years on mutual consent upon establishment of satisfactory performance to the Authority.
- (2) In the event of Termination, the Concession Period shall mean and be limited to the period commencing from the Commencement Date and ending with the Termination.

(3) In case of extension of Contract Period, the Service Provider is required to submit Performance Security of the value and of the validity as decided by the Authority during the time of increase the validity period of Performance Security for such period.

4.2 Obligation and duties of Service Provider.

(1) The Service Provide, without any default, shall comply with the following applicable Laws during the contract period :

- Minimum Wages Act 1948
- Industrial Disputes Act 1947
- Employees State Insurance Act 1948
- Employees Provident Fund and Miscellaneous Provisions Act 1952
- Bonus Act
- Payment of Wages Act 1936
- Payment of Gratuity Act 1972
- Shops & Establishment Act
- Professional Tax Act
- Contract Labour (Abolition & Regulation) Act 1970
- Workman Compensation Act 1923
- Any other related labour laws

(2) The Service Provider shall be required to do punctual and satisfactory performance of its Scope specified in Clause 3.

(3) Deploy the personnel of required numbers at the locations as specified by the Authority as and when required at the cost of the Service Provider. Authority shall not provide any logistic/transportation cost.

(4) The Service Provider shall protect the premises and assets of Authority at the location where they work, The Service Provider will be responsible for unlawful activities carried out by their employee and will attract penal action.

(5) The Service Provider shall not claim any amount more than the amount fixed by way of contract by the Authority.

(6) The Service Provider shall be responsible to adhere with the conditions of the Minimum Wages Act for making the payment of salary/ wages to the staff deployed.

(7) The Service Provider shall ensure that during situations of natural calamities, riots, disturbances or any other Force Majeure events, all personnel deployed by the Service Provider shall perform the allocated duties in full strength and continue to protect the property / staff of Authority.

(8) The Service Provider shall have to ensure satisfactory standards of its competency, conduct, cleanliness, uniforms and integrity of the personnel deployed.

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- (9)** The Service Provider shall have to supervise and monitor the acts and duties of the personnel deployed on regular basis and ensure effective discharge of their duties.
- (10)** In case Authority or supervisor of Authority observed neglect of duty, undesirable act, act against the interest of Authority, misbehavior and consumption of alcohol while on duty, the Authority shall direct the Service Provider for replacement of such personnel on immediate effect (within one hour of intimation from Authority). The Service Provider is required to act proactively and replace all such persons with competent persons. Such acts of personnel of the Service Provider shall attract penalties/damages as specified in the Damage/Penalty clause.
- (11)** Agency shall not transfer or assign contract to any other party in whole or in part. The subcontracting is not allowed. Such instance would lead to Termination and forfeiture of Performance Security.
- (12)** The Service Provider shall indemnify and hold harmless Authority & its employees, for any losses that it might suffer while performing its duties/scope/ services. The Authority shall not defend the Service Provider or any its employee in courts by any person who has commenced court proceeding while performing its duties. The expense on all such account shall be borne by the Service Provider only.
- (13)** The personnel deployed by the Service Provider shall be deemed to be employee of the Service Provider and shall not be considered or deemed to be the employees of the Authority.
- (14)** The Service Provider shall be required to inform the Authority three days prior to execution of contract the names and other required details of the persons to be deployed. Such person shall be issued a laminated Identity Card affixing latest photograph giving details of Name, Age, Name of the Agency, date of appointment, any other details, duly signed by responsible officer of the Agency. The identity card should be worn by each staff on their uniform which shall in turn give details regarding their full name, age identity marks, signatures of the bearer and also of the issuing authority and seal.
- (15)** The Service Provider and/or its staff shall ensure that the Personnel deployed wears only approved uniform by the Authority.
- (16)** The Service Provider shall be required to provide uniform to Personnel deployed. Authority shall not be liable to supply uniform dress or any other materials.
- (17)** In case the person so deployed is found to be "not alert" or "not in proper uniform dress" or commits any breach of any of the terms and conditions of the contract, the Authority shall have the right to impose any punishment or fine/damages as specified in the Damage/Penalty clause.
- (18)** The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the authorized person of Authority at any time without assigning any reason whatsoever.

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- (19) The Service Provider shall be solely liable for all payment / dues of the personnel employed and deployed by it. The Service Provider shall fully indemnify Authority against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or Enforcement of the provisions of any of the labour or other laws to the extent they are Applicable.
- (20) The Service Provider shall be absolutely responsible and liable for any and all personal injuries or death and / or property damage or losses suffered due to negligence of the Service Provider's personnel in their performance of the services required under the contract or any other reasons.
- (21) Authority shall not be liable to offer legal services for the offence, if any, committed any staff of the Service Provider.
- (22) The Service Provider shall only be liable for any illegal action or omission made by the personnel employed by it.
- (23) The Service Provider shall be liable to take appropriate **insurance cover** of all personnel employed and provide documentary evidence to Authority from time to time. The insurance cover shall be valid till contract period. The proceed of the insurance shall be applied to cover the claim from the third party, Authority staff and service provider's employee.
- (24) The Service Provider is required to comply with all legal and statutory requirements such as valid license, labour laws including wages, maintenance of registration under the various acts during the Contract Period. Authority may ask for providing evidence of all such legal requirements. Noncompliance of such legal requirements shall be considered as breach and default by the Service Provider and Authority may withhold payments and impose penalties or damages for such breach as specified in 4.6. If not so specified then it shall be decided by the Authority.
- (25) The Service Provider shall ensure that all relevant licenses pertaining to provision of applicable act have been obtained from relevant Government Authorities for respective sites / premises.
- (26) Agency supervisor has to check attendance of the staff daily and get it counter signed by the Authority and also maintain daily attendance register.
- (27) The Service Provider shall be required to abide by instructions issued by the Authority time to time.
- (28) Ensure alertness and attentiveness of the personnel deployed through surprise checks (during day and night).
- (29) Submit a monthly report of compliance clearly stating complaint received, action taken and happenings in the sites / premises to the Authority where it has been directed to provide services.

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- (30) A local representative of the Service Provider shall be in-charge of the project and shall be responsible for the efficient rendering of the service under the contract. While working at the sites/ premises, they shall work under directives and guidance of the Authority and will be answerable to the Authority for acts. This will, however, not diminish in any way, the agency's responsibility under contract to Authority.
- (31) The Service Provider shall ensure that the personnel deployed by it are disciplined and do not Participate in any prejudicial activity to the interest of the SMART CITY AHMEDABAD DEVELOPMENT LIMITED / Ahmedabad Municipal Corporation / Govt. of India / any state / or any union territory.
- (32) The day-to-day functioning of the services shall be carried out in consultation with and under direction of the Authority. Proposals for efficient functioning of housekeeping systems shall be discussed, considered and implemented from time to time by the agency with approval of Authority.
- (33) SMART CITY AHMEDABAD DEVELOPMENT LIMITED will be entitled to issue oral orders to the Bidder for any work required by reason of such emergency. SMART CITY AHMEDABAD DEVELOPMENT LIMITED will ensure that such oral orders shall be followed up with written communication.
- (34) In the event of any personnel being on leave / absent, the agency shall ensure suitable alternative arrangement to make up for such absence.
- (35) Staff requirement mentioned in tender is tentative. It may vary time to time.
- (36) Provide additional staff as and when required by the Authority as specified in the scope. If any point of time SMART CITY AHMEDABAD DEVELOPMENT LIMITED inform service provider to start work at other place not defined in tender than service provider may provide staff at rate quoted in tender and as per same tender condition.
- (37) Provided staff must wear uniform shoes, cap, protective gloves, mask and I card.
- (38) No complaint will be entertained after opening of Financial Bid from any Bidder or others.
- (39) No complaint will be entertained from third party who has not participated in tender after opening of Technical Bid.

Payment Procedure:

Payment will be made after submission of bill in the succeeding month. Payment of the bill will be based on computerized print outs in standardized Proforma approved by General Manager, SMART CITY AHMEDABAD DEVELOPMENT LIMITED along with attendance sheet in respect of the persons deployed. Awarded Agency has to submit the details as per Annexure-13 and Annexure-14 with their monthly bill and any point of time any other necessary details asked by SMART CITY AHMEDABAD DEVELOPMENT LIMITED has to be provided to make payment.

4.3 Obligation of Authority

1. Authority is responsible for correctness and completeness of the Scope of the Work.
2. Allocate the location to Service Provider for carry out its obligations under this Contract and Scope of Work.
3. Make regular payment to the Service Provider for its punctual performance of obligations and scope.

4.4 Payment Terms

(A) Payment Procedures and terms

- (1) The payment to the Service Provider shall be made on Monthly basis. The monthly payment of service provided shall start from the end of the first month of deployment.
- (2) The Service Provider shall raise regular monthly invoice and submit to Authority before 5th date of next month.
- (3) No extra amount other than contractual liability to housekeeping and manpower staff or Agency will be paid to any of the servants or employees or Officers of the person or institution to whom the contract is given.
- (4) The Service Provider shall submit certified attendance by authorized person from the Authority of the monthly attendance record / format as per the given by authority (i.e name and no of personnel deployed for each shift, location of deployment, designation and their attendance etc) along with the monthly bill. The attendance record shall be prepared from the daily register. The Service Provider shall maintain the record displaying the attendance/presence of no of manpower personnel for each shift along with location, and designation.
- (5) Upon receipt of the invoice, Authority will verify the invoice against the records of attendance register and adjusted against any error, damages/penalties and other adjustment as may be applicable against the invoice under the terms of contract/agreement. The Authority shall make pay (agreed amount as per agreement) to Service Provider after making any tax deductions at source as applicable under Income Tax law governing in India.
- (6) Agency should provide the bank details of all staff before deploying to the locations and produce the monthly statement of payment along with last month's ECR proof of EPF Payment and ESIC payment of these staff with issuing bills for the next month.
- (7) Agency may make payment to their staff within 7 days after ending of each month directly in their bank account.

(B) Other terms

- (1) The Service Provider will not be entitled to any other expenses except the fixed in the contract. The Authority has right to direct the Agency to make payment to the staff in the presence of the representative of Authority.

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- (2) In case, the person so deployed is found 'Absent' or sleeping the Authority will charge penalties as specified in the Damage/Penalty clause from the monthly contractual payments to the Service Provider.
 - (3) On occurrence of instances where personnel deployed for providing services are found to be engaged in irregular/unethical activities and non performance, the Authority shall deduct the requisite amount at the pro rata basis from the bill of the Service Provider besides imposition of penalty/damages for non performance of the terms of contract.
 - (4) The Authority shall pay additional amount for additional personnel deployed by the Service Provider at the same terms as agreed specified in the contract, provided such deployment of additional personnel should have been as per the direction of the Authority.
 - (5) The Service provider is solely liable and responsible for pay allowance and salary to personnel engaged by it as per the prevailing labour laws and liable for any breach of any prevailing laws during the Contract Period and Authority shall not be liable for any violation of any breach or law by the Service Provider.
 - (6) The Service provider has to maintain attendance as per the instruction of authority.

4.5 Security deposit

(A) Submission of Security deposit

- (1) The Service Provider shall submit the Security deposit within the time period and terms (i.e. amount, validity period and form) specified in clause 2.18 of ITB.
- (2) Provided that if the contract is terminated for reasons other than attributable to the Service Provider's breach or non performance; the Performance Security, shall, subject to the Authority's right to receive amounts, if any, due from the Service Provider under this contract, be duly discharged and released to the Service Provider.

4.6 Damages/Penalties

The Authority reserves the right to impose following agreed damages/penalties to the Service Provider for non performance or breach of its duties, obligation and contract conditions:

1- SLAs for Monitoring performance

The SLAs and penalties that will be applied for measuring the performance of your company are detailed below :

Sr. No.	Description	Penalty
1	Cleanliness is not up to the mark	<ul style="list-style-type: none">Rs. 500/- per incident reported or noticed.Rs. 2000/- per incident if not resolved within one hour after reporting.
2	Bad Smelling in toilet	<ul style="list-style-type: none">Rs. 500/- per incident reported or noticed.Rs. 1000/- per complain if not resolved within one hour after reporting.
3	Staff not in uniform and without I-Card	Rs. 300/- per head per day
4	Insufficient (less) manpower provided by service provider	Twice the amount of single manpower cost per day for each less manpower

Total Liquidated Damages for a month shall not increase 20% of the total amount of Monthly Invoice. In case total monthly Liquidated Damages payable by the Service Provider exceeds the 20% limit specified above for consecutive 5 (five) Months, it shall be considered as breach of obligation by the Service Provider and shall entitle the Authority to terminate the Contract in accordance with the provisions hereof.

Manpower

- a. Any misconduct/misbehavior on the part of the manpower deployed by the contractor will not be tolerated and such person will have to be replaced by the contractor at his own costs, risks and responsibilities immediately, with written intimation to General Manager (Admin), Smart City Ahmedabad Development Ltd.
- b. The Contractor should ensure to maintain adequate number of manpower as per order given and also arrange a pool of stand by housekeeping staff/supervisor. In case any housekeeping and other staff/supervisor absences from the duty, the reliever of equal status shall be provided by the Contractor from an existing pool of housekeeping and other staff..

During the Contract Period, any theft (partial or otherwise) of the installations / property or, damage caused to the installation / property on account of forced entry or similar acts leading to the deterioration or loss of the installations / property or any other loss/damages to Authority and/or to the Third Party, caused due to the omission, negligence, default or deficiency in service or obligations/duties of the personnel deployed by the Service Provider, the Service Provider shall be liable to make good such loss or damage estimated by the independent valuation agency appointed by the Authority for this purposes. On no performance of remedy of damage, the Authority shall reserve the right to

seek compensation by way of damages or recover the sum from the Security deposit or deduct the same from the monthly bills raised by the Service Provider to the Authority, and / or invoke Performance Bank Guarantee whichever is likely to meet the requirements of the Authority in its own view. If amount exceeds the performance security then the Service Provider shall be liable to pay the said amount with interest @ 12% per annum thereon from the seven days from the date of demand till the date of actual payments.

Materials

Any deviation in the material quality and quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable cleaning material which are environment friendly, no harmful to humans and property should be used.

4.7 Termination due to Event of Default of the Service Provider

Occurrence of following Events shall be considered as the Default by the Service Provider (the "Service Provider's Event of Default"):

- a) The Service Provider fails to deploy the personnel in time period specified as per the direction of the Authority.
- b) The Service Provider fails to accompany with the applicable laws, rules, regulation with respect to labour laws, arm license and any other applicable law.
- c) The Service Provider does not maintain a Performance Security, which is required as per terms of this Contract.
- d) Any breach or offence or non-performance which has caused serious damage to Authority's assets.
- e) The Service Provider sub contracts the scope of work.
- f) Repetitive breach, offence and non-performance of duties, scope and obligations of the Service Provider and does not cure the breach, offence or its non-performance in remedial period as specified by the Authority.
- g) The Service Provider becomes bankrupt or insolvent, goes into liquidation, has a receiving or administration order made against him, compounds with his creditors, or carries on business under receiver, trustee or manager for the benefit of his creditors, or if any act is done or event occurs which (under applicable Laws) has a similar effect to any of these acts or events.
- h) Change in Service Provider's Ownership during this Contract without prior consent of Authority.
- i) The Service Provider fails to procure and maintain insurance cover as required as per terms of this Contract.
- j) Any time it is found that the Service Provider or its employee deployed has indulged in the unauthorized and illegal activities at the Authority's premises.

- k) The Service Provider failed to make any payments/damages/penalties due to Authority within period specified without any valid reason.
- l) The Service Provider repudiates this agreement or otherwise evidences an intention not to be bound by this Agreement.
- m) Any representation made or warranties given by the Service Provider under this Agreement is found to be false or misleading

On occurrence of any of above events or circumstances, the Authority shall provide notice to the Service Provider to remedy the breach/ default in reasonable time period specified in the notice. If the Service Provider shall not cure or remedy the default/ breach then the Authority may at its sole discretion, upon giving 7 days notice to the Service Provider, terminate the contract.

The Authority's election to terminate the contract shall not prejudice any other rights of the Authority, under the contract or otherwise. The Authority may at its sole discretion forfeit the Performance Security and may recover from the amount due to the Service Provider on occurrence of any of the Service Provider's Event of Default.

4.8 Force Majeure

- (1) Neither party shall be liable to the other for any loss or damage occasioned by or arising out of acts of god, and in particular, unprecedented Floods, volcanic eruption, earth quake or other convulsion of nature, and other acts such as but not restricted to general strike, invasion, the act of foreign countries, hostilities or war like operations before or after declaration of war, rebellion, military or usurped power, strikes or boycotts (other than those involving the Service Provider or their respective employees/representatives or attributable to any act or omission of any of them) , An act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, riot, insurrection, terrorist or military action, Expropriation or compulsory acquisition by any Government Agency of any Authority's Asset or rights of the Service Provider, which prevent performance of the contract and which could not have been for seen or avoided by the Service Provider or the Authority (the "Force Majeure").
- (2) The Service Provider shall ensure that during situations of natural calamities, riots, disturbances or any other Force Majeure events, all personnel deployed by the Service Provider shall try to continue to perform the allocated duties and obligation in full strength.
- (3) In such situation, Authority may at its sole discretion excuse the Service Provider from the Performance of its obligations. If Force Majeure Event subsists for 60 days then either party may by notice to other party terminate the Contract.
- (4) During the subsistence of a Force Majeure Event, where full performance of the Scope of Work is not feasible, the Service Provider shall, to the extent reasonably possible, continue to provide essential / reduced housekeeping services as directed by the Authority. Payment during such period shall be restricted to services actually rendered and shall be made on a proportionate basis, as certified by the Authority. No claim for full payment shall be admissible where services are rendered partially due to Force Majeure conditions.
- (5) In the event that Parties are unable to agree in good faith about the occurrence of or existence of a Force Majeure event, such dispute shall be finally settled in accordance with the Dispute Resolution Procedure; provided that the

burden of the proof as to the occurrence of Force Majeure Event shall be upon the Party claiming relief and/or excuse on account of such Force Majeure Event.

- (6) Termination of the Contract (a) shall not relieve the Service Provider or Authority of any obligations hereunder which expressly or by implication survives Termination hereof, and (b) except as otherwise provided in any provision of the Tender expressly limiting the liability of either Party, shall not relieve either Party of any obligations or liabilities for loss or damage to the other Party arising out of or caused by acts or omissions of such Party prior to the effectiveness of such Termination or arising out of such Termination.

4.9 Representation and Warranties of Service Provider

The Service Provider represents and warrants to the Authority that:

- a) It is duly organized and validly existing under the laws of India, and has full power and authority to execute and perform its obligations and carry out the work as per the terms of contract.
- b) It has taken all necessary actions under the Applicable Laws to authorize execution and delivery of this contract and to validly exercise its rights and perform its obligations under this contract.
- c) This contract constitutes its legal, valid and binding obligations, enforceable against it in accordance with terms hereof, and its obligations under this Contract will be legally valid, binding and enforceable obligations against it in accordance with the terms hereof;
- d) it is subject to civil and commercial laws of India with respect to the Tender and this Contract/ Agreement and it hereby expressly and irrevocably waives any immunity in any jurisdiction in respect thereof;
- e) The information furnished in the Bid and as updated on or before the date of this agreement/contract is true and accurate in all respects as on the date of this Agreement/contract.
- f) the execution, delivery and performance of the this Tender and Agreement thereof will not conflict with, result in the breach of, constitute a default under or accelerate performance required by any of the terms of the Service Provider's Memorandum and Articles of Association or any Applicable Laws or any covenant, agreement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- g) there are no actions, suits, proceedings, or investigations pending or, to the Service Provider's knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi judicial or other authority, the outcome of which may result in the breach of or constitute a default of the Service Provider under the Tender or which individually or in the aggregate may result in any Material Adverse Effect;
- h) it has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Agency which may result in any material adverse effect or impairment of the Service Provider's ability to perform its obligations and duties under this Tender and Agreement;
- i) it has complied with all Applicable Laws and has not been subject to any fines, penalties, injunctive relief or any other Civil or criminal liabilities which in the aggregate have or may have Material Adverse Effect;

- j) no representation or warranty by the Service Provider contained herein or in any other document furnished by it to Authority or to any Government Agency in relation to Applicable Permits contains or will contain any untrue statement of material fact or omits or will omit to state a material fact necessary to make such representation or warranty not misleading; and
- k) no sums, in cash or kind, have been paid or will be paid, by or on behalf of the Service Provider, to any person by way of fees, commission or otherwise for securing the Tender or entering into of the Agreement or for influencing or attempting to influence any officer or employee of the Authority in connection therewith.

4.10 Representation and Warranties of Authority

The Authority represents and warrants to the Service Provider that :

- a) It has full power and authority to grant the Tender and enter into Agreement with the Service Provider.
- b) It has taken all necessary action under Applicable Law to authorize the execution, delivery and performance of this Contract/Agreement;
- c) The contract/Agreement constitutes its legal, valid and binding obligation enforceable against it in accordance with the terms hereof.
- d) It has good and valid rights for Site.
- e) It has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Agency which may result in any material adverse effect or impairment of the Service Provider's ability to perform its obligations and duties under this Tender and Agreement;

4.11 Dispute Redressal System

In the event of a dispute or difference of any nature whatsoever between the Supplier and the Authority during the course of the Works, the same shall be referred to the Chairman, SMART CITY AHMEDABAD DEVELOPMENT LIMITED for resolution. The decision of the Chairman, SMART CITY AHMEDABAD DEVELOPMENT LIMITED shall be final and binding on both the parties.

4.12 Severability and Waiver

If any provision of this Contract, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this Contract or the remainder of the provisions in question which shall remain in full force and effect. The relevant Parties shall negotiate in good faith in order to agree to substitute for any illegal, invalid or unenforceable provision a valid and enforceable provision, which achieves to the greatest extent possible the economic, legal and commercial objectives of the illegal, invalid or unenforceable provision or part

provision. No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this Contract of any right, remedy or provision of this Contract shall operate as a waiver of such right, remedy or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

4.13 Indemnity

- (1) The Service Provider shall at all times, i.e. during the subsistence of the Contract, defend, indemnify and hold Authority harmless from and against all claims (including without limitation claims for breach of contract, death or injury to a person or injury to property, or other tort claims) and expenses (including court costs) arising out of or relating to the breach by Service Provider of any covenant, representation or warranty or from any act or omission of the Service Provider or his agents, employees. Authority will notify Service Provider of any such claim, suit or proceeding and will assist Service Provider (at Service Provider's expense) in the defense of the same.
- (2) The Service Provider shall be solely liable for all payment / dues of the personnel employed and deployed by it. The Service Provider shall fully indemnify Authority against all the payments, claims, and liabilities whatsoever incidental or directly arising out of or for compliance with or Enforcement of the provisions of any of the labour or other laws to the extent they are Applicable.

4.14 No Partnership

Nothing contained in the Tender shall be construed or interpreted as constituting a partnership between the Parties. Neither Party shall have any authority to bind the other in any manner whatsoever.

4.15 Governing Law and Jurisdiction

The Contract shall be construed and interpreted in accordance with and governed by the laws of India and the Courts at Ahmedabad shall have jurisdiction over all matters arising out of or relating to the Contract.

4.16 Ownership & Protection of Property

Authority shall retain the title and ownership of any site allotted by it to Service Provider for purposes of carrying out Service Provider's obligations, duties and scope in relation to provide the services. Such title and ownership of Authority in any such site shall not pass to Service Provider. The Service Provider is only permitted to carry out its duties and obligations.

4.17 Risk Clause

The Contractor shall at all times have standby arrangements for carrying out the work under the Contract in case of failure of the existing arrangement.

Chairman or Chief Executive Officer of SMART CITY AHMEDABAD DEVELOPMENT LIMITED reserve the right for termination of the contract at any time by giving one month Written notice, if the services are found unsatisfactory

and also has the right to award the contract to any other selected bidder at the cost, risk and responsibilities of Contractor and excess expenditure incurred on account of this will be recovered by Chairman or Chief Executive Officer of SMART CITY AHMEDABAD DEVELOPMENT LIMITED from the Contractor Security Deposit or pending bill or by raising a separate claim.

- All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with the General Manager, SMART CITY AHMEDABAD DEVELOPMENT LIMITED.
- Contractor and its staff shall take proper and reasonable precautions to preserve from loss, destructions, waste or misuse the areas of responsibility given to them by the Authority and shall not knowingly lend to any person or company any of the effects or assets of the premise under its control.
- In the event of loss/damage of equipments etc. at the premises of Smart City Ahmedabad Development Ltd. due to negligence/carelessness of Contractor staff, if established after a joint enquiry, then the Contractor shall compensate the loss to the authority.
- The Contractor or its representative/s shall meet SMART CITY AHMEDABAD DEVELOPMENT LIMITED's representative/s regularly to take feedback regarding the Housekeeping services. The Contractor will also maintain a suggestion book for comments on the services rendered by it.
- The Contractor shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the Colleges & its premises and shall indemnify the authority for any loss or damage caused by any act of the Contractor or its employees or staff etc.
- The Contractor shall not assign or sublet this Agreement or any part thereof to any third party without the approval of SMART CITY AHMEDABAD DEVELOPMENT LIMITED. However, he may use the services of associates for providing the services in which case the contractor shall be responsible for the performance and all acts of the associates as though they were his own.
- In every case the Contractor shall make alternative arrangements for meeting his contractual responsibilities of the Sub Contractor/Associate.
- Appointment of Supervisors will be done in consultation with General Manager (Admin), Smart City Ahmedabad Development Ltd. and must be approved by him.
- Licenses if any required for Housekeeping and other services at the site will be procured by the Contractor.

4.18 Confidentiality & Data Protection:

The Service Provider shall ensure that all personnel deployed under this contract maintain strict confidentiality with respect to any information, data, layouts, systems, equipment, documents, or activities observed or accessed at the premises of SMART CITY AHMEDABAD DEVELOPMENT LIMITED, including the Command Control Centre.

The deployed personnel shall not disclose, record, photograph, copy, or communicate any such information to any third party, nor use the same for any purpose other than performance of their duties.

Any breach of confidentiality by the Service Provider or its personnel shall be treated as a material breach of contract, and the Authority shall have the right to take appropriate action, including removal of personnel, termination of contract, and other remedies as per law.

4.19 Use of eco-friendly cleaning materials:

The Service Provider shall use eco-friendly, biodegradable, and non-hazardous cleaning agents for housekeeping services, as far as practicable. The cleaning materials used shall not contain harmful chemicals and shall be safe for occupants, equipment, and the environment.

The Service Provider shall, whenever required, submit details and material safety data sheets (MSDS) of the cleaning agents proposed to be used. The Authority reserves the right to disallow any cleaning material found to be harmful or non-compliant with environmental norms.

Formats for documents to be submitted

Annexure 1: Letter of Bid

(On the letterhead of Bidder)

Dated:

To,
Chairman,
SMART CITY AHMEDABAD DEVELOPMENT LIMITED .
Ahmedabad.

Subject: With respect to tender for Selection of Service Provider Providing of Mechanized cleaning, Housekeeping Services AT SMART CITY AHMEDABAD DEVELOPMENT LIMITED and their premises

Dear Sir,

With respect to above mentioned subject, we are pleased to submit the bid. This offer is subject to all terms and conditions contained in the tender document. We have not made any changes either directly or indirectly in terms and conditions of the Tender. In additions to terms and conditions of this tender, we are not given any written or oral promise from the Authority.

I am attaching Tender Fee and EMD Demand Draft / Pay Order / Bank Guarantee as under :

Particulars	DD / Pay Order / Bank Guarantee No	Bank Name	Date	Amount
Tender Fee				
EMD				

We are submitting duly signed and stamped two copies of Technical bid and all the necessary require documents as per terms of Tender.

We are fully aware that the Authority has right to accept any tender or reject any/all tenders without giving any reason and upon rejection of tender/tenders we shall not be entitled to any right.

We have thoroughly read and understand all the terms and conditions of this tender and we promise to agree and abide by all the terms and conditions of this tender. We have also visited the site and got clear idea about the work profile and expectations of the Authority. We have signed and sealed each and every page of this tender document and provided all true information/documents.

(Signature and stamp of the Authorized signatory of Bidder with date)

Annexure 2: Bidder Information

(On the letterhead of Bidder)

All Bidders are required to furnish the information in this format.

1	Name of firm	
2	Head office address	
3	Local office address (if any)	
4	Telephone	
5	Facsimile	E-mail
6	Place of Incorporation/ Registration	Year of Incorporation/ Registration
7	Whether Company / partnership / or any other	
8	IT Permanent Account Number (Copy to be enclosed)	
9	Provident Fund Number allotted by Regional Provident fund office (copy to be enclosed)	
10	ESI Registration Number	
11	GST Registration Number	

12	Professional Tax Registration Number	
13	Main lines of business 1. Since : 2. Since :	

All Bidders are required to furnish the documents such as MOA, AOA, Partership Deed, GST registration and registration as may be applicable.

(Signature and stamp of the Authorised signatory of Bidder with date)

Annexure 3: Bidder's Turnover

Name of Bidder:

All Bidders shall provide the information in the format as per this form. The information supplied shall be the annual turnover from housekeeping business of the Bidder for three (3) financial years (2022-23, 2023-24, 2024-25). This should be on letter head of certified Chartered Accountant.

Annual Turnover for the three years		
Year	Overall Annual Turnover (In Rs. Lakhs)	House keeping business Turnover (in Rs. Lakhs)
2022-23		
2023-24		
2024-25		
Average of above		

Seal and Signature of Statutory Auditor / Registered Chartered Accountant with Registration Number:

The Bidder shall have to submit, Audited statement for last three years.

Annexure 4: Details of Key Personnel

The Bidder shall provide the details and information of key personnel (As per clause 2.2(e) of ITB) in table provided below.

Sr. No.	Name of the Employee	Designation and Year of experience with Bidder	Qualifications	Total Experience	Whether served in Hospital /College/Education Institute and also provide tenure of services and evidence of service records.
1.					
2.					

The Bidder shall also have to provide the detailed CV of Key personnel specified in Clause 2.2 (d) of ITB in following format

Sr. No.	Particulars	
1	Name	
2	Qualification	(Bidder shall also provide supporting certificates)
3	Whether served in hospital	Provide tenure of services and evidence of service records.
4	Employment Record (Nature and no of years of Experience with different organization and	
5	Date of Birth	
6	Any other information	
7	Signature of Project Manager	

The Bidder shall also have to provide the records of no of persons employed by it

Sr. No.	Employee	No	Whether Contractual or permanent employee (provide details)
1	No of housekeeping supervisor		
2	No. of housekeeping/manpower staff		

(Signature and stamp of the Authorised signatory of Bidder with date)

Annexure 5: Power of Attorney

On a Stamp Paper of RS.300/- also notarized)

(Applicable in case of bid not being signed by the person directly authorized by the firm)

Dated:

To,

Chairman,

SMART CITY AHMEDABAD DEVELOPMENT LIMITED

Ahmedabad

Dear Sir,

REF: Your Tender Ref.:

<Bidder's name> hereby authorizes **<Designated Representative's name>** to act as a representative of **<Bidder's name>** for the following activities vide its Board Resolution/ Power of Attorney attached herewith.

To attend all meetings with SMART CITY AHMEDABAD DEVELOPMENT LIMITED for Housekeeping work at Command and Control Center and to discuss, negotiate, finalize and sign any bid or agreement and subsequent Contract.

Yours faithfully,

<Signature of appropriate authority of the Bidder >

Name of appropriate authority of the Bidder:

<Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney>

For

<Name of Bidder >

Encl: Board Authorization

Annexure 6: Affidavit on Stamp Paper

(On a Stamp Paper of RS.300/-)

It is certified that the information furnished herein and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of tender and are liable for any punitive action for furnishing false information/ documents.

Dated this _____ day of _____ 2026

Signature

(Company Stamp)

In the capacity of duly authorized to sign bids for and on behalf of:

Signed by

Authorized Signatory with designation

Annexure 7:

Anti Blacklisting and other required declaration Certificate

(On a Stamp Paper of RS.300/-)

I M/s. _____ (Bidder), _____ (the names and address of the registered office) hereby certify and confirm that we or any of our promoter/s / director/s are not barred by Government of Gujarat (GoG) / any other entity of GoG or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a Consortium as on the _____-(Bid submission Date).

Further confirm that we or any of our promoter/s / director/s are not under a declaration of ineligibility for corrupt and fraudulent practices by the Central Government, the State Government, Local Self Government body or any public undertaking, autonomous body, authority by whatever name called under the Central, the State Government or local self Government body.

We further confirm that we are aware that our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this Tender at any stage of the Bidding Process or thereafter during the agreement period dated this _____ Day of _____ 2025.

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

Annexure 8: Bid Security

BANK GUARANTEE FOR BID SECURITY

(ON BANK'S LETTERHEAD WITH ADHESIVE STAMP)

To

Chairman,

SMART CITY AHMEDABAD DEVELOPMENT LIMITED

Ahmedabad.

This Deed of Guarantee is made on this ____ day of _____, 2020 at _____ by _____ a Bank within the meaning of the Reserve Bank of India Act and constituted under the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 and having its Head Office/Registered Office at _____ and a Branch Office at _____ (hereinafter referred to as "the Bank" or "the Guarantor", which expression shall unless it be repugnant to the subject or context hereof be deemed to include its successors and assigns) in favour of Chairman, SMART CITY AHMEDABAD DEVELOPMENT LIMITED having its Office at Paldi, Ahmedabad.

WHEREAS, the SMART CITY AHMEDABAD DEVELOPMENT LIMITED undertook the process of competitive bidding in order to select the most desirable firm/company for the _____ (Work name) for which purpose SMART CITY AHMEDABAD DEVELOPMENT LIMITED issued a Tender inviting Bids from the Bidders;

WHEREAS, _____ [name of Bidder] (hereinafter called "the Bidder") shall submit his Bid dated [date] for the above specified Works (hereinafter called "the Bid").

In the event of any breach or non-performance of the following terms and conditions contained in the Tender document:

- i. If a bidder withdraws or modifies his bid the proposal during the period of bid validity, or
- ii. In the case of a Successful Bidder, fails to sign the Agreement or fails to furnish the required Performance Guarantee (as defined below) within stipulated time in accordance with the Tender Condition.
- iii. In case of fraudulent bid where it is so established that the bidder has willingly and knowingly tried to mislead SMART CITY AHMEDABAD DEVELOPMENT LIMITED by providing false or fabricated information or
- iv. If the Bidder submits a conditional Bid which would affect unfairly the competitive provision of other Bidders who submitted substantially responsive Bids and/or is not accepted by SMART CITY AHMEDABAD DEVELOPMENT LIMITED.

The Guarantor agrees absolutely, irrevocably and unconditionally guarantees and undertakes to pay to SMART CITY AHMEDABAD DEVELOPMENT LIMITED a sum of Indian Rupees _____ without any protest or demur and upon receipt of first written demand from SMART CITY AHMEDABAD DEVELOPMENT LIMITED, without having to substantiate his demand, provided that in his demand SMART CITY AHMEDABAD DEVELOPMENT LIMITED will note

that the amount claimed by him is due to him owing to the occurrence of any one or more of the conditions, specifying the occurred condition or conditions.

This Guarantee will remain in force up to and including the date ____, being the date 28 days after the date of expiration of the Bid Validity or as it may be extended by the bidder on a written request by AMTC, notice of which extension(s) to the Bank is hereby waived. Any demand in respect of this Guarantee should reach the Bank not later than the above date.

The jurisdiction in relation to this Guarantee shall be the Courts at AHMEDABAD and Indian Law shall be applicable.

The claim in respect of this Bank Guarantee shall be admissible at any of our AHMEDABAD Branches.

IN WITNESS WHEREOF the Guarantor has executed this Guarantee on this ____ day of _____ and year first herein above written.

Signed and delivered by the

above named _____ Bank by

its Authorized Signatory as authorized by

Board Resolution passed on _____/

Power of Attorney dated [.....]

Authorized Signatory

Name :

Designation:

In the presence of:

1.

2.

Annexure 9: Performance Security

(On stamp Paper of RS.300/-)

To: _____ [Name of Authority]

_____ [Address of Authority]

WHEREAS _____
_____ [Name and address of Successful Bidder] (Hereinafter called "the Service Provider")
has undertaken, in pursuance of Agreement No. _____ dated _____ to execute
_____ [Name of Agreement and brief description of Works]
(Hereinafter called "the Agreement");

AND WHEREAS it has been stipulated by you in the said Agreement that the Service Provider shall furnish you with a Bank Guarantee by an approved bank for the sum specified therein as security for compliance with his obligations in accordance with Agreement; AND WHEREAS we have agreed to give Licensee such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on behalf of the Licensee, up to a total of Rs. _____ [amount of Guarantee]¹ _____ [amount in words] such sum being payable in the types and proportions of currencies in which the Agreement Price is payable, and we undertake in which the Agreement Price is payable, and we undertake to pay you, upon your first written demand and without cavil or argument, any sum or sums within the limits of Rs. _____ [amount of Guarantee] as aforesaid without your needing to prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from Service Provider before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the Agreement or of the Works to be performed there under or of any of the Agreement documents which may be made between you and the Licensee shall in any way release us from any liability under this guarantee, and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the date: _____

Signature and Seal of the guarantor: _____

Name of Bank: _____

Address: _____

Date: _____

¹ An amount is to be inserted by the Guarantor, representing the percentage of the Agreement Price specified in the Agreement, and denominated either in the currency of the Agreement or in a freely convertible currency acceptable to the Employer.

Annexure 10: Format of Price Bid

(To be submitted online only)

SUPPLY/ PROVIDING OF CLEANING AND HOUSE KEEPING SERVICES AT Command and Control Centre, Paldi of **SMART CITY AHMEDABAD DEVELOPMENT LIMITED**.

Table - A

Sr. No.	Details	Monthly Rate (Excl. GST)	Yearly Rate (Excl. GST)
1.	Providing Housekeeping Services to ICCC Command and Control Centre with 19 Housekeeping Staff and 1 Supervisor, along with cleaning aids and materials and including service charge of bidder		
	Total in Figures		
	Total in Words		

* GST will be paid extra.

*Bidder will be allowed to get rise upto 10% in contract value each year in the view of revision in minimum wages or as per the notifications issued by the relevant Government authority.

* Whenever PF and ESI Rate change according PF and ESI Contribution will change

* Monthly payment to the per unit of manpower is 26 working days in a month. According to the same per day deduction of wage for absenteeism would be calculated.

* if more than one bidder quoted L1 rate than whose avg three years housekeeping turnover as per Clause 2.1 is higher that will be given preference

Table - B

Sr. No.	Details	Value in %
1.	Expected % Rise per year in the contract value in the view of in the view of revision in minimum wages or as per the notifications issued by the relevant Government authority.	
	Total in Figures	
	Total in Words	

Annexure 11

List of Approved Banks to SMART CITY AHMEDABAD DEVELOPMENT LIMITED

(For the Purpose of Providing Bid Security/Performance Security/Tender Fee)

- All Nationalized Banks.
- IDBI Bank LTD
- Axis Bank
- ICICI Bank
- HDFC Bank
- Kotak Mahindra Bank
- RBL Bank (The Ratnakar Bank Ltd.)
- IndusInd Bank
- Karur Vysya Bank
- DCB Bank
- FEDERAL Bank
- SOUTH INDIAN Bank
- The Kalapur Commercial Co-Operative Bank Ltd.
- Rajkot Nagrik Sahakari Bank Ltd.
- The Mehsana Urban Co-Operative Bank Ltd.
- Nutan Nagrik Sahakari Bank Ltd.
- Saurashtra Gramin Bank

Note: In case of submission of Bank Guarantee, only the branches of above mentioned banks located in Ahmedabad City would be eligible.

Annexure 12

(To be submitted on bidder letter pad)

Experience and satisfactory work completion certificate of providing at least 20 number of manpower over a period of at least 12 months or longer for cleaning / housekeeping services during the last three financial years (2022-23, 2023-24, 2024-25).

(Kindly use separate sheet for this information if required)

No.	Name or Description of premise	Period		Total No. of housekeeping Staff Provided	Tender Cost	Total work completion amount
		From	To			
1						
2						
3						
4						
5						
6						

Note : Bidder has to attach satisfactory work completion certificate from above mentioned institutes / premises with technical bid without fail, only work order copy should not be considered for experience.

Annexure - 14

(to be submitted with every month bill)

Institute Name: _____

Bill for the Month of _____ **Year of** _____

Sr	Name of Employee	Cadre Name	Bank Name	Branch Name of the bank	Bank Account Number	IFSC Number	Total Amount Transferred
1	X						
2	Y						
3	Z						
	Total						

Signature & Stamp of Authorized Signatory

Annexure - 15

Valid Labour License for providing house keeping staff at premises or institute in last three (3) years

(2022-23,2023-24,2024-25)

Sr.No	License Issuing date	License No.	No.of house keeping staff provided	Name of Institution where to provide service	Licensing Authority

Bidder is required to submit copy of license for providing housekeeping staff in Govt/ public/ private sector/trust/ Hospital/College/ Education Institution