



दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड  
(भारत सरकार का उपक्रम)  
सूरत क्षेत्रीय कार्यालय (230000)  
THE NEW INDIA ASSURANCE COMPANY LTD.  
(Government of India Undertaking)  
SURAT REGIONAL OFFICE (230000)

75  
आज़ादी का  
अमृत महोत्सव

पहली मंज़िल, "ए विंग", तिरुपति  
प्लाज़ा, बहुमाली बिल्डिंग के नज़दीक,  
अठवागेट, सूरत, 395001

1<sup>st</sup> Floor, "A-Wing", Tirupati  
Plaza, Near Family Court,  
Athwagate, Surat – 395001

Website: [www.newindia.co.in](http://www.newindia.co.in)  
E-mail: [nia.230000@newindia.co.in](mailto:nia.230000@newindia.co.in)  
■ 0261- 2461589 / 2461690, 2460691, 2461582  
CIN: L66000 MH1919 GOI 000526

7<sup>th</sup> March 2024

### Notice for Tender on GeM Portal for outsourcing of manpower

The New India Assurance Company Ltd. invites bids on GeM portal from eligible bidders for outsourcing of manpower for the following:

1. Caretaker cum Cook
2. Assistant Caretaker cum Cook AKA Helper
3. Staff Car Driver
4. Housekeeping Manpower Outsourcing

The bid document is attached herewith for reference. The brief details of the bid are as follows:

Bid Number: **GEM/2024/B/4712951**

Last Date and time of bid Submission: **21<sup>st</sup> March 2024 (18:00:00 Hrs.)**

Eligible vendors are invited to participate in the bidding process by the due date.

Bidding has to be done strictly on GeM portal only. No offline bids in this regard shall be entertained by the company.

*Subash*  
07/03/2024



सुभाष कुमार बोदरा  
क्षेत्रीय प्रबंधक  
सूरत क्षेत्रीय कार्यालय(230000)  
SUBASH KUMAR BODRA  
REGIONAL MANAGER  
SURAT REGIONAL OFFICE (230000)

**Mr. Subash Kumar Bodra**

**(Regional Manager)**

**Surat Regional Office (230000)**

**The New India Assurance Co. Ltd.**

*Subash*



दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड  
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CIN: L66000 MH1919 GOI 000526

7 मार्च 2024

**जनशक्ति की आउटसोर्सिंग के लिए जी ई एम पोर्टल पोर्टल पर निविदा के लिए नोटिस**

दी न्यू इंडिया एश्योरन्स कंपनी लिमिटेड, सूरत क्षेत्रीय कार्यालय (230000) हेतु जनशक्ति की आउटसोर्सिंग के लिए पात्र बोलीदाताओं से जी ई एम (GeM) पोर्टल पर निम्नलिखित बोलियां आमंत्रित की जा रही हैं:

1. कार्यवाहक सह कुक
2. सहायक कार्यवाहक सह कुक उर्फ हेल्पर
3. स्टाफ कार चालक
4. हाउसकीपिंग मैनपावर आउटसोर्सिंग

बोली दस्तावेज संदर्भ के लिए इसके साथ संलग्न किया गया है। बिड का संक्षिप्त विवरण इस प्रकार है:

बोली क्रमांक: GEM/2024/B/4712951

बिड बंद होने की तिथि और समय: 21 मार्च 2024 (शाम 6 बजे)

पात्र विक्रेताओं को नियत तिथि तक बोली प्रक्रिया में भाग लेने के लिए आमंत्रित किया जाता है।

बोली केवल जी ई एम (GeM) पोर्टल पर ही की जानी चाहिए। कंपनी द्वारा इस संबंध में कोई ऑफलाइन बोली स्वीकार नहीं की जाएगी।

श्री सुभाष कुमार बोदरा

(क्षेत्रीय प्रबन्धक)

सूरत क्षेत्रीय कार्यालय (230000)

दि न्यू इंडिया एश्योरन्स कंपनी लिमिटेड

५३/३३



सुभाष कुमार बोदरा  
क्षेत्रीय प्रबन्धक  
सूरत क्षेत्रीय कार्यालय(230000)  
SUBASH KUMAR BODRA  
REGIONAL MANAGER  
SURAT REGIONAL OFFICE (230000)



Bid Number/बोली क्रमांक (बिड संख्या):  
GEM/2024/B/4712951  
Dated/दिनांक : 05-03-2024

### Bid Document/ बिड दस्तावेज़

Bid Details/बिड विवरण	
Bid End Date/Time/बिड बंद होने की तारीख/समय	21-03-2024 18:00:00
Bid Opening Date/Time/बिड खुलने की तारीख/समय	21-03-2024 18:30:00
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 Finance
Department Name/विभाग का नाम	Department Of Financial Services
Organisation Name/संगठन का नाम	New India Assurance Company Limited (niac)
Office Name/कार्यालय का नाम	Headoffice
Item Category/मद केटेगरी	Manpower Outsourcing Services - Minimum wage - Unskilled; Others; Housekeeping manpower outsourcing , Manpower Outsourcing Services - Minimum wage - Skilled; Others; Staff Car Driver , Manpower Outsourcing Services - Minimum wage - Unskilled; Others; Assistant Caretaker cum cook AKA helper , Manpower Outsourcing Services - Minimum wage - Semi-skilled; Others; Caretaker cum cook
Contract Period/अनुबंध अवधि	2 Year(s)
Minimum Average Annual Turnover of the bidder (For 3 Years)/बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का)	12 Lakh (s)
Years of Past Experience Required for same/similar service/उन्हीं/समान सेवाओं के लिए अपेक्षित विगत अनुभव के वर्ष	3 Year (s)
Past Experience of Similar Services required/इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है	Yes
MSE Exemption for Years Of Experience/अनुभव के वर्षों से एमएसई छूट/ and Turnover/टर्नओवर के लिए एमएसई को छूट प्राप्त है	Yes
Startup Exemption for Years of Experience and Turnover/ अनुभव के वर्षों से स्टार्टअप छूट	No

**Bid Details/बिड विवरण**

<b>Document required from seller/विक्रेता से मांगे गए दस्तावेज़</b>	Experience Criteria, Bidder Turnover, Certificate (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
<b>Bid to RA enabled/बिड से रिवर्स नीलामी सक्रिय किया</b>	No
<b>Type of Bid/बिड का प्रकार</b>	Two Packet Bid
<b>Time allowed for Technical Clarifications during technical evaluation/तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय</b>	2 Days
<b>Estimated Bid Value/अनुमानित बिड मूल्य</b>	4420000
<b>Evaluation Method/मूल्यांकन पद्धति</b>	Total value wise evaluation

**EMD Detail/ईएमडी विवरण**

Advisory Bank/एडवाइजरी बैंक	AXIS BANK LTD
EMD Amount/ईएमडी राशि	25000

**ePBG Detail/ईपीबीजी विवरण**

Advisory Bank/एडवाइजरी बैंक	AXIS BANK LTD
ePBG Percentage(%) / ईपीबीजी प्रतिशत (%)	0.01
Duration of ePBG required (Months) / ईपीबीजी की अपेक्षित अवधि (महीने).	27

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

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

**Beneficiary/लाभार्थी :**

Regional Manager

The New India Assurance company Ltd., 1st Floor, A-Wing, Tirupati Plaza, Near Family Court, Athwagate, Surat - 395001

(Subash Kumar Bodra)

## Splitting/विभाजन

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

## 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. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.

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

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

4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference 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 defined in relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

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

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

## Additional Qualification/Data Required/अतिरिक्त योग्यता /आवश्यक डेटा

**The Bidder should have executed at least X No. projects with contract value not less than (Rs) yy for each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:**The bidder should have executed at least 3 similar projects with contract value not less than 8 lakhs

**The Bidder should have executed at least X No. projects with supply of xx..no. of manpower in each contract of providing manpower services to Central/ State Government Departments/ Public Sector Undertakings/ Autonomous Bodies in last N financial years:**The bidder should have executed at least 3 similar projects with supply of at least 7 no. of manpower services

**Geographic Presence: Office registration certificate:**The registered office may or may not be in Surat but one of its office presence should be in Surat, Gujarat, failing which the bidder would be disqualified at the technical stage only.

**Scope of work & Job description:**[1709207785.pdf](#)

**In case, the buyer wants to retain some of the existing resources then buyer is needed to upload the list of resources along with the quantity of each type or resource to be continued by the successful bidder/service provider under the new contract as per the T&C of new contract concluded on the basis of this bid along with approval of Competent Authority.:[1709555393.pdf](#)**

**Buyer to upload undertaking that Minimum Wages indicated by him during Bid Creation are as per applicable Minimum Wages Act:**[1709555411.pdf](#)

### **Manpower Outsourcing Services - Minimum Wage - Unskilled; Others; Housekeeping Manpower Outsourcing ( 4 )**

#### **Technical Specifications/तकनीकी विशिष्टियाँ**

<b>Specification</b>	<b>Values</b>
<b>Core</b>	
Skill Category	Unskilled
Type of Function	Others
List of Profiles	Housekeeping manpower outsourcing
Educational Qualification	Literate having numeracy knowledge
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	

#### **Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Subash Kumar Bodra	395001, The New India Assurance Co. Ltd. , Regional Office, 1st Floor, A-Wing, Tirupati Plaza, Athawagate/Nanpura, Surat, Gujarat, 395001	4	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 628</li> <li>• Bonus (INR per day) : 52.31</li> <li>• EDLI (INR per day) : 3.14</li> <li>• EPF Admin Charge (INR per day) : 3.14</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 20.41</li> <li>• Provident Fund (INR per day) : 75.36</li> <li>• Number of working days in a month : 26</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

### Manpower Outsourcing Services - Minimum Wage - Skilled; Others; Staff Car Driver ( 1 )

#### Technical Specifications/तकनीकी विशिष्टियाँ

Specification	Values
<b>Core</b>	
Skill Category	Skilled
Type of Function	Others

Specification	Values
List of Profiles	Staff Car Driver
Educational Qualification	Literate having numeracy knowledge
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता



S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Subash Kumar Bodra	395001,The New India Assurance Co. Ltd. , Regional Office, 1st Floor, A-Wing, Tirupati Plaza, Athawagate/Nanpura, Surat, Gujarat, 395001	1	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 832</li> <li>• Bonus (INR per day) : 69.31</li> <li>• EDLI (INR per day) : 4.16</li> <li>• EPF Admin Charge (INR per day) : 4.16</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 27.04</li> <li>• Provident Fund (INR per day) : 99.84</li> <li>• Number of working days in a month : 30</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

**Manpower Outsourcing Services - Minimum Wage - Unskilled; Others; Assistant Caretaker Cum Cook AKA Helper ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Skill Category	Unskilled
Type of Function	Others

Specification	Values
List of Profiles	Assistant Caretaker cum cook AKA helper
Educational Qualification	Literate having numeracy knowledge
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Subash Kumar Bodra	395001,The New India Assurance Co. Ltd. , Regional Office, 1st Floor, A-Wing, Tirupati Plaza, Athawagate/Nanpura, Surat, Gujarat, 395001	1	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 473</li> <li>• Bonus (INR per day) : 39.40</li> <li>• EDLI (INR per day) : 2.37</li> <li>• EPF Admin Charge (INR per day) : 2.37</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 15.37</li> <li>• Provident Fund (INR per day) : 56.76</li> <li>• Number of working days in a month : 30</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

**Manpower Outsourcing Services - Minimum Wage - Semi-skilled; Others; Caretaker Cum Cook ( 1 )**

**Technical Specifications/तकनीकी विशिष्टियाँ**

Specification	Values
<b>Core</b>	
Skill Category	Semi-skilled
Type of Function	Others

Specification	Values
List of Profiles	Caretaker cum cook
Educational Qualification	Literate having numeracy knowledge
Specialization	Not Required
Post Graduation	Not Required
Specialization for PG	Not Applicable
Experience	3 to 7 Years
State	NA
Zipcode	NA
District	NA
<b>Addon(s)/एडऑन</b>	

**Additional Specification Documents/अतिरिक्त विशिष्टि दस्तावेज़**

**Consignees/Reporting Officer/परेषिती/रिपोर्टिंग अधिकारी**

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता

S.No./क्र. सं.	Consignee Reporting/Officer/ परेषिती/रिपोर्टिंग अधिकारी	Address/पता	Number of Resources to be hired	Additional Requirement/अतिरिक्त आवश्यकता
1	Subash Kumar Bodra	395001,The New India Assurance Co. Ltd. , Regional Office, 1st Floor, A-Wing, Tirupati Plaza, Athawagate/Nanpura, Surat, Gujarat, 395001	1	<ul style="list-style-type: none"> <li>• Minimum daily wage (INR) exclusive of GST : 483</li> <li>• Bonus (INR per day) : 40.23</li> <li>• EDLI (INR per day) : 2.42</li> <li>• EPF Admin Charge (INR per day) : 2.42</li> <li>• Optional Allowances 1 (INR per day) : 0</li> <li>• Optional Allowances 2 (INR per day) : 0</li> <li>• Optional Allowances 3 (INR per day) : 0</li> <li>• Estimated Number of Overtime Hours per Resource per Month : 0</li> <li>• Remuneration per resource per hour for Overtime Hours (Including all applicable allowance etc &amp; excluding GST) : 0</li> <li>• ESI (INR per day) : 15.70</li> <li>• Provident Fund (INR per day) : 57.96</li> <li>• Number of working days in a month : 30</li> <li>• Tenure/ Duration of Employment (in months) : 24</li> </ul>

**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 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

## 2. **Generic**

**Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

## 3. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

## 4. **Payment**

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

## 5. **Forms of EMD and PBG**

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

The New India Assurance Company Ltd.  
payable at  
at Surat

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

## 6. **Forms of EMD and PBG**

Bidders can also submit the EMD with Banker's Cheque in favour of

The New India Assurance Company Ltd.  
payable at  
Surat

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

## 7. **Forms of EMD and PBG**

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

The New India Assurance Company Ltd.  
payable at  
at Surat

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

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

Text Clause(s)

The bidder should have one of its office presence in Surat, failing which the bidder would be disqualified at the technical Stage itself.

## 9. **Purchase Preference (Centre)**

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 15% of total value.

**10. Certificates**

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

**11. Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

The bidder should have one of its office presence in Surat, failing which the bidder would be disqualified at the technical Stage itself

**12. Service & Support**

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

**13. Service & Support**

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

**14. Service & Support**

The Service Provider is required to have at least 40 % of the required manpower on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid.

**15. Past Project Experience**

**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.**Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed.b. Execution certificate by client with contract value.c. Any other document in support of contract execution like Third Party Inspection release note, etc.

**Disclaimer/अस्वीकरण**

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and

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

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

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

This Bid is 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 of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws./जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्यवाई का आधार होगा।

**---Thank You/धन्यवाद---**