

Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	22-04-2025 15:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	22-04-2025 15:30:00
Bid Offer Validity (From End Date)/बिड पेशकश वैधता (बंद होने की तारीख से)	120 (Days)
Ministry/State Name/मंत्रालय/राज्य का नाम	Ministry Of Heavy Industries And Public Enterprises
Department Name/विभाग का नाम	Department Of Heavy Industry
Organisation Name/संगठन का नाम	N/a
Office Name/कार्यालय का नाम	National Automotive Board
क्रेता ईमेल/Buyer Email	anuj.kumar.natrip@nic.in
Item Category/मद केटेगरी	Custom Bid for Services - Custom Bid for Services - Hiring of Horticulture Services at NATRAX
Similar Category/समान श्रेणी	<ul style="list-style-type: none"> Cleaning, Sanitation and Disinfection Service - Outcall Based On-Board Housekeeping Service(OBHS) for Railways
Contract Period/अनुबंध अवधि	1 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	50 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
MSE Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से एमएसई छूट	No
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No
Document required from seller/विक्रेता से मांगे गए दस्तावेज़	<p>Experience Criteria,Bidder Turnover,Certificate (Requested ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC)</p> <p>*In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by buyer</p>

Bid Details/बिड विवरण	
Do you want to show documents uploaded by bidders to all bidders participated in bid?/	No
Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया	No
Type of Bid/बिड का प्रकार	Two Packet Bid
Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय	2 Days
Evaluation Method/मूल्यांकन पद्धति	Total value wise evaluation
Financial Document Indicating Price Breakup Required/मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है	Yes
Arbitration Clause	No
Mediation Clause	No

EMD Detail/ईएमडी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
EMD Amount/ईएमडी राशि	145000

ePBG Detail/ईपीबीजी विवरण

Advisory Bank/एडवाइजरी बैंक	ICICI
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	5.00
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	14

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

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

Beneficiary/लाभार्थी :

NATRAX

NATIONAL AUTOMOTIVE BOARD, Department of Heavy Industry, N/A, Ministry of Heavy Industries and Public Enterprises (National Automotive Test Tracks)

MII Compliance/एमआईआई अनुपालन

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

MSE Purchase Preference/एमएसई खरीद वरीयता	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

3. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of price. The buyers are advised to refer to the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preferential Make in India) Order, 2017. Benefits of MSE will be allowed only if the credentials of the service provider are validated in line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.

4. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

Scope of Work:[1743134186.pdf](#)

GEM Availability Report (GAR):[1743134191.pdf](#)

Payment Terms:[1743134195.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1743134210.pdf](#)

Quantifiable Specification / Standards of The Service/ BOQ:[1743134221.pdf](#)

Pre Bid Detail(s)

Pre-Bid Date and Time	Pre-Bid Venue
08-04-2025 10:00:00	NATRAX Pithampur

Custom Bid For Services - Custom Bid For Services - Hiring Of AMC Of Horticulture Services NATRAX (1)

Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
Core	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Custom Bid for Services - Hiring of AMC of Horticulture Services at NATRAX
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
Addon(s)/एडऑन	

Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र.सं.	Consignee Reporting/Officer/परेषिती/रिपोर्टिंग अधिकारी	Address/पता	The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Additional Requirement/अति आवश्यकता
1	Anuj Kumar	454774,National Automotive Test Tracks (NATRAX) Agra - Mumbai Highway(NH-3), Next to Pithampur Flyover (From Indore) (Near Pithampur) District :- Dhar State :- Madhya Pradesh	1	N/A

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

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 perc the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

I. Quoted rates: the rates should be inclusive of GST, Labour charges as per minimum wage act, machine charges, material required etc all, and NATRAX will not pay any other amount other than the contract amount.

II. Eligibility Criteria:

1. Bidder should be legal valid entity. IV/consortium is not allowed.

2. Should have completed (1 order of at least 59 Lakh/2 orders of at least 37 Lakh/3 or ders of at least 29 Lakhs) orders of similar works (cleaning services including manpower a nd machine with consumables), for any reputed organization (Govt. entity/Pvt Ltd compa ny/PSU/Public private Ltd company etc), during last 3 years.
3. The bidder should have submitted an undertaking mentioning that “they will deploy the machines and use materials as mentioned above, during the currency of contract” on their letterhead. Failing which NATRAX reserve the rights to reject the bid during technical evaluation.
4. Bidder should have at least an average turnover of Rs. 50 Lakh during last 3 Financi al Year, copy of CA Certificate or audited balance sheet should be submitted with bid.
5. Bidder should have office in Indore/Dhar, the details should be submitted with bid.
6. Bidders should have to submit signed copy of this complete tender/bid document alon g with all annexures OR an undertaking/certificate accepting all the terms and condition s specified in this document, **failing which the NATRAX reserve the rights to reject the bid.**
7. The other terms and conditions shall be as per terms and conditions of GEM.

Note: Bidder should not submit the rates along with technical bid, if any bidder submits the any rates in technical bids, The Bids shall be rejected by NATRAX.

other details shall be as per attached specifications, for any query bidder may act at anuj.kumar@natrip.in OR 08376093255

3. Buyer Added Bid Specific SLA

Text Clause(s)

A. Detailed requirements and specifications:

1. Minimum Technical Specifications of Automatic Floor Cleaning machine

Scrubber cum dryer floor cleaning machine	
Voltage	220-230 Volt
Effective suction width	700 mm or more, with 2 wheels for easy movement & 2 side wheels
Disc brush dia	430-500 mm
Solution tank	20-30 Liters or more
Recovery tank	20 Liters or more
Brush speed	290 rpm or more
Working speed, up to	4 km/h or more
Productivity	1700 sq. m/hr or more

Extension cable

30 meters or more

2. Details of Technical Specifications/requirement of cleaning items, Manpower etc:

S. No	Item	unit	QTY (per month)	BOQ Schedule
A	1	Urinal Sunny Cube (300 Gms)	kg	3
	2	Air Fresner Stick Odoni	Sachet	25
	3	Fresh Zone Stick	Sachet	25
	4	Room Freshner Odonil	Nos	15
	5	Toilet Cleaner (Local Harpic)	Ltr	40
	6	Toilet Cleaner (Original Harpic , Available in 1 ltr bottle)	Ltr	40
	7	Glass Cleaner (Local Colin)	Ltr	5
	8	Glass Cleaner (Original Colin, Available in 500 ml Bottle)	Ltr	5
	9	Insect Spray (Hit 625 ml)	Nos	0
	10	Cleaning Powder (Gadhi)	kg	5
	11	Acid (Toilet Cleaner)	Ltr	20
	12	Naphtheline Ball Sunny (200gm)	kg	3
	13	Liquid Soap (1ltr Due fresh)	Ltr	40
	14	Phenyal (Harbal 22 Ltr)	Ltr	40
	15	Mopper cloth (Pocha Big Size)	Nos	10
	16	Broom Soft (Big Size Best)	Nos	10

Schedule A (Cleaning Items)

	17	Broom Hard (Bans)	Nos	7	
	18	Wipeer Floor (With Handle Big Size)	Nos	10	
	19	Dust Bin (BRW)	Pkt	10	
	22	Toilet Brush	Nos	10	
	23	Supdi	Nos	10	
	24	V screen	Nos	50	
	25	Toilet Roll	Nos	50	
	26	Tissue Paper	Nos	100	
	27	Hanker Chief	Nos	25	
	28	Hanging odonil	Nos	120	
	29	Dry Mob	Nos	10	
	30	Deo for Washroom	Ltr	20	
	31	Choke Pump	Nos	10	
	32	Bucket	Nos	4	
B		4 Nos. of Cleaning Machines on Rental Basis	Nos	4	Schedule B (Machine's Rent)
C		Housekeeping Supervisor- Skilled (as per central minimum wage INCLUDING PF, ESIC, Bonus, PL etc)	Nos	1	Schedule C (Housekeeping Supervisor- Skilled)
D		Houskeeping Manpower- Unskilled (as per central minimum wage, INCLUDING PF, ESIC, Bonus, PL etc)	Nos	20	Schedule D (Housekeeping Manpower- Unskilled)

4. Buyer Added Bid Specific Scope Of Work(SOW)

Text Clause(s)

A. The details of the scope of service & specifications are as mentioned below

The following tasks are to be conducted: -

1. Cleaning, dusting, vacuuming and disinfecting of floors, walls and ceilings. Removal of waste and any other garbage from the entire area covered under the contract (such as halls, conference rooms, meeting rooms, office rooms, cabins, cubicles, etc.)
2. Sweeping, cleaning, mopping with disinfectant/cleaner of the area covered under the contract, including all staircases, cabins, lobbies, reception, office rooms, cabins, meeting rooms etc. and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cob-webs, etc. and disposing off all the collected refuse at designated site.
4. Dusting of all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all windows 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 (at least 2 times in a day).
6. Scrubbing/cleaning of toilets, washbasins, sanitary fittings, mirrors, glasses, toilets, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilet 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, air fresheners, sanitary cubes, naphthalene balls in toilets etc.,

8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, door mats etc.
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Cleaning of passage / open areas around the buildings (close to buildings)

B. Waste Disposal Management:

The contractor will ensure collection, screening/segregation of dry and wet garbage in the earmarked area. The contractor will also ensure segregation of bio degradable and non-bio degradable garbage. Finally, the contractor will arrange to suitably transport and dispose garbage from the earmarked area to the nearest waste yard inside premise. The contractor will employ his staff for the collection/disposal work. The garbage will have to be disposed of at least once a day. The contractor will also arrange for the garbage bags, prepare a flowchart indicating the method of collection/disposal etc.

C. Weekly / Monthly 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/window panes/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.
3. Cleaning of ceilings & high walls, removal of wash stains on walls, cleaning roofs, porches etc (Fortnightly).
4. Cleaning of sanitary fittings, toilet drain pipes etc. in the toilets with standard cleaning material.
5. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
6. Washing of outside area with High Pressure Jet machine (once in a month).
7. Clean all chrome fittings, glass frames, soap holders etc., to a shiny finish.
8. Cleaning of ACP / exterior walls of glass or ACP with proper cleaning agents and machinery (monthly).
9. The contractor will make a cleaning programme and submit to office for weekly/monthly cleaning so that concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work. Chart showing daily roster & cleaning schedule should be displayed.
10. The Contractor will work in the specified area as per given frequency for the scope of work, as under:

Scope of Work						
Sr. no	Name of Area	Total Area (SQ Feet)/N os.	Frequency			
			Twice Daily	Once Daily	Weekly	Monthly
A	Office/ Canteen Area					
1	Floor area	60,000		☐		
2	Wall/Ceiling	26036			☐	
3	Window/ Door/Winds	225 nos'			☐	
4	Glass facade	15230				
5	ACP facade including main gate	20000				
6	Outside area (just outside the building 3 mtr width)	10000	As and when required			

B	Lab Area					
1	Lab floor	75000		□		
2	Machine and equipments Area	30000		□		
3	Office Floor	45000		□		
4	Windo/ Door/Winds	300 no's			□	
5	Rolling Shutter	60 no's				
6	Out side area (just out side the building 3 mtr width)	20000	As and when required			
C	Washrooms/Toilets Area (of all the buildings floors/wall/ceiling/all sanitary fitting)					
D	Pump House Water Tanks Area-Tracks T-3,T-4,T-5,T-11	22596			□	
E	Substation Area	3000			□	
REQUIRED MANPOWER/LABOUR						

Unskilled Labour on minimum wages as per Central Govt.	20 Nos.
Skilled Labour (Supervisor) on minimum wages as per Central Govt.	1 Nos.
REQUIRED MACHINES	
1. Scrubber cum dryer floor cleaning machine 3 nos 2. Mini Auto scrubber - 01 no 3. Wet & dry vacuum cleaner - 01 no 4. Telescopic Rod - 30 ft - 1 no. 5. Wringer Trolley Heavy Duty 20 ltr or more - (for mopping) - 3 nos. 6. High pressure water jet (150 bar) - 1 no.	

Disclaimer/अस्वीकरण

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

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category being bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through Random Algorithm executed by GeM system.

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

All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Minimum Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take such actions as per GeM Contract.

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

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance with the law of the country of origin and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the law of the country of origin.

सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर उ तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

---Thank You/धन्यवाद---
