



## **SEEPZ SEZ AUTHORITY PROCUREMENT OF NON-CONSULTING SERVICES**

### **Pre-Tender Draft Document**

**for**

**seeking suggestions on Facility Management services for Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning Services and other miscellaneous services at**

**SEEPZ-SEZ, Andheri East, Mumbai 400 096.**

File No.: E-OPT-11/135/2022-EO

### **ISSUING AUTHORITY:**

**Chairperson cum Development Commissioner, SEEPZ- SEZ Authority, Mumbai**

Postal Address: SEEPZ SEZ, MIDC Central Road, Andheri East, Mumbai 400096.

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Helpline No.: 022-282942721/79, Landline: 022-28294725

(From 9:30 A.M. to 6:00 P.M.)

(Tender is proposed to be floated under the category: Facility Management Services - Lump Sum Based)

## INTRODUCTION

Santacruz Electronic Export Processing Zone (SEEPZ-SEZ), established in 1973 and subsequently expanded with the merger of SEEPZ++ in 2002, is India's first Export Processing Zone and today stands as a premier multi-sector SEZ spread over approximately 110 acres in Mumbai. The Zone has consistently maintained its position as a leading export hub, with cumulative exports exceeding ₹37,000 crore in FY 2025–26. With nearly 300 operational units across sectors such as Gems & Jewelry and IT/ITeS, and providing employment to over 1 Lakh persons, SEEPZ continues to play a vital role in India's export ecosystem.

The present tender is floated for Facility Management (Sweeping, Cleaning, Housekeeping Services, Waste management, Lift operations and Tree pruning and other miscellaneous activities related to Facility Management) of a total approximate area of approximately 15.5 lakh square feet which is currently maintained by existing vendor by deploying about 80 to 90 personnel and using appropriate machinery/equipment with necessary consumables.

In this regard, a Pre-Bid (Pre-Tender) meeting was held on **21 April 2026** at the **SEEPZ SEZ Office, Andheri**, under the chairmanship of the **Joint Development Commissioner**. The meeting was conducted to engage with prospective bidders and to discuss and obtain insights related to the proposed **Housekeeping / Facility Management Services** contract.

The conference was convened to invite suggestions, feedback, and discussion from industry participants on the proposed service delivery model, scope of work, operational requirements, deployment methodology, and other related provisions of the upcoming Facility Management Tender for maintenance and management of facilities within SEEPZ SEZ premises. The objective of this conference was to ensure stakeholder consultation, improve clarity of requirements, and incorporate practical inputs from experienced service providers prior to finalization and issuance of the tender document.

Participants may present their suggestions, operational insights, and recommendations regarding manpower deployment, equipment and machinery requirements, service standards, performance monitoring mechanisms, safety and statutory compliance, and any other relevant aspects related to the Facility Management Services. Kindly find the suggestion form attached in the Annexure.

For further details, please refer to the attached documents herewith. Kindly note that the details provided in this document are indicative, and are likely to change post discussion with the prospective Bidders as well as approval of the Competent Authority.

## Discussion points

**Subject:** Pre-Industrial meeting for Housekeeping / Facility Management Services

**Background:** This note records the decisions and directions issued by the Joint Development Commissioner during the Pre-Industrial meeting held to take comments from the prospective Bidders for **Housekeeping / Facility Management Services**. The decisions below are to be incorporated into the Request for Proposal (RFP) and related tender documents. Further, presentation detailing the Scope of Work as well as the Evaluation criteria shall be shared with the prospective bidders via mail by the Authority.

**Attended by SEEPZ Authority and prospective Bidders.**

**Key discussion points:**

**Following were the queries raised by the prospective Bidders-**

Sl. No.	Parameter	Description / Key Points	Action Item proposed
1	Inclusion of Water Tank Cleaning in Scope of Work	Clarification sought on whether water tank cleaning is included within the scope of work.	The total number of water tanks available within the campus shall be identified, documented, and explicitly included in the RFP scope.
2	Coordination with BMC	Clarification sought on whether coordination with BMC is required for waste management activities.	The selected Agency shall independently execute the waste management operations. No coordination with BMC shall be undertaken by the Authority. Service provider shall follow all the rules and obligations defined by government authorities.  Any unserviceable waste, apart from wet waste, has to be disposed off at the Agency's own risk and cost.
3	Procurement of OWC	Discussion held to understand whether Agencies possess prior experience in procuring or operating Organic Waste Converters (OWC).	Treatment of wet waste has to be done at the site itself.  For the treatment of wet waste at the site, procurement and installation of OWC shall be mandatorily undertaken by the Agency. Minimum technical specifications

<b>Sl. No.</b>	<b>Parameter</b>	<b>Description / Key Points</b>	<b>Action Item proposed</b>
			shall be provided by the Authority in the RFP. Service provider may Lease/Rent/Buy the equipment as per their feasibility.
4	OWC Functioning and Penalty Clause	Clarification sought on penalties applicable in case of OWC malfunction or non-performance.	Penalties shall be levied in the event of OWC breakdowns or operational inefficiencies not rectified within the defined SLA timelines.
5	Deployment of Manpower in Emergencies	Clarification sought on manpower deployment during emergency situations such as tree fall or similar contingencies.	The Agency shall deploy additional manpower during emergencies at no extra cost. Such contingencies shall be deemed included within the overall quoted cost.
6	Saleable and Non-Saleable Waste Disposal	Clarification sought on the disposal mechanism for saleable and non-saleable waste streams.	Saleable waste shall be handed over to the Authority. Non-saleable waste shall be disposed of by the Agency. A list of saleable waste categories shall be provided by the Authority.
7	In-house Application for Operations & Monitoring	Discussion on whether Agencies use in-house digital applications for monitoring operations.	It was noted that 2 out of 7 Agencies present currently use an in-house application. App features shall include photo uploads, waste segregation data, and related operational tracking.
8	Inclusion of FM Experience Along with Housekeeping	Query raised on whether Facilities Management (FM) experience would be considered along with Housekeeping experience.	The RFP shall be revised to include FM experience along with Housekeeping experience wherever such criteria are specified.

<b>Sl. No.</b>	<b>Parameter</b>	<b>Description / Key Points</b>	<b>Action Item proposed</b>
9	Estimated Cost	Agencies were requested to indicate estimated cost post inclusion of all discussed scope elements.	Agencies shall share a detailed cost break-up outlining the basis of estimated costs, including OWC, manpower, vehicles, pruning, and related services.
10	Revision on Turnover	Clarification sought on whether the minimum turnover eligibility criterion can be reduced from ₹3 Cr to ₹1 Cr.	It was confirmed that the minimum turnover requirement shall be maintained at <b>₹3 Crore or above.</b>
11	Facade Cleaning	Clarification sought on whether façade cleaning will be included within the Scope of Work (SOW).	The Authority shall review and decide on the inclusion of façade cleaning within the final Scope of Work.
12	Payment through Surety Bond	Query raised on whether a surety bond can be accepted as a mode of payment/security.	Surety bond shall <b>not</b> be accepted. EMD to be submitted in the form of <b>NFTT/RTGS</b> and for <b>Security deposit</b> - PBG shall be accepted.
13	Appointment of Reliever Manpower	Clarification sought on cost implications of deploying reliever manpower in case of absenteeism.	Deployment of reliever manpower shall be the responsibility of the Agency. Associated costs shall be included within the quoted price, with no additional payment by the Authority.
14	Manpower and Vehicle Deployment	Clarification sought on the required number of manpower and vehicles to be deployed.	The Authority shall specify minimum manpower requirements. Agencies shall deploy adequate manpower and vehicles over and above the minimum requirement, as per site conditions assessed during the site visit.

Sl. No.	Parameter	Description / Key Points	Action Item proposed
15	Site Visit	Confirmation sought on the mandatory nature of site visit and its inclusion in evaluation criteria.	Site visit and Geotagging is mandatory and shall form part of the technical evaluation. Site visits may be conducted by Agencies <b>from 22 April until the date of the Pre-Bid Meeting.</b> Prior permission to be sought from authority for the visit.
16	Lift	Operation of Lifts shall be the scope of Agency	Agency to undertake Recee (Reconnaissance Survey) and deploy sufficient number of Lift operators at the campus

Kindly share any additional points/ suggestion to [seepz.pmu@gov.in](mailto:seepz.pmu@gov.in) and [hanishr.g171701@gov.in](mailto:hanishr.g171701@gov.in)

## Information for the Bidders:

### ELIGIBILITY CRITERIA & QUALIFICATION REQUIREMENTS FOR THE BIDDERS

#### 1. Eligibility Criteria

As per para 9.15.1 & 9.15.3 of Manual for Procurement of Consultancy & Other Services, Bidders with below mentioned eligibility are eligible to apply for the Bid:

SN	Criterion	Documents to be submitted
	(a)	(b)
1	Bidder must be a valid legal entity registered with appropriate government authority in the form of a firm / company / LLP / Consortium / Joint Venture and must be in existence for at least 3 years (i.e. since FY 2022-23)	<ul style="list-style-type: none"> <li>• Registration / Incorporation certificate.</li> <li>• Udyam Certificate</li> <li>• GSTIN Registration certificate and PAN of firm.</li> <li>• Any other documents indicating the details of ownership, address, contact details including e-mail and telephone numbers.</li> </ul>

Bidders must undertake a mandatory site visit and submit geo-tagged evidence

thereof; compliance will be considered during technical evaluation.

## 2. Qualification Requirements

As per 9.15.2 & 9.15.3 of Manual for Procurement of Consultancy & Other Services, SEEPZ SEZ Authority will assess qualifications of participating bidders according to the following criteria, based on the corresponding documentary evidence to be submitted by the bidders:

SN	Criterion	Documents to be submitted
1	<p>a) Average Annual financial turnover of related / similar Housekeeping Manpower Services during the last three years (FY 2022-23, 2023-24 &amp; 2024-25), ending 31st March of the previous financial year, should be <b>at least 3 times</b> of the estimated project cost (According to GFR 2017 guidelines)</p> <p>b) Bidder should have a positive <b>net worth</b> during each of the past 3 financial years i.e. (FY 2022-23 to 2024-25).</p>	<p>1. Audited financial statements for the past 3 financial years (FY 2022-23, 2023-24 &amp; 2024-25). [along with Notes to P&amp;L Account]</p> <p>2. CA certificate clearly stating that the bidder has positive net worth during each of the past three FYs for related/similar nature of services in case of multiple businesses of the bidder.</p>
2	<p>Bidder should have <b>liquid assets</b> and/or credit facilities, net of other contractual commitments and exclusive of any advance payments which may be made under the Contract, amounting to at least equal payment of 2 months</p> <p>This means that bidder must have dedicated cash/credit availability of least equal payment of 2 months to be able to make payments under this contract. Any advances paid by other clients and amounts committed towards other contracts need to be subtracted while calculating net cash/credit availability.</p>	<p>CA certificate specifying the availability of liquid assets / access to credit.</p>

3	<p>The bidder must have successfully executed / completed Housekeeping Manpower Services, over the last three years i.e. (FY 2022-23 to 2024-25).</p> <p>a. <b>Three</b> similar completed services costing not less than <b>40%</b> of the estimated project cost or</p> <p>b. <b>Two</b> similar completed services costing not less than <b>50%</b> of the estimated project cost; or</p> <p>c. <b>One</b> similar completed service costing not less than <b>80%</b> of the estimated project cost</p>	<p>1. Summary of relevant experiences.</p> <p>a. <b>Completion certificates</b> issued by the clients clearly mentioning the name of the assignment, scope of work, value of the contract, etc. Satisfactory Performance Certificate from the previous Employer.</p> <p>b. In case of ongoing project the corresponding contract agreement / work order and self-certification may be submitted provided, at least 80% of the total payment has been received by the service provider (Confirmation by Procuring Entity on letter head to be submitted).</p>
4	<p>Must not be presently debarred / blacklisted by any procuring entity under the central government including PSUs and autonomous entities or by state governments or by multilateral agencies such as The World Bank, Asian Development Bank, etc.</p>	<p>Self-declaration of not having been debarred / blacklisted by any of the entities mentioned in this criterion at present.</p>
5	<p>Bidder must have registered with the Office of EPF, ESIC, Professional Tax, MLWF &amp; Shop &amp; Establishment Act</p>	<p>Self-certified copies of registered Certificates/ documents</p>
6	<ul style="list-style-type: none"> <li>• ISO 9001:2015 Quality Management Systems</li> <li>• ISO 14001:2015 Environmental Management Systems</li> <li>• ISO 45001:2018 Occupational Health and Safety</li> </ul>	<p>Copies of valid ISO Certificates</p>
7	<p>The bidder must have experience of successfully completed/ongoing works necessarily including housekeeping and garden maintenance services in Govt./Semi Govt. Sector, PSUs or Local bodies in last 7 audited FYs.</p>	<p>1. Summary of relevant experiences.</p> <p><b>2. Completion certificates</b> issued by the clients clearly mentioning the name of the assignment, scope of work, value of the contract, etc. Satisfactory Performance Certificate from the</p>

		previous Employer.  In case of ongoing project the corresponding contract agreement / work order and part completion-certification may be submitted, provided the project has completed at least one year. (Confirmation by Procuring Entity on letter head to be submitted).
8	The Bidder must have its Office in Maharashtra. All Correspondence with them will be made with this office address only and this shall be deemed as official address of the Applicant Service Provider.	Copies of GSTIN or any other Government Certificate/ License indicating the address as Principal or Additional Place of business. (Bidder shall have possession of the premises on the date of filing Bid)

### 3. Evaluation Criteria

Evaluation of bids shall be made on '**Quality cum Cost Based Selection (QCBS)**' basis, as per following methodology –

- i. Technical Evaluation of all the bid(s) shall be made on following basis –

S. No.	Criteria	Marks to be Allotted	Maximum Marks
<b>A.</b>	<b>Number of years in operation as a company</b>		
a.	Minimum 5 years	X	X
b.	Every additional 1 years	X	X
<b>B.</b>	<b>Average Annual Turnover from Similar Services in Preceding Three (3) Financial Year(s) ended on 31<sup>st</sup> March 2025</b>		
a.	₹	X	X
b.	₹	X	X
c.	₹	X	X
<b>C.</b>	<b>Positive Net Worth of at-least Rs.X crores - In Audited Financial Statements of Preceding Financial Year ended on 31<sup>st</sup> March 2025</b>		
a.	X	X	X
b.	X	X	X
<b>D.</b>	<b>Experience as per Section 3 Appendix 1, 2(3)</b>		
a.	Every additional work of more than X Cr	X	X
b.	Every additional work of more than X Cr	X	X
	Every additional work of more than X Cr	X	X
	<b>Note: Period of execution to be between 2020-2026</b>		

<b>F.</b>	<b>Presentation</b>		
	Presentation on Project Understanding, SOP and planning	X	X
<b>G.</b>	<b>Total Manpower on Payroll as on date of publication of bid.</b>		
a.	≥ 100 Persons, but < 250 Persons	X	X
b.	≥ 250 Persons, but < 500 Persons	X	X
c.	≥ 500 Persons	X	X

**Note:**

- a) Any doubt/ query/ clarification related to required documents may be sought before 30.04.2026
- b) Above mentioned documents are necessary to be provided by the bidder before opening of Financial Bid and within the time-limit to provide the documents/ deficiencies on GeM portal during Technical Evaluation, failing which, bidder will be disqualified at Technical Evaluation stage only, without providing any further opportunity.
- c) Bidders must ensure that the documentary evidence submitted by them as proof of their qualification must provide the necessary information in adequate details to establish the facts without a scope for doubt.
- d) Any scanned documents being submitted must possess adequate resolution to ensure their legibility without confusion.
- e) In case any information necessary for establishing bidder’s qualifications is not clear from the documents submitted, the evaluation committee’s interpretation in that regard shall be final and binding.
- f) In-complete or unclear documents may lead to disqualification of the bidder.

**4. Site Visit**

Date and time till which physical visits to SEEPZ SEZ premises are permissible from 22.04.2026 till the day of Pre-bid meeting (between office hours of Working days only) for the bidders in order to familiarize themselves about the vicinity and the work area. Bidders need to take prior permission from the Estate Officer for the visit, through email only. Site visit shall be mandatory for all bidders prior to submission of bid. The bidder shall conduct detailed site assessment and may carry out **GIS tagging, photographic documentation, or other technical verification required** for proper understanding of the site conditions. No claim arising due to lack of site knowledge shall be entertained at a later stage.

**Bidders must undertake a mandatory site visit and submit geo-tagged evidence thereof; compliance will be considered during technical evaluation.** (Please find the format in the Annexure).

## 5. Selection criteria

The DEPARTMENT reserves the right to reject any tender(s) without assigning any reason or to cancel the tendering process and reject all tenders at any time prior to award of contract, without incurring any liability, whatsoever to the affected bidder(s).

The final selection of the agency/bidder shall be as per the Quality and Cost Based Selection(QCBS) method. The Technical evaluation of the bidders shall have a weightage of 30% and the financial evaluation shall have 70% weightage, respectively. The contract shall be awarded to the bidder/agency whose combined score is the highest, subject to all the conditions as laid down in the tender document, provided the bidder meets the eligibility criteria.

Technical Score, Financial Score and Combined Score will be calculated as mentioned below:

- A. Technical Score:** A Tender Evaluation Committee shall be formed by the DEPARTMENT to evaluate the submitted Bids. Technical proposals of only those bidders, who are found eligible as per the eligibility criteria defined in the tender document, shall be considered for Combined Technical & Financial Score (CTFS) evaluation. The criteria of computation of technical score of each agency/bidder is mentioned below as an example only.

<b>Name of the Bidder</b>	<b>Technical Marks Obtained</b>	<b>Technical Score (TS) = T/T(High) * 100</b>
A	98	$(98/98) * 100 = 100$
B	80	$(80/98) * 100 = 81.63$
C	75	$(75/98) * 100 = 76.53$
D	55	$(55/98) * 100 = 56.12$

T= Technical marks obtained by the bidder

T (High)=Highest Technical marks amongst the bidders

**Technical Score (TS)=T/T(High)\*100**

**Bidder whose Technical mark is minimum 70 shall be technically qualified for Financial bid opening & further evaluation of bid.**

**B. Financial Score:** Financial bids of only technically qualified bidders shall be opened and considered for Combined Technical & Financial Score (CTFS) evaluation. The “Total Project Cost’ from the financial bid shall be used for computing the Financial score. The Total Project cost is the Total Price submitted by the bidder for the initial period of the contract as per BOQ, which includes all the cost heads along with the service charge of the bidder. An example of computing the Financial bid score of each bidder/agency is mentioned below:

<b>Name of the Bidder</b>	<b>Financial Bid (Total quoted cost in Rs.)</b>	<b>Financial Score (FS) = LFB/F * 100</b>
A	100	$(98/100) * 100 = 98.00$
B	98	$(98/98) * 100 = 100$
C	110	$(98/110) * 100 = 89.09$
D	Not opened as Technical marks are below 60	Not applicable

LFB=Lowest Financial Bid amongst the bidders

F =Financial bid of the bidder.

**Financial Score (FS)=LFB/F\*100**

**C. Combined Technical & Financial Score (CTFS) for final selection:**

Final selection of the agency shall be as per Quality and Cost Based Selection (QCBS) method. The contract shall be awarded to the bidder who will score highest Combined Technical & Financial Score (CTFS) with 30:70 weightage of technical and financial score.

<b>Name of Bidder</b>	<b>Technical Score</b>	<b>Technical weightage (TW)</b>	<b>Financial Score</b>	<b>Financial weightage (FW)</b>	<b>Combined Technical &amp; Financial Score</b>	<b>Rank of the Bidder</b>
	(TS)	$(TW) = (TS) * 0.30$	(FS)	$(FW) = (FS) * 0.70$	$(CTFS) = (TW) + (FW)$	
A	100	<b>30.00</b>	98.00	<b>68.60</b>	98.6	1
B	81.63	<b>24.49</b>	100	<b>70.00</b>	94.49	2
C	76.53	<b>22.99</b>	89.09	<b>62.36</b>	85.35	3
D	56.12	NA	NA	NA	NA	NA

Bidder ‘A’, securing the highest Combined Technical & Financial Score(CTFS) score of 98.60 shall be declared as the successful selected bidder. In case of more than one bidders with equal highest score, upto 2 decimals, then the bidder with the highest Technical Score shall be declared as the successful selected bidder. Also, if the Technical score(s) of the bidder are the same, then the bidder scoring highest marks in the Financial parameters of the Technical Evaluation Criteria shall be declared as successful selected bidder.

In case, the selected bidder denies or fails to honor the contract agreement/Letter of Intent (LoI), the DEPARTMENT shall be at the freedom to

negotiate with the bidder, with the next highest Combined Technical & Financial Score CTFS2, and CTFS3,.... (in this order).

If there is any **'Tie'** between Highest Technical Score of two or more participant(s), Selection Process shall be finalized on the basis of following order of precedence :

- i. Company with highest average annual turnover for last 3 financial years.
- ii. Company with highest number of manpower on roll (details to be furnished later by companies in case of Tie)
- iii. Company with highest Net worth for last financial year.

**APPENDIX – 2**  
**SCOPE OF WORK AND SPECIFICATION**

The scope of work shall also the following: Scope of Work is divided into 5 major areas which are –

- a. Indoor Cleaning & Housekeeping
- b. Outdoor Cleaning & Housekeeping
- c. Detailed scope of work For Tree Pruning
- d. Scope of work for Collection, Segregation, Transportation, handover and composting/disposal of waste
- e. Repair, Maintenance and Operations (Annual Maintenance Contract) of Lifts
- f. Manpower Deployment

**A. Scope of Work for Indoor Cleaning & Housekeeping**

The areas and scope of work related are classified in 6 variants highlighted below:

**1.1 Common Areas (Entrance Lobbies/ Reception/ Conference Hall)**

- a) Wiping of the glass doors/windows on all the entrances/office cabins etc.
- b) Cleaning the entire common area at a convenient time without hindering the occupant's movement which includes Sweeping, Mopping, Scrubbing, buffing etc.
- c) Periodical wiping of the entire side walls – Marble / Granite / Tiles/ Wooden Panels.
- d) Periodical dusting or vacuuming and wiping of all fixtures and furniture in all the entrance lobbies
- e) Keep the signage clean and visually clear.
- f) Sweeping and smooth brushing of the lift floors – removal of all dirt etc. throughout the day.
- g) Dusting and Wiping of all the lift doors.
- h) Collection of all waste material, its segregation and disposal as per instructions of the Procuring Entity.
- i) Cleaning of rugs and carpets on floors with vacuum cleaner
- j) Wiping and removal of dust from all fire fighting / prevention systems.
- k) Wiping and removal of dust, stains etc of all curtains of all windows.
- l) Wiping and removal of dust, stains etc from all furniture (cupboard, table, chair, etc.)
- m) Wiping and removal of dust from all electronic/electrical device and equipment (lights,

fans, Computer systems, etc)

- n) Cleaning of water cooler tanks, Air conditioning grills and space underneath water coolers.
- o) Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals/agents and cleaning of partitions and other furniture, paneling etc.
- p) Cleaning of wall, ceiling for dust, cobwebs etc.

### **1.2 Staircase and Fire Staircase**

- a) Sweeping of all the staircases and common landings.
- b) Removal of dust etc. from the skirting top.
- c) Ensuring signage are clean and visually clear.
- d) Cleaning of all the fire escape doors.
- e) Cleaning of all the ceilings and walls for dust, cobwebs, etc.
- f) Thoroughly wipe all door handles, latches, tower bolts, etc.
- g) Wiping and removal of dust from all fire fighting / prevention systems.

### **1.3 Pantry/Cafeteria**

- a) Cleaning of water cooler tanks and space underneath water coolers.
- b) Check & clean water dispenser & vending machines.
- c) Cleaning of refrigerators, tea/coffee vending machines and furniture if any, in the pantry.
- d) Cleaning of cobwebs, wax polishing of walls, floor areas etc.
- e) Maintain hygiene in the pantry all times.

### **1.4 Basement/ Parking Area/ Service Areas/Terrace**

- a) Removal of grease and dirt stains from the surfaces.
- b) Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their own equipment cleaning of ceilings and walls so that cobwebs, stains etc. are taken care of.
- c) Cleaning of the car parking area.
- d) Cleaning of Substation, HVAC Plant Room, Pump Room, AHU Rooms, Ventilation Room and Other Service Rooms without affecting the Operation of the Equipment.
- e) Wiping and removal of dust from all fire fighting / prevention systems.

## **1.5 Restrooms**

- a) Sweeping and mopping of the floor and keeping the floor without stains throughout the day.
- b) Mopping of all glazed tiles and keeping them clean.
- c) Washing and mopping of floor areas with detergents.
- d) Acid cleaning of sanitary wares without damaging their shine/luster.
- e) Washing of all the urinals, closets and washbasins with mild soap solution / cleaning solutions.
- f) Ensuring clean and visually clear mirror throughout the day by periodic cleaning using glass cleaner.
- g) Replace toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
- h) Clean all toilet fixtures and fittings.
- i) Urinals should have disinfectant naphthalene balls at all times.
- j) Clearing of the dustbins in the toilets periodically.
- k) Cleaning of walls, ceiling for dust, cobwebs etc.

## **1.6 Common Seating Areas (Indoor)**

- a) Sweeping of all the staircases and common landings.
- b) Removal of dust, stains etc. from the skirting top.
- c) Ensuring signage are clean and visually clear.
- d) Cleaning of all the fire escape doors.
- e) Wiping and removal of dust, stains etc of all seats or sofas and under space of seats.
- f) Cleaning of all the ceilings and walls for dust, beehives and cobwebs etc.
- g) Thoroughly wipe all door handles, latches, tower bolts etc.
- h) Wiping and removal of dust from all fire fighting / prevention systems.

## **1.7 Building outside Cleaning**

- a) Dry and wet wiping of outside walls
- b) Dry and wet wiping of glass windows

## **1.8 Office Cabins, Rooms, Store Rooms**

- a) Sweeping of floor area.
- b) Removal of dust, stains etc. from the skirting top.
- c) Wiping and removal of dust, stains etc of all seats or sofas and under space of seats.
- d) Wiping and removal of dust, stains etc of all curtains of all windows.
- e) Wiping and removal of dust, stains etc from all furniture (cupboard, table, chair, etc).
- f) Wiping and removal of dust, stains etc from all electronic device and equipment (lights, fans, Computer systems, etc).
- g) Cleaning of dustbins and change of bin bags from the dustbins.
- h) Cleaning of all the ceilings, walls, cobwebs etc.
- i) Thoroughly wipe all door handles, latches, tower bolts etc.

## **B. Scope of Work for Outdoor Cleaning & Housekeeping**

- 2.1 The scope of Work and the Schedule of services shall include all works but not limited to cleaning & sweeping.
- 2.2 General cleaning (sweeping, dusting and any other connected work) of the parking areas, service area, all outside the buildings and all unspecified areas/location within the SEEPZ, SEZ premises every day.
- 2.3 Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises every day.
- 2.4 Cleaning and dusting of machines, equipment and vehicles on the Site every day.
- 2.5 Cleaning and dusting of planters, posters, notice-boards etc every day.
- 2.6 Cleaning of dust bins buckets etc. with detergents on weekly basis.
- 2.7 Sweeping of all the common roads and footpaths every day.
- 2.8 Bleaching of footpaths to avoid slippery path and to avoid weeding and fungus on the footpath.
- 2.9 The Service Provider shall deploy all housekeeping staff at the Client office in the manner and as per the instructions of the Client.
- 2.10 The Service Provider has to provide workforce in sufficient numbers to maintain the premises as required and of quality to ensure workmanship of the degree specified in the Contract and to the satisfaction of Client.
- 2.11 The Service Provider shall ensure that all housekeeping staff is fully conversant with the premises and with the client's business activities and its related housekeeping requirements.
- 2.12 The Service Provider shall submit their own schedule of activities for approval of the Client for improvement of housekeeping services.
- 2.13 Cleaning of the main gate and other gates and all structures in Govt. building sector wise as per sector wise plan on a weekly basis.

2.14 All the general and special machineries, as specified in the tender document shall be used for cleaning the premises as required and shall be arranged by the Service Provider.

2.15 Sweeping of the outside near vicinity of all the buildings in each sector and keeping the near vicinity clean, neat and tidy. The skilled elevated glass façade cleaner shall be appointed to execute the work for cleaning and washing of external curtains and glazing of buildings.

2.16 The skilled elevated glass façade cleaner shall be trained & shall be equipped with necessary safety belts & other safety equipment. Service Provider should follow safety measures & supervise the work carefully to avoid any mishap, Service Provider shall be fully responsible for any mishap on account of any accident happened due to negligence. It shall be done once in 3 months only for Service Centre Building, Business Facilitation Centre, Gate No. 1, Gate No. 2 and Gate No. 3.

2.17 The compound walls shall be cleaned ensuring removal of dust and residues on the wall as well the barbed wires.

### **C. Scope of work for Tree Pruning**

1. The estate has been enriched with numerous trees, contributing to its green environment and visual appeal which needs pruning and maintenance to look aesthetically good.

2. The growth of these trees is now obstructing the field of view of the CCTV cameras positioned at different points on the premises, potentially compromising surveillance and leading to unclear footage.

3. To ensure the CCTV system remains effective, it is essential to trim the branches of the trees blocking the cameras and any other specified locations as directed by the authorities.

4. The scope of the work for the abovementioned task is given below:

#### **1. Site Assessment:**

- Carry out a detailed site assessment to detect all trees that are hindering the CCTV cameras.
- Indicate the particular branches that need to be pruned to ensure an unobstructed camera view and verify with the appropriate authority.

#### **2. Tree Trimming:**

- Prune the identified branches in a manner that does not compromise the overall health of the trees.
- Ensure that the trimming is conducted to prevent future obstructions for a reasonable duration. This includes trimming branches of large trees that are in close proximity to buildings and removing dead trees.
- Additionally, trim any branches that are lying on peripheral walls and obstructing the CCTV, as per the given instructions making it look aesthetically good.
- All resultant cutting materials shall be properly processed/disposed off.

#### **3. Safety Measures:**

- Implement all necessary safety measures to protect workers and property during the trimming process.
- Ensure compliance with environmental regulations and guidelines.

#### 4. Waste Removal:

- Collect and dispose of all trimmed branches and debris in an environmentally friendly manner.
- Ensure the site is clean and free of any obstructions post-trimming.
- Disposing away the waste out of the SEEPZ premises

#### 5. Reporting:

- Provide a detailed report on the work completed, including before and after photographs of the trimmed trees.
- Submit a maintenance plan for periodic trimming to prevent future obstructions.

#### 6. Number of trees:

- Below are the number of trees for which pruning is required. Kindly note that the quantity have been verified by SEEPZ team. However, it may vary at actual as per current situation and in case of variation no extra cost shall be claimed by the service provider.

*Table 1 Details of Trees*

<b>Sr.no</b>	<b>Description</b>	<b>Number</b>
1	Ashoka Tree	417
2	Babool Tree	18
3	Badam Tree	9
4	Cashew Tree	1
5	Coconut Tree	23
6	Mango Tree	53
7	Neem Tree	2
8	Palm Tree	295
9	Peepal Tree	26
10	Tree	507
<b>Total</b>		1,351

*Table 2 Camera Location*

<b>Sr.No</b>	<b>Camera No.</b>	<b>Location Of Camera</b>
1	PTZ-54	Gate No-01 front side
2	HRC-17	External Gate
3	PTZ-23	ICH Canteen Boundary
4	PTZ-24	Tower NO-2 & GJ Complex 3 boundary
5	PTZ-25	Tower NO-2 & GJ Complex 3 boundary
6	PTZ-26	Tower No-2 Boundary
7	PTZ-27	Tower No-2 Boundary
8	PTZ-33	STP Boundary
9	PTZ-29	Garbage Back Side Boundary
10	HRC-64	GJ Complex-3 Boundary
11	PTZ - -28	Garbage Backs Side Boundary
12	HRC -34	Garbage to Gate no 01 Road
13	HRC-31	Tara Jewellery side

<b>Sr.No</b>	<b>Camera No.</b>	<b>Location Of Camera</b>
14	PTZ-34	Adani Boundary
15	GRC-28	Junction of SDF 5 & GJ complex
16	PTZ-35	Adani Boundary
17	PTZ-36	Adani Boundary
18	PTZ-39	BVC to Gate no. 3 road
19	PTZ-40	Gate no- 3 to Renaissance Road
20	PTZ-41	Gate no- 3 to Renaissance Road
21	HRC-42	SDF-1 south side
22	HRC-25	ICH canteen
23	HRC-22	Multistorey Building
24	HRC-10	Way to gate no-3 main road
25	HRC-13	SDF-3 west side
26	PTZ-09	Tower no-4 Boundary
27	PTZ-07	SDF-4 Boundary
28	PTZ-06	TCS ODC-II Boundary
29	PTZ-42	Sanghavi to gate no-3 road
30	PTZ-43	Sanghavi to gate no-3 road
31	PTZ-04	Gate no-3 vehicle entry
32	HRC-04	Gate no-3 Road camera
33	PTZ-44	Sanghavi Jewellery Boundary
34	PTZ-45	Fine Jewellery Boundary
35	PTZ-46	SB&T boundary
36	PTZ-47	Behind Zycus boundary
37	PTZ-49	Tower no-3 boundary
38	PTZ-50	Neysa to indigo road
39	PTZ-01	Neysa jewellery boundary
40	HRC-01	KGK front side
41	PTZ-02	KGK boundary
42	IP-77	Tara Jewellery front side
43	HRC	Staff Quarters gate no-1

*Note: The list mentioned above are indicative and may increase/decrease as per authority discretion.*

#### **D. Scope of Work for Collection, Segregation, Transportation, handover and composting/disposal of waste**

- SEEPZ is a notified Special Economic Zone (SEZ) spread over an area of approximately 110 acres, with a daily floating population of nearly 78,000 persons, comprising residents, employees, visitors, and of various commercial and industrial establishments as well as residential quarters. In view of the scale of waste generation, SEEPZ is classified as a Bulk Waste Generator (BWG) under the applicable Solid Waste Management regulations, 2025 (published on April 1<sup>st</sup> 2026).
- In this context, SEEPZ (also referred to as Authority) intends to engage a competent and experienced Agency capable of delivering end-to-end housekeeping and solid waste management services within the campus. The

selected Agency shall be responsible for the comprehensive management of all housekeeping and solid waste operations, including but not limited to source segregation, collection, internal transportation, storage, processing, treatment, recycling, and environmentally sound disposal of wastes generated from all buildings and common areas within SEEPZ.

- The Agency shall act as the end-to-end Solid Waste Management (SWM) Operator for the SEEPZ campus and shall be responsible for the planning, operations, monitoring, documentation, and regulatory compliance for all solid waste generated within the premises, in accordance with:
  - Solid Waste Management Rules, 2016 and subsequent amendments
  - Duties and obligations prescribed for Bulk Waste Generators (BWGs) under
  - Swachh Bharat Mission (Urban) 2.0 guidelines and performance indicators
  - BMC Solid Waste Management Rules, bye-laws, circulars, and advisories
  - Norms and guidelines issued by Maharashtra Pollution Control Board (MPCB) and Central Pollution Control Board (CPCB) applicable to in-situ waste processing and handling
- The Agency shall function as the single-point, on-site operational entity responsible for the effective implementation of an integrated solid waste management system within the SEEPZ, covering the entire waste lifecycle from segregation at source to processing, recycling, and final disposal, in a manner that ensures full compliance with BWG requirements.
- The scope of work under this RFP is structured on a process-wise basis to ensure clarity of responsibilities, measurable service delivery, and seamless integration between housekeeping operations and solid waste management functions.

#### **A. General**

1. The primary Scope of Work shall include the Collection, Segregation, Storage, Transportation, and disposal of Municipal Solid Wastes in the scientific manner as per SWM Rules 2025 & its amendment from time to time.
2. The contractor/Agency shall perform and fulfil all other roles/responsibilities/obligations in accordance with the provisions of the contract agreement. The scope of the project shall include any and all other activities that are ancillary to the mentioned in scope of project.
3. The Agency shall have an operational Application in place for effective facility management.

4. The current waste generation pattern at SEEPZ is as follows:

*Table 3 Current Waste generation pattern*

<b>SN.</b>	<b>Waste Category</b>	<b>2025 (Estimated by master planner) (population ~ 78,000)</b>
1	Municipal Dry Waste	~ 2,208 Kg/day
2	Compostable Waste (incl. food waste)	~ 2000-3000 Kg/day
3	E-waste (on basis of sample of 30 units)	~ 29 Kg/day
<b>Total</b>		<b>~2,331 Kg/ day</b>

5. The scope of service of the Agency shall extend to all the buildings and common areas in the SEEPZ campus. The details of building at SEEPZ and the number of units per building are as follows:

*Table 4 Tentative list of building-wise list of units for Dry & Wet Waste*

<b>Building Name</b>	<b>Nos. of Units</b>
BFC Building	6
BOI Building	6
G & J Complex 1	15
G & J Complex 2	16
G & J Complex 3	20
MEGA CFC	1
Multistoried	40
NEST – I	15
SDF-I and NEST – II combined	60
Quarters	1
SDF-II	44
SDF-III	42
SDF-IV	37
SDF-V	43
SDF-VI	47
SDF-VII	41
SDF-VIII	24
Sector 1	37
Hotel/ Canteen at Sector 1	2
Sector 6	2
Hotel/ Canteen at Sector 6	1

SBI and Post Office	2
Service Centre Building	1
Shopping Complex	6
Tower 1	31
Tower 2	23
<b>Grand Total</b>	<b>563</b>

**The detailed scope of work shall be as follows**

**I. Collection & Segregation of Waste**

1. The collection service has to start from door of the MSW producer i.e. source.
2. The Agency shall collect segregated MSW in 4 categories: **Wet, Dry, Sanitary and Special Care**, in the collection vehicle containing 4-bins, having colour coded system as per SWM Rules 2025, aimed at 100 per cent MSW pick up daily.
  - i. **Wet Waste:** Biodegradable waste includes but not limited to food and organic matter such as kitchen waste, vegetable and fruit peels, and flowers etc.
  - ii. **Dry Waste:** Non-biodegradable and recyclable waste includes but not limited to materials such as plastic, glass, paper, wood, metal, and rubber etc.
  - iii. **Sanitary Waste:** Waste generated from personal hygiene products including but not limited to diapers, sanitary towels, tampons, and similar items.
  - iv. **Special Care Waste:** Waste requiring careful handling due to potential health or environmental risks, including but not limited to paint cans, medicine containers, and electronic waste.
3. Bin(s) of required size, in any number, as per their requirement, to segregate the MSW at source, shall be arranged by the Agency.
4. The Agency shall segregate MSW while receiving from the source if it is delivered un-segregated, however the Authority shall endeavour/ enforce source segregation practices on the waste generators through Information, Education and Communication (IEC) initiatives, incentivization, levying fines etc.
5. Efficiency has to be achieved by deployment of mechanized system. Manual systems will be allowed only on those roads where mechanical system may not be feasible due to lesser right of way.
6. The contractor/Agency shall make provisions for weighing the collected waste at a nearby sorting station outside the SEEPZ campus in presence of a caretaker, and document the daily inputs and share with the Authority.
7. The contractor/Agency shall arrange & the pay for the electricity connections on the site and shall also ensure the backup facilities on the site for any of their operations.

**II. Transportation of Waste**

1. The waste collected from the doorsteps must be brought to the transfer station, if required, where it must be shifted to transfer trailers [no transfer of MSW at ground].
2. All vehicles deployed for the transportation of waste shall be Electric Vehicles with compartments for waste collection. The procurement of such vehicles and the arrangement of charging facilities shall be the responsibility of the Agency.

3. In the case of wet waste, bulk refuse carriers shall be used to collect MSW from the community bins and/or transfer trailers and transport it to the designated site for appropriate processing and disposal.
4. The collected dry waste, however, must be segregated and transported out of the SEEPZ campus and disposed off by the Agency in a suitable manner, in designated sites as per BMC rules, by paying relevant charges, at their own cost and risk. The collected dry waste shall be properly segregated and handed over to SEEPZ at the designated place, as notified by SEEPZ from time to time.
5. The Agency shall be obligated to collect, transport and process (only in case of Wet Waste) any MSW as instructed by the Authority within the project area on receipt on written communication from the Authority.
6. The Agency shall arrange necessary manpower, infrastructure and spare parts etc. for the purpose of regular operations, maintenance of the vehicles, machinery & equipment.
7. The contractor/Agency shall submit vehicle/plant maintenance-cum-servicing schedule to the Authority.
8. The contractor/Agency shall ensure that all the vehicle used for handling & transportation must be under permissible norms with valid registration and insurance.

### **III. Transfer Stations**

1. The Agency shall construct a transfer station, commensurate with the Project Area and the volume of waste generated, at a location designated and authorised by SEEPZ. The land required for the transfer station shall be provided by the Authority on a lease basis for the duration of this Agreement.
2. The transfer stations would be designed for all weather operations and would be environmentally compatible for proximity to inhabited localities. Therefore, these would have the following components:
  - i. Adequate space for all operations within the premises of the transfer station, which would have solid wall fencing of minimum 2 M height.
  - ii. Operations within the transfer station would be under cover, so that dust and noise could be effectively controlled. At the same time, the operation would not be hampered during precipitation as well.
3. All internal roads, ramp and platforms at different levels would be concrete built and should withstand load of moving machineries/vehicles.
4. The Agency must make appropriate site-specific designs as per the type of vehicles and containers to be handled and the method applied for transfer of the waste.
5. Prospective designs may be discussed with the Authority during the pre- bid meeting but detailed discussion followed by written approval would have to be taken from the Independent Engineer for their adequacy, before construction.

### **IV. Processing of waste**

1. According to SWM Rules 2025, the Bulk Waste Generators must treat wet waste on-site via composting, bio-digesters, or organic waste converters, with a strict "no wet waste to landfill" policy.

2. The waste processing shall include composting as one of the ways for processing of bio-degradable waste. The other way of processing could be use of Organic Waste Converter machine, subject to availability at site by the Authority.
3. For the collected Wet waste, the Agency shall set up a centralised composting units, where appropriate, segregated wet waste from individual building or units should be collected and disposed into this centralised composting units.
4. The Agency shall make sure:
  - i. The incoming organic waste at site shall be stored properly prior to further processing. To the extent possible, the waste storage area should be covered. If, such storage is done in an open area, it shall be provided within permeable base with facility for collection of leachate and surface water run-off into lined drains leading to a leachate treatment and disposal facility;
  - ii. In case of installation of Organic Waste Converter (OWC) machine, following specification could be followed:

*Table 5 Minimum Specification for OWC (not confirmed)*

<b>Descriptions</b>	<b>Specifications</b>
Input capacity/day	1000-2000 KG. Per Day
Inner body	Stainless Steel – 304 Grade
Outer body	Mild Steel Powder Coated/ SS-202/SS-304
Input	Mixed bio-degradable waste wet & dry
Output	Dry Organic Compost, with test results and parameters matching to compost standards mentioned in MSW Rules 2000, Govt. of India, amended SWM 2025

- iii. Necessary precautions shall be taken to minimise nuisance of odour, flies, rodents, bird menace and fire hazard;
- iv. In case of breakdown or maintenance of plant, waste intake shall be stopped and arrangements be worked out for diversion of waste to the temporary processing site or temporary landfill sites which will be again reprocessed when plant is in order;
- v. Pre-process and post-process rejects shall be removed from the processing facility on regular basis and shall not be allowed to pile at the site. Recyclables shall be routed through appropriate vendors.
- vi. The windrow area shall be provided with impermeable base. Such a base shall be made of concrete or compacted clay of 50cm thick having permeability coefficient less than 10<sup>-7</sup>cm/sec. The base shall be provided with one to two percent slope and circled by lined drains for collection of leachate or surface run-off;
- vii. Ambient air quality monitoring shall be regularly carried out. Odour nuisance at down-wind direction on the boundary of processing plant shall also be checked regularly.

- viii. Leachate shall be re-circulated in compost plant for moisture maintenance.
  - ix. The end product compost shall meet the standards prescribed under Fertilizer Control Order notified from time to time.
5. The contractor/Agency shall take necessary steps to minimize environmental pollution while carrying out processing of MSW at the processing site/dumpsite. The contractor/Agency shall take all reasonable steps to ensure that there is control of odour, dust and treatment of generated leachate, flies, rodents and bird menace and fire hazards in and around the processing site during the processing of MSW.
  6. The verification of processed material/fractions such as Compost, shall be done by the officer in-charge of the contractor/Agency at the processing site on daily basis. Agency shall produce those verification reports with the bills.
  7. The contractor/Agency shall take all applicable approvals/clearances in sequence and comply with the provisions therein from time to time.

**V. Treating & Disposal of other Wastes**

The Agency shall make provision for the following:

1. C&D waste, if found during processing of daily generated MSW, final disposal of such C&D Waste shall be the sole responsibility of the Contractor/Agency. The Contractor shall be free to explore alternate uses for C&D waste as per the C&D Waste Rules, 2016. Further, if the said C&D Waste is found to be lying around the processing site or found to be not properly disposed-off, the Contractor shall be liable to be penalized for the same in accordance with the terms of the RFP.
2. Hazardous waste such as chemical, biological, reactive, toxic, flammable, explosive or corrosive waste, sorting or segregation shall be handled as per the Hazardous and other Wastes (Management and Trans boundary Movement) Rules, 2025.
3. The contractor/Agency shall be responsible for the proper segregation and handover of domestic hazardous waste and sanitary waste to the nearest biomedical/hazardous waste disposal facility authorized by the Maharashtra State Pollution Control Board (MSPCB) or the Central Pollution Control Board (CPCB).

**B. Standard Operating Procedure**

The Agency shall submit a comprehensive Standard Operating Procedure (SOP) prior to commencement of services, detailing and clearly addressing the following aspects:

**I.Introduction & Objective of SOP**

1. Purpose of the SOP and its relevance to SEEPZ as a notified SEZ and BWG
2. Scope of SWM services covered under the SOP
3. Alignment with:
  - i. Solid Waste Management Rules, 2025
  - ii. Swachh Bharat Mission 2.0
  - iii. BMC guidelines
  - iv. SEZ Authority requirements

**II.Site Understanding & Waste Profile**

- Description of SEEPZ premises (area, population, sectors)
- Estimated waste generation (TPD) – biodegradable, recyclable, inert, domestic hazardous
- Identification of waste generation points:
  - Offices, industries, canteens, residential areas, common areas
- Categorization as Bulk Waste Generator and obligations thereof

### **III.Manpower Deployment Plan**

- Organizational structure with roles and responsibilities
- Category-wise manpower deployment:
  - Supervisors
  - Sanitation workers
  - Drivers, machine operators
  - Safety officer, compliance officer
- Shift patterns (day/night), reliever staff
- Training plan:
  - Induction training
  - Refresher training
  - Safety, segregation, PPE usage

### **IV.Door-to-Door Collection & Primary Handling**

- Collection methodology for:
  - Wet / biodegradable waste
  - Dry recyclable waste
  - Sanitary waste
  - Special care waste
- Source segregation protocol (2-bin / 4-bin system)
- Collection frequency and time schedules
- Handling of non-segregated waste and corrective actions
- Interface with occupants / establishments

### **V.Secondary Storage (Transfer station) & Handling**

- Identify and develop designated secondary storage locations (Transfer station)
- Suggest type and capacity of bins
- Cleaning and washing frequency of bins
- Odour, leachate, and vector control measures (mosquitoes, ticks, and rodents)
- Overflow prevention mechanisms

### **VI.Transportation of Waste**

- Type and number of vehicles deployed
- Covered and leak-proof vehicle specifications
- Route plans and trip frequency
- GPS installation and monitoring
- Fuel management and logbooks
- Contingency plan for vehicle breakdowns

#### **VII.Waste Processing & Treatment**

- Description of processing technologies proposed:
  - Composting
- Capacity vs waste generation adequacy
- Operational steps for:
  - Segregation at processing facility
  - Processing of wet waste
  - Handling of rejects
- Quality control of compost / outputs
- Odour, noise, and environmental safeguards

#### **VIII.Disposal of Inert & Residual Waste**

- Identification of authorized landfill / disposal sites
- Compliance with BMC disposal norms
- Transportation and documentation protocol
- Measures to ensure residual waste is within permissible limits

#### **IX.Weighment & Record Management**

- Provision and operation of weighbridge (on-site/off-site)
- Weighment procedure at:
  - Collection
  - Processing
  - Disposal
- Daily / monthly waste quantity reporting
- Reconciliation of generated vs processed vs disposed waste

#### **X.Health, Safety & Environment (HSE)**

- PPE details for all categories of workers
- Safety SOPs for:
  - Manual handling
  - Machinery operation
  - Bio-hazard exposure

- First-aid arrangements
- Health check-ups and insurance coverage
- Accident / incident reporting mechanism

#### **XI. Complaint Redressal Mechanism**

- Complaint receipt channels:
  - Helpline / email / SEEPZ portal
- Response and resolution timelines
- Escalation matrix
- Documentation and closure tracking
- Preventive action process

#### **XII. Monitoring, Inspection & Reporting**

- Daily, weekly, and monthly monitoring procedures
- Internal audits by Agency supervisors
- Joint inspections with:
  - SEEPZ Authority
  - PMU / BMC officials
- Reporting formats:
  - MIS reports
  - Compliance reports
  - Penalty avoidance action plans

#### **XIII. Regulatory Compliance**

- Compliance checklist with:
  - SWM Rules 2025
  - BWG obligations
  - BMC directions
  - Labour laws
  - Environmental laws
- Record keeping for inspections
- Support during audits by statutory authorities

#### **XIV. Emergency & Contingency Measures**

- Handling:
  - Sudden surge in waste
  - Processing plant shutdown
  - Labour shortage
  - Festival / event waste

- Backup manpower and equipment
- Disaster management coordination

#### **XV. Continuous Improvement & Sustainability**

- Waste reduction initiatives
- Awareness and IEC activities within SEZ
- Innovations (mechanization, data tracking, automation)
- Targets for:
  - Increased processing
  - Reduced landfilling
  - Improved segregation rates

**Note:** *The SOP submitted by the Service Provider shall be subject to review and approval of the SEEPZ SEZ Authority prior to commencement of services. Submission of the SOP shall not be deemed as approval. In case the SOP is found to be inadequate, non-compliant, or not aligned with SEEPZ requirements, the Authority may require revision or mandate adoption of a standard SOP. Any SOP so approved or prescribed by SEEPZ shall be final and binding, and failure to adhere thereto shall be treated as a breach of contract, attracting penalties or other actions as per the Tender Document. No additional payment, compensation, or time extension shall be admissible on account of SOP revisions or enforcement.*

#### **E. Repair, Maintenance and Operations (Annual Maintenance Contract) of Lifts**

For the successful repair/ replacement of damaged equipment of Lifts, following points to be carried out by the bidder:

1. The contractor shall engage trained, licensed & skilled personnel for repair/ servicing work.
2. Under this contract, it is contractor's responsibility to handover the lifts in good and safe working condition by replacing all necessary electrical/mechanical/hardware items of the lifts as & when required.
3. All the spare parts should be of high quality. Only genuine original parts shall be used. Contractor has to use proper Rope oil, Rail oil, Gear oil, Bearing oil and grease for lubrication and overhauling of lifts.
4. Contractor has to provide rope cleaner and rope lubricating spray to lifts.
5. All parts replaced shall be handed over to SEEPZ-SEZ Authority in case of replacement of the same & record of same. Record of replaced parts shall be maintained by the contractor.
6. In case contractor finds that a particular lift is not running in safe condition, he shall intimate the in-charge of SEEPZ Authority immediately & repair it on top priority.
7. Gear oil of lift machine shall be replaced for repair works if required.
8. Certification of completed work is to be done by Engineer-in- Charge/ Estate Manager for releasing payment. However, if it is found that because of negligence of the contractor any accident, if occurred, SEEPZ-SEZ Authority will not be responsible for

the same. The contractor shall have to bear all the consequences for any accidents, if took place during working hrs at site. Contractor shall be fully responsible for all penal action and compensation that will be levied by the authority.

9. The contractor/agency should independently verify and consider additional activity repair works, if required, in the financial quote. The final payable may vary upto +/- 10% from the quoted amount. Necessary invoices in support of additional payable amount may have to be produced to the Authority at the time of certification.

In addition to the above works, the agency shall note the following :

- The agency shall provide emergency call back service at no extra charge under this agreement
- Repairing work shall be carried out as per the instructions of SEEPZ-SEZ authority. The proper safety precaution shall be taken at the time of repair work/Authority will not be responsible for any accident during repair works of lift due to negligence on part of contractor's personnel.
- Payment to the contractor will be made only against the working lifts.
- While handing over the Lift at the end of the contract, these should be in perfect working condition. Any defects found should be rectified by the contractor or else the net cost of repairs will be charged on bidder's account.
- The agency will submit the Lift Safety Report after inspection by the lift inspector; (PWD/MIDC) Govt. Of Maharashtra after the successful handover.
- The lift safety report will be accompanied by necessary calibration certificated by reputed agency
- The agency shall provide atleast 3 years of Original Equipment Manufacturer's warranty on the spare parts/equipments which are replaced during repair works.
- In case of any fault in any equipment the contractor has to attend the same within 03 hours of reporting, failing which a penalty of Rs. 1000/- per day, per unit shall be levied for the period for which lift has remained non-operational.
- Contactor will display following information conspicuously in the lift car.
  - Dos & Don'ts to be displayed in all the lift cabins.
  - Emergency contact Nos. of the lift supervisor.
  - Inspection report of the Lift Inspector, Govt. Of Maharashtra. Will be displayed in all the lift cabins.
- Rates quoted by the bidder shall be inclusive of all taxes, octroi etc. as announced by Govt. from time to time.

## **F. Minimum Manpower deployment Detail**

### **1. Minimum Mandatory Manpower Deployment**

#### **1.1 Housekeeping Manpower, Landscaping, Gardening & Tree Pruning Manpower**

- a. The Service Provider shall deploy a minimum of **85 (Eighty five)** Housekeeping, Landscaping, Gardening & Tree Pruning Workers across all indoor/outdoor locations.
- b. Workers shall be deployed in shifts to ensure continuous service throughout the

day, including weekends and holidays as required.

- c. Additional manpower shall be deployed without extra cost during special events, emergencies, monsoon cleaning, peak workload, or as instructed by SEEPZ SEZ Authority.
- d. Manpower required for landscaping, horticulture maintenance, and tree pruning activities shall be deployed as per requirement and shall be included in the above-mentioned numbers.
- e. Workers shall perform routine maintenance, trimming, pruning, removal of dry leaves, de weeding, and beautification tasks wherever required.
- f. Additional manpower shall be deployed during seasonal horticulture operations, storm aftermath or special beautification projects, without any extra charges.

### **1.2 Estimation of Manpower & Vehicle requirement for Waste management**

- a. The Service Provider shall deploy a minimum of **15 ( minimum 2 drivers and other staff)** for the waste management service.
- b. The Agency is advised to suggest suitable sets of manpower and vehicle requirement post assessing the scale of the project and the scope of work.
- c. Agency must provide and maintain efficient engineering services in the premises by deploying sufficient number of trained experienced and competent technical personnel.
- d. Necessary training to staff must be provided by Agency on site as per the schedule prepared well in advance and also as and when required in between.
- e. The personnels must carry out maintenance services at specified intervals as per the OEM service / operations manuals.
- f. The manpower/ personnels must be trained in soft skill and good manners. The manpower shall maintain good hygiene, cleanliness and clean uniforms & Shoes with the identity cards.
- g. The Agency shall comply with the provisions of this Agreement, Applicable Laws and Applicable Permits and conform to Good Industry Practice for securing the safety of the personnel at the Project Site. In particular, the Agency shall develop, implement and administer a surveillance and safety programme for providing a safe environment on or about the Project as specified in under Occupational Safety and Health Administration (OSHA).
- h. Monthly Pay-data shall be submitted to the Authority by the Agency for each month on or before 3rd day of the next months with necessary proof of attendance,
- i. SLA, all statutory requirements like Minimum wages, Overtime allowance, PF, ESIC will be met with by the Agency.

### **1.3 Manpower Deployment for Lift Operations**

The Service Provider shall deploy a minimum of **28 staff** , for 16 lifts for the AMC & operation service.

## **1.4 General Manpower Deployment Conditions**

- a. The deployment specified is the minimum mandatory requirement.
- b. The Service Provider shall ensure trained substitutes during leaves/absences.
- c. All manpower shall wear uniforms, display ID cards and use safety gear.

## **2. Supervisory Structure**

### **2.1 Housekeeping Supervisors, Landscaping & Tree pruning Supervisor**

- a. A minimum of 04 (Four) Supervisors shall oversee housekeeping operations across all sectors.
- b. Supervisors shall ensure completion of tasks, adherence to SOPs, and compliance with safety guidelines.
- c. Supervisors shall maintain checklists, daily logs, inspection registers and carry communication devices on duty.
- d. The Supervisor shall handle workforce allocation, inspection of green zones and maintenance of horticulture tools.
- e. The Supervisor shall prepare seasonal work plans and coordinate with SEEPZ SEZ Authority for the same.

### **2.2 Responsibilities of All Supervisors**

- a. Monitor manpower performance and ensure high quality service delivery.
- b. Act as the first level grievance handlers for any complaints raised.
- c. Submit daily, weekly and monthly reports as prescribed by SEEPZ SEZ Authority.

## **3. Management and Attendance Monitoring**

### **3.1 Appointment of Manager / Single Point of Contact (SPOC)**

- a. The Service Provider shall appoint 1 (One) Manager as Overall In Charge and Single Point of Contact (SPOC).
- b. The Manager shall oversee manpower deployment, statutory compliance and operational coordination.
- c. The Manager shall remain available during working hours and additionally as required during inspections, events or emergencies.

### **3.2 Responsibilities of the Manager**

- a. Coordinate with SEEPZ officials for planning, supervision, reporting and compliance.

- b. Ensure proper attendance management, shift planning and replacement arrangements.
- c. Submit periodic reports, attend review meetings and ensure full adherence to statutory obligations.

### **3.3 Attendance Monitoring System**

- a. A Biometric / Face Detection / Digital Attendance System shall be implemented for all deployed personnel.
- b. The system shall be tamper proof, digitally stored and preferably integrated with SEEPZ ERP.
- c. Attendance monitoring is solely for compliance and performance verification.
- d. Payments shall continue to be deliverable based, not attendance based.
- e. 10 nos of the manpower can be on floating basis in case of change/replacement/substitute of manpower and the attendance for the same can be recorded on attendance register.

**Note: On special occasions the manpower should be delegated by the agency as per the requirement of SEEPZ Administration for specific works pertaining to Waste management, Sweeping, Cleaning, lift operations and housekeeping services at no additional charges.**

**Annexure-1**

1. The list of various building/areas to be considered for cleaning and Housekeeping are furnished as follows:

<b>Details For Internal Common Area (in Sq. Ft)</b>						
<b>Sector</b>	<b>Building</b>	<b>Common Area</b>			<b>Washrooms (Gents + Ladies)</b>	<b>Vicini ty Area</b>
		<b>Area</b>	<b>No. of Floors</b>	<b>Total Area</b>		<b>Total Area</b>
<b>Sector 1</b>	SDF VI					97289. 34
	SDF-VI-CA-1	2477.38	4.00	9909.53	-	
	SDF-VI-CA-2	2474.58	4.00	9898.34	-	
	SDF-VI-CA-4	2230.01	1.00	2230.01	-	
	SDF-VI-CA-3	2079.26	1.00	2079.26	-	
	BFC	5742.40	7.00	40196.78	5.00	
	SEEPZ-SERVICE CENTER Building	9382.18	3.00	28146.55	2.00	
	GATE NO.01			4828.87	2.00	
<b>Sector 2</b>	Gems & Jewelry Building No.03(G+4)	4381.58	4.00	17526.32	-	37483. 97
	Gems & Jewelry Building No.02(G+3)	3773.21	5.00	18866.05	-	
	Gate no.02			1091.60	1.00	
<b>Sector 3</b>	Gems & Jewelry Building No.01	14706.45	2.00	29412.89	-	68639. 12
	SDF-V					
	SDF-V-CA-2	4393.20	4.00	17572.80	-	
	SDF-V-CA-1	3885.22	4.00	15540.88	-	
	SDF-V-EE-4	281.59	4.00	1126.36	-	
	SDF-V-EE-3	278.90	4.00	1115.60	-	
	SDF-V-EE-1	265.56	4.00	1062.23	-	
	SDF-V-EE-2	245.11	4.00	980.45	-	
<b>Details For Internal Common Area (in Sq. Ft)</b>						
<b>Sector</b>	<b>Building</b>	<b>Common Area</b>			<b>Washrooms (Gents +</b>	<b>Vicini ty Area</b>

		Area	No. of Floors	Total Area	Ladies)	Total Area	
	SDF-V-EE-6	229.94	4.00	919.76	-		
	SDF-V-EE-5	227.04	4.00	908.14	-		
<b>SECTOR 4</b>	SDF I						
	SDF I CA- 1	7487.24	4.00	29948.95	-	11747 6.39	
	SDF I CA- 2	7332.62	4.00	29330.47	-		
	SDF I EE-4	347.01	4.00	1388.04	-		
	SDF I EE-3	333.02	4.00	1332.09	-		
	SDF I EE-6	290.74	4.00	1162.94	-		
	SDF I EE-5	288.26	4.00	1153.04	-		
	SDF I EE-7	270.94	4.00	1083.75	-		
	SDF I EE-2	266.53	4.00	1066.10	-		
	SDF II						
	SDF II CA- 2	7894.61	4.00	31578.45	-		
	SDF II CA- 1	3125.35	4.00	12501.40	-		
	SDF II EE-3	291.49	4.00	1165.95	-		
	SDF II EE-4	266.09	4.00	1064.38	-		
	SDF II EE-2	258.89	4.00	1035.54	-		
	SDF II EE-7	240.27	4.00	961.08	-		
	SDF II EE-6	237.80	4.00	951.18	-		
	SDF II EE-1	222.62	4.00	890.50	-		
	SDF II EE-5	215.63	4.00	862.52	-		
<b>SECTOR 5</b>	SDF III						
	SDF III CA- 1	3153.97	4.00	12615.88	-	73019. 30	
	SDF III CA- 2	3093.39	4.00	12373.57	-		
	SDF III EE-3	266.74	4.00	1066.96	-		
	SDF III EE-7	266.53	4.00	1066.10	-		
	SDF III EE-2	264.27	4.00	1057.06	-		
	SDF III EE-1	257.70	4.00	1030.81	-		
	SDF III EE-5	254.90	4.00	1019.62	-		
	SDF III EE-6	238.87	4.00	955.49	-		
	SDF III EE-4	158.93	4.00	635.70	-		
	SDF IV						
	SDF III CA- 2	3317.31	4.00	13269.23	-		
	SDF III CA- 1	3292.99	4.00	13171.96	-		
	SDF III EE-3	284.92	4.00	1139.70	-		
	SDF III EE-2	246.62	4.00	986.48	-		

	SDF III EE-1	244.04	4.00	976.15	-	
<b>Details For Internal Common Area (in Sq. Ft)</b>						
Sector	Building	Common Area			Washrooms (Gents + Ladies)	Vicinity Area
		Area	No. of Floors	Total Area		Total Area
	SDF III EE-4	228.87	4.00	915.46	-	
	SDF III EE-5	213.37	4.00	853.48	-	
	GATE NO. 02			9885.64	2.00	
<b>SECTOR 6</b>	SDF VIII	216.92	6.00	1301.53	1.00	4581.39
	Fire Station	3279.86	1.00	3279.86	2.00	
<b>SECTOR 7</b>	A1	699.62	4.00	2798.46	-	14319.41
	A2	699.62	4.00	2798.46	-	
	A3	699.62	4.00	2798.46	-	
	B1	493.67	4.00	1974.68	-	
	B2	493.67	4.00	1974.68	-	
	B3	493.67	4.00	1974.68	-	
<b>Total</b>						<b>4,12,808.91</b>

**Note:** The purchaser reserves the right at the time of award of contract to increase/decrease the scope of work up to **50%** without any change in unit price or other terms & conditions.

**2. Details of the premises where the selected Agency must ensure standard cleaning and housekeeping services round the clock with complete mechanized as well as manual cleaning as required looking at the space constraints:**

<b>Sectors</b>	<b>Sector 1 (Sq. Foot)</b>	<b>Sector 2 (Sq. Foot)</b>	<b>Sector 3 (Sq. Foot)</b>	<b>Sector 4 (Sq. Foot)</b>	<b>Sector 5 (Sq. Foot)</b>	<b>Sector 6 (Sq. Foot)</b>	<b>Sector 7 (Sq. Foot)</b>	<b>Total (Sq. Foot )</b>
<b>Outdoor Area</b>								
Concrete Road (Main Roads)	30,888.62	26,477.67	53,749.75	43,670.11	59,656.45	-	-	2,14,442.60
Bituminous Road (Internal Roads)	95,434.74	95,508.34	1,17,958.11	84,000.09	97,080.16	49,019.87	19,733.41	5,58,734.74
Compound Wall	14,706.94	20,910.21	20,372.38	12,095.62	21,442.18	23,840.72	16,199.14	1,29,567.19
Bike and Car parking Area	16,669.50	19,345.19	23,432.81	14,726.46	44,417.28	6,019.25	-	1,24,610.48
Footpath Area	15,050.12	10,948.62	17,135.52	25,633.12	31,599.97	2,832.25	-	1,03,199.59
<b>Total</b>								<b>11,30,554.60</b>

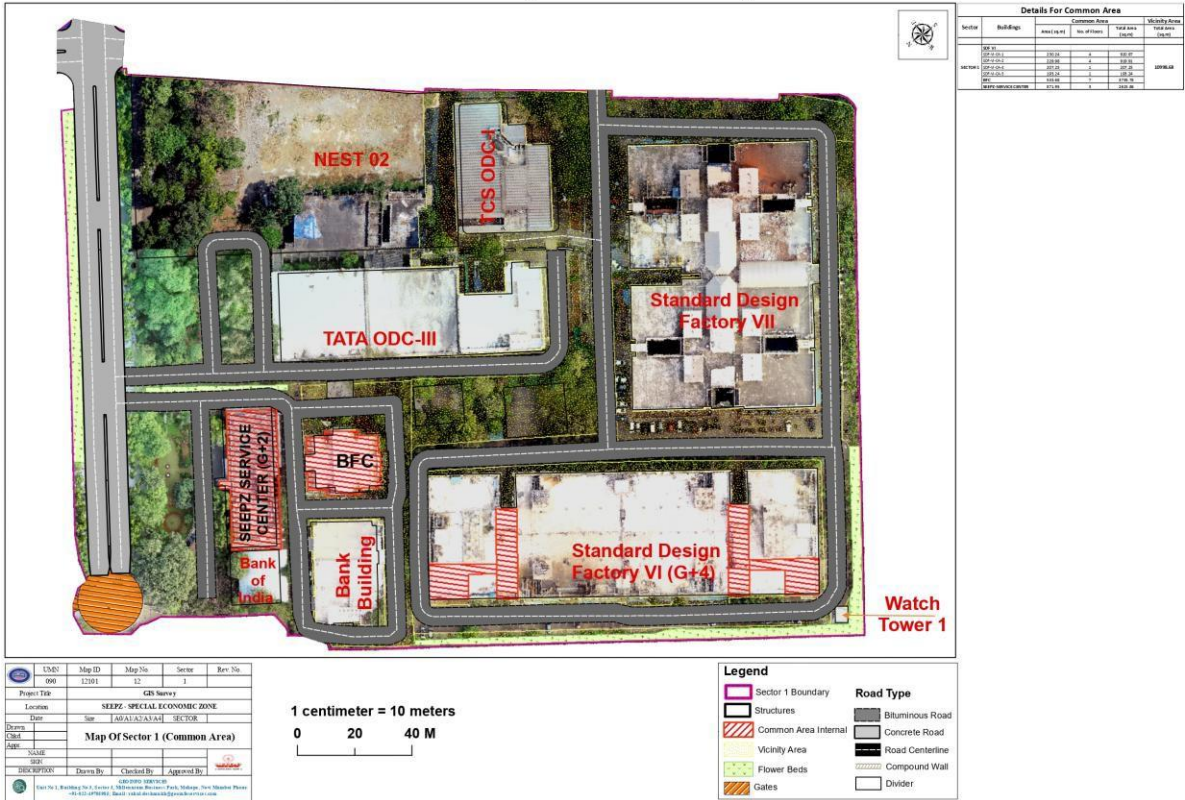
**Summary**  
**Details of Indoor & Outdoor Area**

<b>Sector s</b>	<b>Secto r 1 (Sq. Foot)</b>	<b>Secto r 2 (Sq. Foot)</b>	<b>Secto r 3 (Sq. Foot)</b>	<b>Secto r 4 (Sq. Foot)</b>	<b>Secto r 5 (Sq. Foot)</b>	<b>Secto r 6 (Sq. Foot)</b>	<b>Secto r 7 (Sq. Foot)</b>	<b>Total (Sq. Foot)</b>
<b>Indoor Area</b>								
Comm on area	97,32 4.60	37,49 7.55	68,66 3.99	1,17,5 18.97	73,04 5.76	4,583. 05	14,32 4.60	4,12,8 08.91
<b>Total (A)</b>								<b>4,12,8 08.91</b>
<b>Outdoor Area</b>								
Concr ete Road (Main Roads)	30,88 8.62	26,47 7.67	53,74 9.75	43,67 0.11	59,65 6.45	-	-	2,14,4 42.60
Bitum inous Road (Intern al Roads)	95,43 4.74	95,50 8.34	1,17,9 58.11	84,00 0.09	97,08 0.16	49,01 9.87	19,73 3.41	5,58,7 34.74
Comp ound Wall	14,70 6.94	20,91 0.21	20,37 2.38	12,09 5.62	21,44 2.18	23,84 0.72	16,19 9.14	1,29,5 67.19
Bike and Car parkin g Area	16,66 9.50	19,34 5.19	23,43 2.81	14,72 6.46	44,41 7.28	6,019. 25	-	1,24,6 10.48
Footp ath Area	15,05 0.12	10,94 8.62	17,13 5.52	25,63 3.12	31,59 9.97	2,832. 25	-	1,03,1 99.59
<b>Total (B)</b>								<b>11,30, 554.6 0</b>
<b>Grand Total (A+B)</b>								<b>15,43, 363.5 1</b>

**Note:** The purchaser reserves the right at the time of award of contract to increase/decrease the scope of work up to **50%** without any change in unit price or other terms & conditions.



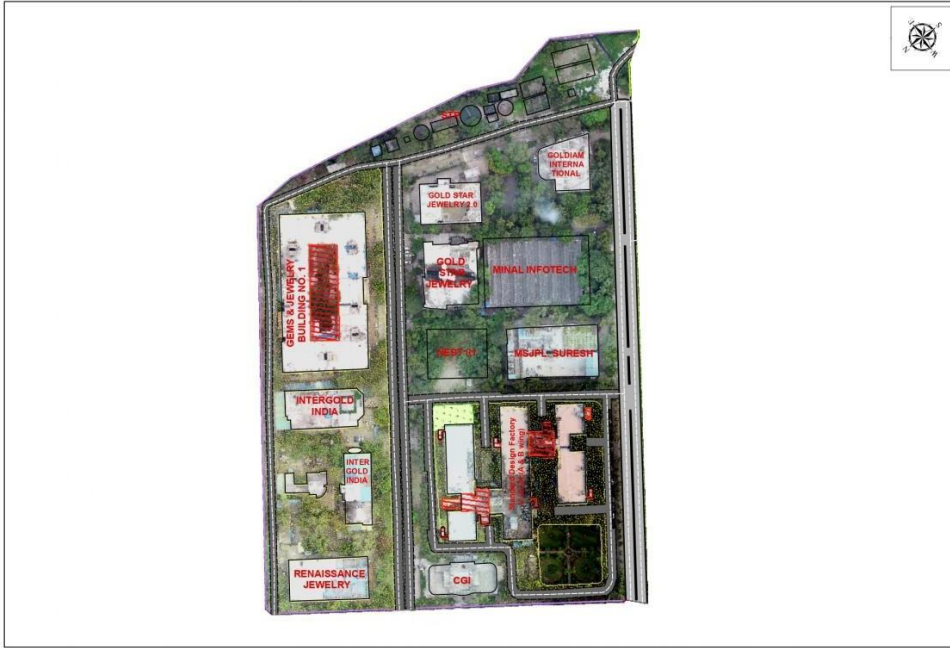
## Map Of Sector 1 (Common Area)



## Map Of Sector 2 (Common Area)



# Map Of Sector 3 (Common Area)



Sector	Buildings	Common Area		Utility Area
		Area (sq.m)	Vol. (cu.m)	
SECTOR 3	Gems & Jewelry Building	1,000.00	0	2,000.00
	MSAPL SURESH	1,000.00	0	2,000.00
	INTERGOLD INDIA	1,000.00	0	2,000.00
	INTER GOLD INDIA	1,000.00	0	2,000.00
	RENAISSANCE JEWELRY	1,000.00	0	2,000.00
	CGI	1,000.00	0	2,000.00
	Design Factory	1,000.00	0	2,000.00
	MSAPL SURESH	1,000.00	0	2,000.00
	MINAL INFOTECH	1,000.00	0	2,000.00
	GOLD STAR JEWELRY	1,000.00	0	2,000.00
SOLIDIAM INTERNA TIONAL	1,000.00	0	2,000.00	

Client	Map ID	Map No	Sector	Rev. No
SEC	12345	12	3	
Project Title: GIS Survey				
Location: SEEPZ - SPECIAL ECONOMIC ZONE				
Date	Site	ADARAJAYAH	SEC TOR	
Map Of Sector 3 (Common Area)				
Drawn	Checked	Approved		
NAME	NAME	NAME		
DESIGNER	DRIVER	CHECKED BY		
DATE	DATE	DATE		

1 centimeter = 20 meters

0 45 90 M

Legend		Road Type	
	Sector 3 Boundary		Bituminous Road
	Structures		Concrete Road
	Common Area Internal		Road Centerline
	Vicinity Area		Compound Wall
	Flower Beds		Divider



## Map Of Sector 6 (Common Area)



## Map Of Sector 7 (Common Area)



## **APPENDIX – 4 SCHEDULE AND PENALTIES**

In case of non-compliance of the standards of the services to be provided as per this agreement, the Procuring Entity would be at liberty to levy such penalty and terminate the contract as per the conditions.

Breach of SLA is defined as performance lower than requisite performance in this Agreement. The following conditions shall specify breach of Contract and Procuring Entity shall have the right to immediately terminate the Contract and can also lead to blacklisting of Service Provider,

- a) Cumulative penalties reach 10% of the contract value
- b) Repeated breach of SLAs beyond 3 instances in the entire contract period.
- c) Subcontracting or outsourcing of the contract, in part or whole

### **1. CLEANING SCHEDULE AND FREQUENCY FOR BUILDINGS/OFFICES**

<b>Sr. No.</b>	<b>Activity</b>	<b>Method</b>	<b>Frequency</b>	<b>Penalty/ Instance (INR)</b>
1	Rooms/Chambers/Labs/floor cleaning	Sweeping and Mopping	Daily	200
2	Corridor floor cleaning	Dry & Wet moping	Twice daily	200
		Scrubbing and drying with Auto Scrubber	Monthly	1000
3	Staircase Cleaning	Sweeping and Mopping	Daily	200
4	Door handles cleaning	Dry wiping	Daily	200
5	Drinking water area	Wet & Dry wiping	Daily	200
6	Garbage collection and disposal	Manual	Daily	200
8	Glass and glass partition cleaning	Wet & Dry wiping	Monthly	1000
9	Fire Extinguishers/ hydrants and hose reels cleaning	Dusting	Monthly	1000
10	Any type of furniture & Doors	Dusting	Daily	200
11	Glasses /Nameplates	Wet & Dry wiping	Monthly	1000
12	Telephone/Computers	Dusting/Vacuums	Weekly	500
13	Removal of cobwebs and dusting of	Manual		

<b>Sr. No.</b>	<b>Activity</b>	<b>Method</b>	<b>Frequency</b>	<b>Penalty/ Instance (INR)</b>
	doormats		Weekly	500
14	Electric Switches	Dry cleaning	Weekly	500
15	Terrace Cleaning	Wet & Dry Cleaning	Monthly	1000
16	Waste material disposal	Manual	Daily	200

## 2. OUTER AREA OF BUILDINGS

<b>Sn.</b>	<b>Activity</b>	<b>Method</b>	<b>Frequency</b>	<b>Penalty/ Instance (INR)</b>
1	Paved corridors cleaning	Sweeping	Daily	200
		High Pressure Washing	Monthly	1000
2	Outside glass cleaning	Wet & dry wiping	Quarterly	5000
3	Outside walls	Dusting & Dry Wiping	Quarterly	5000
4	Parking area cleaning	Sweeping	Daily	200
		H.P. Washing	Monthly	1000
5	Garbage/scrap collection	Manual	Daily	200
6	Roads	Sweeping	Daily	200
7	Playground/Park	Cleaning Sweeping	Weekly	500
8	Other areas	Sweeping - Cleaning	Weekly	500
9	Cleaning of Compound Wall and Barbed Wires	Dusting and Washing	Monthly	1000
10	Campus Gates & Security Posts	Wet & Dry wiping	Daily	200

### Note:

<b>Sn.</b>	<b>Activity</b>	<b>Method</b>	<b>Frequency</b>	<b>Penalty</b>
1	Grass Cutting	Manual /Mechanized Grass Cutter	As may be required to maintain cleanliness	Height 5.00 CM-10.00 CM-1000/- Height 10.00CM-15CM-2500/- Height > 15.00 CM-5000/-

## 3. TOILETS & WASH ROOMS

S. no	Activity	Method	Frequency	Penalty/ Instance (INR)
1	Toilet cleaning with toilet cleaning Agents	Washing	Twice daily	200
2	Floor cleaning	Washing	Daily	200
		Scrubbing	Weekly	500
3	Side wall cleaning	Scrubbing	Weekly	500
	Doors handle cleaning	Wet & dry wiping	Twice Daily	200
4	Wash basin and surrounding area cleaning	Wiping	Twice Daily	200
5	Mirror cleaning	Damp wiping	Once daily	200
6	Commodes cleaning	Washing	Once daily	200
7	Urinals cleaning	Washing	Twice daily	200
8	Dustbin clearance & cleaning	Collection and Wiping	Once daily	200
9	Hand drier machine cleaning if any	Dusting	Once daily	200
10	Exhaust Fan cleaning	Wiping	Monthly	1000
11	Tube light or any other light Cleaning	Dry wiping	Monthly	1000
12	Electric Board and Switches Cleaning	Dry dusting	Weekly	500

**Note:** The Service Provider shall maintain a **Toilet Cleaning & Inspection Checklist** for all washrooms under the scope of work. The checklist shall record date, time of cleaning, activities performed (cleaning, disinfection, consumable refilling, waste disposal), and the name/signature of the housekeeping staff and supervisor.

The checklist shall be displayed at each toilet location and made available for inspection by the Authority at any time. Non-maintenance or improper recording shall be treated as non-compliance and may attract penalties as per SLA.

**\*All penalty figures in actual Rs.**

Penalty will be on the basis of per reported incident per frequency period per location. For example, if one particular toilet is found not cleaned on Monday & Tuesday, fine for that toilet will be Rs. 200X2= Rs. 400/-. Similarly, if terrace of two building are not cleaned for a month, fine will be Rs. 1000X2 = Rs. 2000/-.

The tenderer shall clearly indicate the list and technical details, make and model, of appliances and machinery it will deploy at site on regular basis for undertaking the services, which shall be the property of the Service Provider and he shall be able to take back only at the end of tenure of contract and not during the tenure of the contract. The site mobilization shall be deemed to be complete only after the committed appliances and machinery has been brought to site.

**Note: Additional INR 500 /day/person will be deducted over and above the salary if any manpower is found absent. The minimum manpower count should remain intact at all given point in time.**

#### 4. PENALTIES FOR HANDLING WASTE AND TREATMENT OF WET WASTE

The following Penalties and Damages shall be applicable to the Agency for failure to comply with the prescribed Scope of Work, performance standards, and statutory requirements during execution of Solid Waste Management services at the SEEPZ premises.

*Table 6 Service Level Agreement for the SWM service*

Sr. No	Particulars	Penalty/ Financial Implications
1	Non-servicing of areas to be covered under the contract	1st instance – 1% of contract value
		2nd instance – 2% of contract
		3rd instance – 3% of contract
2	Non-deployment of vehicle / composters or shortage of manpower	1st instance – 1% of contract
		2nd instance – 2% of contract
		3rd instance – 3% of contract
3	Improper management of waste collection process which includes inflation of weight of waste being carried by a vehicle	1st instance – 1% of contract
		2nd instance – 2% of contract
		3rd instance – 3% of contract
4	Non redressal of complaints in 2 days	1st instance – 1% of contract
		2nd instance – 2% of contract
		3rd instance – 3% of contract
5	Vehicle unloads collected waste at location other than specified spot specified for route	1st instance – 1% of contract
		2nd instance – 2% of contract
		3rd instance – 3% of contract
6	Vehicles deployed overflowing or not maintained clean (or littering in adjoining areas)	1st instance – 1% of contract
		2nd instance – 2% of contract
		3rd instance – 3% of contract

**Note:** Based on contract value fixed for SEEPZ campus, the above penalties could be substantially reduced.

#### 5. PENALTIES FOR MISCELLANEOUS FAULTS

The Authority shall charge INR 500/- per fault for any other faults not mentioned above.

#### 6. TERMINATION / CANCELLATION OF TENDER AND CONTRACT

The Procuring Entity reserves the right to cancel or terminate the tender process at any stage prior to award of contract, without assigning any reason and without any liability to the bidders. No claim for compensation, damages, or costs shall be entertained on account of such cancellation or termination of the tender process.

After award of the contract, the Procuring Entity may terminate the contract, in whole or in part, by issuing written notice to the Service Provider, in the event of occurrence of any of the following circumstances:

- a) failure to deploy manpower within the stipulated time
- b) failure to deploy machinery, equipment, or resources within the prescribed period
- c) persistent delay in commencement or execution of work
- d) unsatisfactory performance or failure to meet service levels
- e) breach of any terms and conditions of the contract
- f) submission of false information or documents
- g) violation of statutory, safety, labour, or regulatory requirements
- h) insolvency, bankruptcy, or liquidation of the Service Provider
- i) abandonment, suspension, or discontinuation of services without approval
- j) engagement in fraudulent, corrupt, or unethical practices
- k) any act prejudicial to the interest, safety, security, or reputation of the

#### Procuring Entity

The Procuring Entity shall also have the right to terminate the contract at its convenience, in whole or in part, by giving written notice of **30 days**, without assigning any reason.

In case of termination, the Procuring Entity may, without prejudice to any other rights available under the contract or applicable law:

- i. forfeit the Performance Security / Performance Bank Guarantee
- ii. recover any losses, damages, or additional costs incurred from the Service Provider
- iii. arrange services through alternative means at the risk and cost of the Service Provider
- iv. withhold pending payments after adjustment of dues
- v. initiate blacklisting / debarment proceedings as per applicable rules

Upon termination, the Service Provider shall immediately discontinue services, withdraw manpower and equipment, and hand over all assets, records, and property belonging to the Procuring Entity in good condition.

**Forms to be submitted:**

ANNEXURE-A: TECHNICAL BID - BIDDERS PROFILE

ANNEXURE-B: Check list for Technical Bid

ANNEXURE-C: Bid Terms & Conditions Acceptance Form

ANNEXURE-D: Indicative minimum List of Consumables

ANNEXURE-E: Indicative minimum List of Machines

ANNEXURE-F: Financial Bid

ANNEXURE-G: Undertaking of Truthfulness of Tender Participation

ANNEXURE-H: Near Relationship Certificate

ANNEXURE-I: Satisfactory Work Done Certificate

ANNEXURE-J: Proforma for Performance Guarantee

ANNEXURE-K: Agreement Proforma

ANNEXURE- J: Site Visit Undertaking (Find the form in the next page)

**Form-J: Site Visit Certificate**

I/We \_\_\_\_\_, authorized representative of M/s \_\_\_\_\_ have visited the site of the proposed “**Selection of FM Agency to undertake SWEEPING, CLEANING, HOUSEKEEPING, TREE PRUNING SERVICES, WASTE MANAGEMENT and any other miscellaneous services at SEEPZ-SEZ, Andheri East, Mumbai**”.

We have inspected and evaluated the works outlined in the RFP document, taking into account the site’s location and surroundings, topography, soil conditions, shifting of existing services, and all other project components specified therein.

We understand the Scope of Work and shall execute the assignment in accordance with the terms and conditions of the RFP. This certificate has been signed after due consideration of the local site conditions, prevailing local costs, and other relevant factors.

Please find below the geo-tagged pictures of the site visit.

Picture 1- Garbage collection dump yard	Picture 2- OWC tentative location
Picture 3- any relevant picture	Picture 4- any relevant picture
Please feel free to attach any number of pictures taken at the site	

Place:

Date:

**(Signature, name and designation of the authorized signatory)**

**(Name and seal of the Applicant)**

Assistant Development Commissioner,  
Development Commissioner’s Officer, SEEPZ,  
Andheri.

E-mail: [hanishr.g171701@gov.in](mailto:hanishr.g171701@gov.in)

Contact No. 022-28294756

