

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	01-06-2026 18:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	01-06-2026 18:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम/Department Name	Department Of Commerce
संगठन का नाम/Organisation Name	Special Economic Zones
कार्यालय का नाम/Office Name	Santacruz Electronics Export Processing Zone
वस्तु श्रेणी /Item Category	Facility Management Services - LumpSum Based - Industrial; Housekeeping, Collection and disposal of garbage, Horticulture Services, O&M of Mechanical Work; Consumables to be provided by service provider (inclusive in contract cost)
अनुबंध अवधि /Contract Period	2 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	3000 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	No
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	3
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	100000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	PUNJAB NATIONAL BANK
ईएमडी राशि/EMD Amount	3000000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	PUNJAB NATIONAL BANK
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	30

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

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

**लाभार्थी /Beneficiary :**

Sr. Accounts officer  
Office of The Development Commissioner SEEPZ SEZ  
(Seepz Sez Authority)

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

**एमआईआई अनुपालन/MII Compliance**

एमआईआई अनुपालन/MII Compliance	Yes
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1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of 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.

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

3. 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.

4. 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.

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

**Details of the premise:**[1778247132.pdf](#)

**Scope of work:**[1778247139.pdf](#)

**This Bid is based on Quality & Cost Based Selection (QCBS) . The technical qualification parameters are :-**

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Parameter Name	Max Marks	Cutoff Marks	Qualification Methodology Document
Evaluation Criteria	100	70	<a href="#">View File</a>

**Total Minimum Qualifying Marks for Technical Score: 70**

**QCBS Weightage(Technical:Financial):30:70**

**Designation of CA :** Joint Development Commissioner

**Office of CA :** Office of The Development Commissioner SEEPZ SEZ Authority

**CA approval document link :** [View file](#)

**Pre Bid Detail(s)**

मूल्य भिन्नता खंड दस्तावेज/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
20-05-2026 15:00:00	WebEx Platform: Meeting Link: <a href="https://seepz.webex.com/seepz/j.php?MTID=fff4dba417cbe86b832f34706295c2db1">https://seepz.webex.com/seepz/j.php?MTID=fff4dba417cbe86b832f34706295c2db1</a> Meeting number: 2510 802 8913 Password: Pre@20

**Facility Management Services - LumpSum Based - Industrial; Housekeeping, Collection And Disposal Of Garbage, Horticulture Services, O&M Of Mechanical Work; Consumables To Be Provided By Service Provider (inclusive In Contract Cost) ( 1 )**

**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Type of Premises	Industrial
Type of services required	Housekeeping , Collection and disposal of garbage , Horticulture Services , O&M of Mechanical Work
Cost for Consumables/ Materials	Consumables to be provided by service provider (inclusive in contract cost)
Service component	Cleaning & Sanitation , Gardening , Landscape , Waste Management , Lift
<b>एडऑन /Addon(s)</b>	

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

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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**अतिरिक्त विशिष्टि दस्तावेज /Additional Specification Documents**

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Divyanshi Goyal	400096,DC office, Ministry of Commerce and Industry, SEEPZ, Gate Number 1, Andheri East	Project / Lumpsum Based	N/A

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

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**

Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. [Click here to view the file](#)

3. **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.

4. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

**APPENDIX 3 - Financial Bidding Format (to be submitted with Financial Bid only) is mandatory to be uploaded with the Financial Bid, failing which the bidder may be disqualified.**

5. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file](#).

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer ,is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid.All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM.If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

**This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

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

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

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---धन्यवाद/Thank You---**



**SEEPZ SEZ AUTHORITY PROCUREMENT OF NON-CONSULTING SERVICES**  
(Using E- Procurement mode on Government e-Marketplace Portal)

**Tender Document**

for

**Selection of Facility Management agency for Sweeping, Cleaning, Housekeeping,  
Waste Management, Lift Operations, Tree Pruning and other miscellaneous services at  
SEEPZ-SEZ, Andheri East, Mumbai 400 096.**

Tender Ref. 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.

E-Mail: **dcseepz-mah@nic.in**

Helpline No.: 022-28290856

Landline: 022-28294728/29

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

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

## Key information

S. No.	Item	Description
1.	Proposal Ref. No.	Tender Ref. No.: E-OPT-11/135/2022-EO
2.	Tender Title	Selection of Facility Management agency for Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services at SEEPZ-SEZ, Andheri East, Mumbai 400 096.
3.	Request for Proposal (RFP)	RFP can be downloaded <b>free of cost</b> from the following websites: <a href="https://eprocure.gov.in/eprocure/app">https://eprocure.gov.in/eprocure/app</a>
4.	Date of Tender Publishing	08-05-2026
5.	Date and time till which queries can be sent	18-05-2026 till 5:00 pm
6.	Pre-Bid Conference	20-05-2026
7.	Submission start date	26-05-2026 from 12:00 pm
8.	Last date and time for submission of proposals (Pre-qualification documents and Financial)	01-06-2026 till 06:00 pm
9.	Earnest Money Deposit/Bid security	Rs. 30,00,000/- (Rs. Thirty Lakh only) in the form of RTGS/NEFT raised in the name of <b>SEEPZ-SEZ Authority Funds</b>
10.	Joint Venture/ Consortium	<b>Joint Venture/ Consortium is Not Allowed.</b> However, the Agency/ Service Provider may Sub-Lease or Sub-Contract for Lift AMC under this contract with prior approval from the Authority.
11.	Performance Bank guarantee	5% of the Tender Value
12.	Date and time of opening of Technical Bid documents	02-06-2026 from 10:00 am
13.	Expected date of Award of Contract	TBD
14.	Officer to be contacted in case of any queries	Shri Hanish Rathi Assistant Development Commissioner Email: <a href="mailto:hanishr.g171701@gov.in">hanishr.g171701@gov.in</a> Phone: 022 - 28294756// 7976067037/ 022-28294725  With copy to <a href="mailto:ediseepz-mah@gov.in">ediseepz-mah@gov.in</a> and <a href="mailto:seepz.pmu@gov.in">seepz.pmu@gov.in</a>

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<b>ABBREVIATIONS</b>
<b>ADC</b> – Additional / Assistant Development Commissioner
<b>AMC</b> – Annual Maintenance Contract
<b>ATC</b> – Additional Terms & Conditions
<b>BFC</b> – Business Facilitation Centre
<b>BMC</b> – Brihanmumbai Municipal Corporation
<b>BWG</b> – Bulk Waste Generator
<b>C&amp;D Waste</b> – Construction & Demolition Waste
<b>CA</b> – Chartered Accountant
<b>CA (Area)</b> – Common Area
<b>CFC</b> – Common Facility Centre
<b>COP</b> – Car Operating Panel
<b>CPCB</b> – Central Pollution Control Board
<b>CPPP</b> – Central Public Procuring Platform
<b>CTFS</b> – Combined Technical & Financial Score
<b>DB</b> – Distribution Board
<b>DDC</b> – Deputy Development Commissioner
<b>EE</b> – Electrical Equipment
<b>EMD</b> – Earnest Money Deposit
<b>EPF</b> – Employees’ Provident Fund
<b>ERP</b> – Enterprise Resource Planning
<b>ESIC</b> – Employees’ State Insurance Corporation
<b>FM</b> – Facility Management
<b>FY</b> – Financial Year
<b>G&amp;J</b> – Gems & Jewellery
<b>GeM</b> – Government e-Marketplace
<b>GST</b> – Goods and Services Tax
<b>GSTIN</b> – Goods and Services Tax Identification Number
<b>GTC</b> – General Terms & Conditions (GeM)
<b>IVC</b> – In-Vessel Composting
<b>IEC</b> – Information, Education and Communication
<b>IGST</b> – Integrated Goods and Services Tax
<b>INR / Rs.</b> – Indian Rupees
<b>JDC</b> – Joint Development Commissioner
<b>L1</b> – Lowest evaluated bidder
<b>LFB</b> – Lowest Financial Bid
<b>LoI</b> – Letter of Intent
<b>LOP</b> – Landing Operating Panel
<b>MCB</b> – Miniature Circuit Breaker
<b>MCCB</b> – Moulded Case Circuit Breaker
<b>MIS</b> – Management Information System
<b>MLWF</b> – Maharashtra Labour Welfare Fund
<b>MMR</b> – Mumbai Metropolitan Region
<b>MPCB</b> – Maharashtra Pollution Control Board
<b>MSME / MSE</b> – Micro, Small and Medium Enterprises / Micro & Small Enterprises

<b>MSW</b> – Municipal Solid Waste
<b>NEFT</b> – National Electronic Funds Transfer
<b>Nos.</b> – Numbers (quantity)
<b>OEM</b> – Original Equipment Manufacturer
<b>OSHA</b> – Occupational Safety and Health Administration
<b>OWC</b> – Organic Waste Converter
<b>PAO</b> – Pay and Accounts Office
<b>PBG</b> – Performance Bank Guarantee
<b>PoSH Act</b> – Prevention of Sexual Harassment at Workplace Act
<b>PPE</b> – Personal Protective Equipment
<b>Procuring Entity / Authority</b> – SEEPZ SEZ Authority
<b>PWD</b> – Public Works Department
<b>QCBS</b> – Quality Cum Cost Based Selection
<b>RCCB</b> – Residual Current Circuit Breaker
<b>RFP</b> – Request for Proposal
<b>RTGS</b> – Real Time Gross Settlement
<b>SDF</b> – Standard Design Factory
<b>SEEPZ</b> – Santacruz Electronic Export Processing Zone
<b>SEZ</b> – Special Economic Zone
<b>SLA</b> – Service Level Agreement
<b>Sn. / Sr. No.</b> – Serial Number
<b>SOP</b> – Standard Operating Procedure
<b>SPOC</b> – Single Point of Contact
<b>Sq. Ft.</b> – Square Foot
<b>STC</b> – Special Terms & Conditions (GeM)
<b>STP</b> – Sewage Treatment Plant
<b>SWM</b> – Solid Waste Management
<b>SWM Rules</b> – Solid Waste Management Rules (2016 / amended 2025)
<b>TEC</b> – Tender Evaluation Committee
<b>Tender / Bid</b> – Offer submitted by a bidder in response to the RFP
<b>TPD</b> – Tons Per Day
<b>TS / FS</b> – Technical Score / Financial Score
<b>TW / FW</b> – Technical Weightage / Financial Weightage
<b>UPS</b> – Uninterruptible Power Supply
<b>V3F</b> – Variable Voltage Variable Frequency Drive

## Section 1 - NOTICE INVITING TENDER

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 Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services of a total approximate area of approximately 21.48 lakh square feet **which is currently maintained by existing vendor for Housekeeping** by deploying about 80 to 90 personnel and using machinery/equipment along-with necessary consumables. The selected Agency must independently assess and propose manpower based on the additional scope of work as per this Tender and submit it with the Financial Bid or before onboarding.

### Note:

- a. Above details are only for reference. Bidders have to visit and analyze the requirement as per their experience, and the bidder has to also submit proper justification and their planning for providing satisfactory services.
- b. E-Tenders are invited under two bid systems (Part- I: Technical Bid and Part –II: Financial Bid) from eligible agencies having eligibility and qualifications mentioned in Section-4 along with other mandatory permissions/ certifications required to provide Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations and Tree Pruning Services at Industrial areas.
- c. Tender document can be downloaded from the official website <https://seepz.gov.in/> and GeM Portal
- d. All bidders have to read and understand the Bid document carefully. Any clarifications/ doubts/ queries can be sought before the last date of site-visit on GeM portal only.
- e. Bidders have to read and understand the Scope of Work described at 'Section 5 – Scope of Work and Technical Specifications' and encouraged to submit their respective Bids after visiting the Project site and ascertaining for themselves the site conditions, location, surroundings, climate, availability of power, water and other utilities, access to site, handling and storage of materials, weather data, applicable laws and regulations, and any other matter considered relevant and necessary to provide the Facility Management Services to a Central Government Department situated at Mumbai (Maharashtra).
- f. The Bidder must independently assess and propose manpower based on the defined scope and submit it with the Financial Bid or before onboarding.
- g. In case of any issues or queries related to the e-procurement portal, kindly send an email request to the Estate Officer, SEEPZ-SEZ.
- h. SEEPZ SEZ Authority reserves the right to accept any or reject any or all of the Bids at any time during the Bidding process.
- i. Bid Security/EMD for the amount of Rs. 30,00,000/- (Rs. Thirty Lakh only) in the form of RTGS/NEFT raised in the name of SEEPZ-SEZ Authority Funds payable before

the last date of submission of bids.

The beneficiary details are:

**Name of the Beneficiary:** SEEPZ SPECIAL ECONOMIC ZONE AUTHORITY

**Bank and Branch Name:** Punjab National Bank, SEEPZ branch

**Account no.:** 1253002100028398

**IFSC Code:** PUNB0125300

**Payable at:** Mumbai

Sd/-

Assistant Development Commissioner,  
Development Commissioner's Officer, SEEPZ,  
Andheri, Mumbai

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

Contact No. 022 – 28294756// 7976067037

## Section 2 - INSTRUCTIONS TO BIDDERS

### 2.1 Agreement Overview

This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the **Procuring Entity (or SEEPZ SEZ Authority)** and **Service Provider (or Facility Management Agency)** for Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services. The purpose of this agreement is to facilitate implementation of Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services at the Procuring Entity’s premises or any other premises designated by Procuring Entity. This Agreement outlines the scope of work, Procuring Entity’s obligations, special terms and conditions related to service delivery and payment of services for mutual understanding of the stakeholders. The Agreement remains valid till completion of scope of services or end of contractual duration (whichever is earlier) unless either superseded by a revised agreement mutually endorsed by the stakeholders or terminated by either of the parties thereof. However, if the contract is extended for any period by the Procuring Entity after completion of the same, the agreement will be applicable till the last date of extended period.

The Services contracts placed through GeM shall be governed by following set of Terms and Conditions:

- i) General terms and conditions for Services;
- ii) Service Specific STC of the Services contracts shall include the service level agreement (SLA) for the service;
- iii) Additional Terms and Conditions specified by the Procuring Entity.

The above terms and conditions are in reverse order of precedence i.e. ATC supersedes Service specific STC which supersede GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with scope of work and service level agreement as enumerated in the document shall be construed to be part of the Contract between Procuring Entity and Service Provider.

### 2.2 Objectives and Goals

The objective of this agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to Procuring Entity by Service Provider. The goals of this agreement are to:

- i) Provide clear reference to service ownership, accountability, roles and responsibilities of both parties
- ii) Present a clear, concise and measurable description of services offered to the Procuring Entity
- iii) Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified
- iv) To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons

The agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. The

agreement can also be revised/ modified on mutual consent of the stakeholders, however, the procuring entity reserve rights to modify the same depending on the circumstances at any time of the contract during the Contract period or extended period.

### **2.3 Parties to the Agreement**

The main stakeholders associated with this agreement are below-

- i) **Procuring Entity:** Procuring Entity is responsible to provide clear instructions, approvals and timely payments for the services availed.
- ii) **Service Provider:** Service Provider responsible to provide all the required services in timely manner and ensure all the mandatory compliance mentioned in this tender document and applicable laws/ rules & regulations to provide Facility Management services for Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning Services and other miscellaneous services at a Government Department situated at Mumbai (Maharashtra) location.

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders have read and understood the same before signing the document.

**Note:** Procuring Entity reserve rights to impose suitable penalties for any other violations or non-adherence to the Service obligations by the Service Provider if the penalty is not defined in this tender document or Contract agreement.

### **2.4 Clarification of Bid Documents**

- i) A prospective bidder, requiring any clarification on the Bid Documents shall sought the same from the Procuring Entity on GeM portal only. The Procuring Entity will respond the same in due time. No complaints/ queries/ clarifications will be entertained on E-mails or offline letters.
- ii) Any clarification/ corrigendum issued by SEEPZ SEZ AUTHORITY in response to query raised by prospective bidders shall form an integral part of bid documents and shall amount to an amendment of the relevant clauses of the bid documents.
- iii) Site visit of the premises to be conducted by the bidders during the defined period for fair idea of the scope of work.

### **2.5 Amendment of Bid Documents**

- i) At any time prior to the deadline for submission of bids, the SEEPZ-SEZ authority may, for any reason deemed fit by it or in response to a clarification requested by a prospective bidder, amend or modify the Bidding Documents by issuing Amendment(s)/corrigendum.
- ii) In order to give reasonable time to prospective Bidders to take necessary action in preparing their bids, the Procuring Entity may, at its discretion, extend the deadline or the submission of bids and other allied timeframes which may be linked with that deadline. However, no bidder can seek extension as a right for any reason; SEEPZ Authority decision for the same will be final and binding.

- iii) Any Bidder who has downloaded the Bidding Documents should check the Amendment(s) / Corrigendum, if any, issued by the SEEPZ-SEZ authority on the GeM portal. The Procuring Entity shall not be responsible in any manner if prospective Bidders miss any Amendment(s)/ Corrigendum published by the Procuring Entity on the GeM portal or its website.

## **2.6 Documents Comprising the Bid**

The bid prepared by the bidder shall ensure availability of all the components in the **Form 2** in the Annexure of the Bid Document and upload all the documents mentioned in eligibility criteria/ Qualification mentioned at Section 4 and ATC of this Bid documents. If Bidder has not uploaded any non-historic documents before the last date to upload the bid on GeM portal, the bidder will be disqualified at Technical stage itself without providing any further opportunity to provide the said documents.

## **2.7 Bid Terms & Conditions Acceptance Form**

Bidders have fill **Form 3** in the Annexure to accept all the Bid Terms & Conditions which includes GTC & STC of GeM and ATC uploaded by the Procuring Entity.

## **2.8 Financial Quote**

Prices indicated in the Price Schedule shall be entered in the following manner:-

- i) Bidder shall quote rates based on area given and his own observation during visit for each site. Sites for which area is not given bidder shall quote rate as per his own observation during visit.
- ii) The supplier shall quote as per price schedule given in **Form 6** in the Annexure for the scope of work, material and machinery mentioned in the bid document.
- iii) The evaluation of financial bids shall be excluding GST. Section 16 of the IGST Act categorizes services provided to SEZs as zero-rated. Hence, there shall be no instance of GST.
- iv) Bidders are required to quote average rate per square feet amount which shall include Service Charges; Consumables and other cost involved to operate the machinery to be used for the Facility Management purpose. No other charge will be payable other than quoted per square feet amount during the Complete Contract period.

## **2.9 Documents Establishing Goods' Conformity to Bid Documents**

The bidder shall furnish a clause-by-clause compliance on the Procuring Entity's technical Specifications and Commercial Conditions demonstrating substantial responsiveness to the Technical Specifications and Commercial Conditions. A bid without clause-by-clause compliance of the Scope of Work shall not be considered.

## **2.10 Bid Security / EMD**

As this is a comprehensive tender, the bidder shall furnish without fail, as part of its bid, a bid security in the form of RTGS/NEFT, in the name of SEEPZ SEZ Authority Funds as mentioned in Section-1(NIT).

**There is no exemption or relaxation for MSEs for bid security/EMD and tender**

**document cost.** The bid security (EMD) is required to protect the Procuring Entity against the risk of bidder's conduct, which would warrant the forfeiture of bid security (EMD amount) pursue motto.

Bid Security/EMD for the amount of Rs. 30,00,000/- (Rs. Thirty Lakh only) in the form of RTGS/NEFT raised in the name of **SEEPZ-SEZ Authority Funds** payable before the last date of submission of bids.

The beneficiary details are:

**Name of the Beneficiary:** SEEPZ SPECIAL ECONOMIC ZONE AUTHORITY

**Bank and Branch Name:** Punjab National Bank, SEEPZ branch

**Account no.:** 1253002100028398

**IFSC Code:** PUNB0125300

**Payable at:** Mumbai

The bid security of the unsuccessful bidder will be discharged/ returned as promptly as possible and within 30 days of finalization of the tender (agreement and payment of PBG by successful bidder) or expiry of the period of the bid validity period prescribed by the Procuring Entity in pursuant to clause 14.

The successful bidder's bid security (EMD) will be discharged upon the bidder's acceptance of the contract on GeM Portal and furnish the Performance Bank Guarantee.

### **2.11 Period of Validity of Bids**

- i) Bid shall remain valid for period specified in Section-1. A bid valid for a shorter period shall be rejected by the Procuring Entity being non- responsive.
- ii) In exceptional circumstances, the Procuring Entity may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under clause 11 shall also be suitably extended. The bidder may refuse the request without forfeiting its bid security. A bidder accepting the request and granting extension will not be permitted to modify its bid.

### **2.12 Power of Attorney**

- i) The power of Attorney is executed by a person who has been authorized by the Board of Directors of the bidder in this regard, on behalf of the company/ institution/ corporate body (on Rs.500/- stamp paper).
- ii) In case of the bidder being a firm, the said Power of Attorney should be executed by all the partner(s) in favor of the said Attorney.
- iii) Attestation of the specimen signatures of authorized signatory by the Company's/ firm's bankers shall be furnished. Name, designation, Phone number, mobile number, email address and postal address of the authorized signatory shall be provided.

### **2.13 Submission of Bids**

- i) Bids must be submitted by the bidders on or before the specified date & Time as indicated in NIT.
- ii) The Procuring Entity may, at its discretion, extend this deadline for the submission of bids by amending the Bid Documents in accordance with clause 5 in which case all rights and obligations of the Procuring Entity and bidders previously subject to the deadline will thereafter be subjected to the extended deadline.

### **2.14 Opening of Bids by Procuring Entity**

Technical Bids will be opened on specified date as indicated in NIT subject to the amendment as per clause 5 above. Financial Bids will be opened after Technical evaluation by the TEC and decision of the TEC thereon.

### **2.15 Clarification of Bids**

To assist in the examination, evaluation and comparison of bids, the Procuring Entity may, at its discretion ask the bidder for the clarification of its bid through the GeM Portal or mail. The Procuring Entity at its discretion may call for any clarification regarding the bid document through the GeM Portal or E-mail before opening the Financial Bid.

### **2.16 Award of Contract**

- i) The Procuring Entity 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).
- ii) The final selection of the Service Provider/ 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 Service Provider/ Agency/Bidder 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.
- iii) 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 Procuring Entity 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 Service Provider/ 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 marks 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 Service Provider/ Agency/Bidder 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 Service Provider 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.

Name of Bidder	Technical Score	Technical weightage (TW)	Financial Score	Financial weightage (FW)	Combined Technical & Financial Score	Rank of the Bidder
	(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 Procuring Entity 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.

## 2.17 Technical Evaluation

- i) The bid of any bidder who has not complied with any of the conditions prescribed in Eligibility Criteria & Qualification Requirements at Section-4 of this Bid document will be rejected at Technical stage only and Financial Bid of the said bidder will not be evaluated.
- ii) Procuring Entity shall evaluate the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have

been furnished, whether the documents have been properly signed and whether the bids are generally in order.

- iii) Prior to the detailed evaluation pursuant to clause 17, the Procuring Entity will determine the substantial responsiveness of each bid to the Bid Document. For purposes of these clauses, a substantially responsive bid is one which confirms to all the terms and conditions of the Bid Documents without material deviations. The Procuring Entity's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence. Non-submission or incomplete submission of documents by the bidders will lead to disqualification of the Bid at technical stage only, no further evaluation will be done for such bids. However, Procuring Entity can seek clarification or short-fall documents or both in case of shortfall document is historic in nature and exist on the date of filing of the Bid within a stipulated time on GeM Portal. Bidders have to regularly check the GeM Portal to respond such queries and shortfalls, failing which Bid will be disqualified without providing further opportunity.
- iv) A bid, determined as substantially non-responsive will be rejected by the Procuring Entity and shall not subsequent to the bid opening be made responsive by the bidder by correction of the non-conformity.
- v) The Procuring Entity may waive any minor infirmity or non-conformity or irregularity in a bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

## **2.18 Comparison of Substantially Responsive Bids & Financial Evaluation**

- i) Financial bids of only the technically qualified bidders will be opened for financial evaluation.
- ii) The evaluation of financial bids shall be excluding GST as Section 16 of the IGST Act categorizes services provided to SEZs as zero-rated. Hence, there shall be no instance of GST. No such claims will be entertained after uploading the Bid that the financial bid submitted was inclusive of GST.
- iii) The form for submission of financial bid in PDF format is to be uploaded on the GeM portal simultaneously in Financial Bid Section only. Any indication of financial quote at Technical Evaluation stage will lead to rejection of the Bid at technical stage only. Bidders are required to quote an amount as per the Annexure attached herewith in this document. The Authority may ask to share a further break up at the LOA stage, which shall include Minimum Wages and other mandatory allowance along with Service Charges.
- iv) The form for submission of financial bid in PDF format is to be uploaded on the GeM portal simultaneously in Financial Bid Section only. Any indication of financial quote at Technical Evaluation stage will lead to rejection of the Bid at technical stage only. Bidders are required to quote per square Foot amount which shall include Minimum Wages & other mandatory allowances of Central & Maharashtra Government for giving services in state of Maharashtra for Central Government Organization, cost of Consumables, Rent of hiring of machineries (described in bid document) , cost of other cleaning and safety equipment, Uniform Costs and other required costs etc. if any, considered by the bidder along with

Service Charges.

- v) The Procuring Entity shall evaluate in detail and compare the bids previously determined to be substantially responsive pursuant to clause 16. The evaluation and comparison of responsive bids shall be done on the basis of Net cost to SEEPZ SEZ AUTHORITY on the prices of the services offered inclusive of Duties and taxes (but excluding GST), Consumables, Service Charges and any other charges quoted by the bidder.
- vi) Successful bidder shall mandatorily submit breakup of the quoted rate for area-wise cleaning per square feet rate; Service Charges; Cost of Consumables; Rent of Machinery and other required cost considered by the bidder, if any. Breakup is only for “after award of contract” compliance & determination of penalties purpose. This will not have any bearing for Financial Evaluation.
- vii) Financial Evaluation will be based on the total quoted lump-sum amount by the bidder as mentioned at para (2) above; however, the breakup of Salary components as mentioned at para (3) above is mandatorily to be provided by the bidders, before inception of the Services.

## **2.19 Contacting the Procuring Entity**

Subject to Clause 16, no bidder shall try to influence the Procuring Entity on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded. Any effort by a bidder to modify its bid or influence the Procuring Entity in the Procuring Entity's bid evaluation, bid comparison or contract award decision shall result in the rejection of the bid. Procuring Entity reserves the rights for unilateral decision in this regard.

## **2.20 Placement of Order**

The Procuring Entity shall consider placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically, commercially and financially acceptable. The Procuring Entity reserves the right for the placement of order of entire tendered quantity on the bidder with the lowest evaluated price subject to the quoted price is not un-realistic.

The Procuring Entity shall consider placement of orders for commercial supplies only on those eligible bidders whose offers have been found technically, commercially and financially acceptable. The Procuring Entity reserves the right to place the order for the entire tendered quantity on the bidder with the lowest evaluated price, subject to the quoted price not being unrealistic. In the event the Tender Evaluation Committee (TEC) finds the lowest evaluated price to be unrealistic or unviable, the Procuring Entity reserves the right to take appropriate action deemed necessary.

## **2.21 Procuring Entity's Right to Vary Quantities**

SEEPZ SEZ AUTHORITY reserves the right to increase/decrease the scope of work up to 25% of the services specified in the schedule of requirements without any change in the per square feet rate and other terms and conditions at the time of award of contract.

## **2.22 Procuring Entity's Right to Accept and to Reject any or all Bids**

The Procuring Entity i.e. SEEPZ SEZ AUTHORITY reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of Procuring Entity's action.

## **2.23 Signing of Contract**

After acceptance of the Financial Evaluation, a Contract will be signed between the successful Bidder and the Procuring Entity after receiving Performance Bank Guarantee from the Successful Bidder.

## **2.24 Annulment of Award**

Failure of the successful bidder to comply with the requirement of clause 17; 19 & 22 shall constitute sufficient ground for the annulment of the award and the forfeiture of the bid security (EMD) in which event the Procuring Entity may make the award to any other bidder at the discretion of the Procuring Entity or call for new bids.

## **2.25 Extension of Tender Period**

The agreement shall be valid for a period of **two years** and will be extended on same terms and conditions in step of six months but not more than one year subject to satisfactory performance during the previous period by the Service Provider. This is subject to extension of the Performance Bank Guarantee of same amount or enhanced amount as per the discretion of SEEPZ SEZ AUTHORITY, one month prior to the end of the agreement.

## **2.26 Near-Relationship Certificate**

The bidder should give a certificate that none of his/ her near relative, as defined below, is working in the units where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and SEEPZ SEZ AUTHORITY will not pay any damage to the company or firm or the concerned person.

The Company or firm or the person will also be debarred for further participation in any of the bidding of SEEPZ SEZ Authority in future.

The near relatives for this purpose are defined as:-

- a. Members of a Hindu undivided family.
- b. They are husband and wife.
- c. The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law),

brother(s) and brother's wife, sister(s) and sister's husband (brother in law). The format of the certificate is given in **Form 10** in the Annexure.

## 2.27 Verification of Documents and Certificates

The bidder will ensure that all the documents and certificates, including experience/ performance and self certificates submitted by him are correct and genuine before enclosing them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder. If any document/ paper/ certificate submitted by the participant bidder is found / discovered to be false / fabricated / tempered / manipulated either during bid evaluation or during award of contract or thereafter, then the Procuring Entity will take inter alia action as given below:

- a. Rejection of Bid & Forfeiture of EMD.
- b. Cancellation of Contract & Forfeiture of Performance Bank Guarantee.
- c. Procuring Entity reserves its rights for legal consequences.

Opened bid part which is already signed by the authorized representative of the bidder company during bid submission will be signed by the tender opening committee on hard copy and preserve it along with the bids received online in case of e-tendering.

## 2.28 Instructions Regarding Action that will be taken on the Bidder during the Procurement Process

S. No.	Defaults of the bidder / vendor.	Action to be taken
A	B	C
1(a)	<p>Submitting fake / forged</p> <p>a) Bank Instruments with the bid to meet terms&amp; condition of tender in respect of tender fee and/ or EMD;</p> <p>b) Certificate for claiming exemption in respect of tender fee and/ or EMD;</p> <p>and detection of default at any stage from receipt of bids till award of Contract.</p>	<p>i) Rejection of tender bid of respective Vendor.</p> <p>ii) Blacklisting of Service Provider for 3 years which implies barring further dealing with the vendor for procurement of Goods &amp; Services including participation in future tenders invited by SEEPZ SEZ AUTHORITY for 3 years from date of issue of blacklisting order.</p> <p>iii) Termination/ Short Closure of Contract, if issued. This implies non-acceptance of further supplies / work&amp; services except to make the already received material work/ complete work in hand.</p>
	<p>Submitting fake / forged documents towards meeting eligibility criteria and qualification required and as supporting documents towards other terms &amp; conditions with the bid to meet terms &amp; condition of tender :</p>	

S. No.	Defaults of the bidder / vendor.	Action to be taken	
1(b)	(i) If detection of default is prior to award of Contract	i) Rejection of Bid & ii) Forfeiture of EMD. iii) Blacklisting of Service Provider.	
	(ii) If detection of default after issue of Contract on GeM but before receipt of PBG.	i) Cancellation of Contract , ii) Rejection of Bid & iii) Forfeiture of EMD. iv) Blacklisting of Service Provider.	
	(iii) If detection of default after receipt of PBG.	i) Cancellation of Contract , ii) Rejection of Bid & iii) Forfeiture of PBG. iv) Blacklisting of Service Provider However on realization of PBG/ SD amount, EMD, if not already released shall be returned.	
	<b>Note 1:-</b> However, settle bills for the service received in correct quantity and quality if pending items do not affect working or use of supplied service.		
	<b>Note 2:-</b> No further supplies are to be accepted except that required to make the already supplied items work, However, Procuring Entity can take a decision to carry on services on mutually agreed conditions till finalizations of the New Contract.		
2	If vendor or his representative uses violent/ coercive means viz. Physical/Verbal means to threaten Procuring Entity's Executive/employees and/ or obstruct him from functioning in discharge of his duties & responsibilities during the tender process, Or  try to influence the Procuring Entity on any matter relating to its bid, from the time of the bid opening till the time the contract is awarded. Any effort by a bidder to modify its bid or influence the Procuring Entity in the Procuring Entity's bid evaluation, bid comparison or contract award decision.	Banning/ Blacklisting of Bidder for 3 years which implies Barring further dealing with the vendor for procurement of Goods & Services including participation in future tenders invited by SEEPZ SEZ AUTHORITY for 3 years from date of issue of banning order.	
3	If Successful bidder- a).do not accept the Contract on GeM Portal within 03 Working days, b).do not submit PBG within 15 working days after accepting the Contract on GeM. c).do not sign the contract within 20	i) Cancellation of Contract , ii) Rejection of Bid & iii) Forfeiture of EMD. iv) Blacklisting of Service Provider.	

S. No.	Defaults of the bidder / vendor.	Action to be taken
	days after accepting the Contract on GeM.	
4.1	Failure to supply and/ or Commission the equipment and /or execution of the work at all even in extended delivery schedules, if granted by the Procuring Entity against Contract agreement.	i) Termination/ Short Closure of the Contract. ii) Recover the excess charges if incurred from the PBG or outstanding bills, if any. <b>Note:</b> Procuring Entity can allow for supply of Services till finalization of new Tender.
4.2	Failure to supply and/ or Commission the equipment and /or execution of the Work in full even in extended delivery schedules, if granted by the Procuring Entity against Contract agreement.	
5.1	The equipment supplied does not perform satisfactory in the field in accordance with the specifications mentioned in the Contract.	i) If the material is not at all acceptable, then return the non-acceptable material (or its part) & recover its cost, if paid, from the outstanding Bills/ PBG.
6	If the vendor is declared bankrupt or insolvent or its financial position has become unsound and incase of a limited company, if it is wound up or it is liquidated.	i) Termination/ Short Closure of the Contract. ii) Settle bills for the Services received in correct quantity and quality. <b>Note:</b> Procuring Entity can allow for supply of Services till finalization of new Tender.
7	In the event of the vendor, its proprietor, Director(s), partner(s) is / are convicted by a Court of Law following prosecution for offences involving moral turpitude in relation to the business dealings.	

## **Section 3 - ADDITIONAL TERMS AND CONDITIONS OF CONTRACT**

This Section Contains Additional Terms & Conditions (ATC) than available on GeM, however, General Terms & Conditions (GTC) and Special Terms & Conditions of GeM also applicable on the Service Provider. Wherever, there is contradiction in the SEEPZ SEZ, added ATC and GTC & STC of GeM, SEEPZ SEZ Authority's interpretation will be final.

### **3.1 Service Details and Standards**

- a) The works shall be carried out as per the instructions of authorized officials of Procuring Entity and the standards/benchmark of conditions and specifications of Facility Management service industry shall be maintained.
- b) Inspection of quality by supervisors during the execution of service by the staff should be regular/ periodic.
- c) Smoking and chewing tobacco etc. is strictly prohibited during working hours. Any of the Service provider's deployed staff found smoking/chewing in the Procuring Entity's premises shall be removed immediately and shall not be deployed again over the contract duration.
- d) The Service Provider shall be solely responsible for the redressal of grievances/ resolution of disputes relating to persons deployed. The Procuring Entity shall, in no way, be responsible for settlement of such issues whatsoever.
- e) No deployed manpower shall be allowed to stay in the Procuring Entity's premise unnecessarily after working hours without Procuring Entity's permission.
- f) The Procuring Entity shall have the right to inspect the premises where services are provided by the vendor at any time. In case of any deficiencies found in the service provided pursuant to such inspection, the Authorized Person from the Service Provider shall address the same. In case the concerns of the Procuring Entity are not addressed within a reasonable time, the Procuring Entity would have the right and authority to issue order and directions necessary, including the levy of penalty for the effective implementation of the services.

### **3.2 Defined Timelines**

- a) Service Provider shall adhere to the timelines in the Schedule of Work/Scope of Work provided by the Procuring Entity in the contract for carrying out the Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services at SEEPZ-SEZ.
- b) Service provider to ensure cleanliness as detailed in the scope of work during the entire period of contract by virtue of always providing sufficient resources necessary.
- c) After issuance of the Work Order, the Service Provider shall deploy the required manpower within 3 (three) working days and deploy all machinery and equipment within 30 (thirty) days from the date of commencement of work. Any delay beyond the stipulated timelines may attract penalties as per provisions of the RFP and Service Level Agreement.

### **3.3 Service Assumptions**

- a) The Service Provider shall not sublet any part of the Contract and shall be responsible

and liable to deliver the services as per the contract.

- b) For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Procuring Entity Department.
- c) Service Provider has to submit details of Authorized Persons/ Supervisors and Key Staff to the Estate Officer before deployment. Only authorized staff of the Service Provider will be allowed entry at the premises of the Procuring Entity on production of identity badge.
- d) The premises are the property of the Procuring Entity and Service Provider is only permitted to enter and manage the premises as long the contract remains valid.
- e) Guarding/maintaining the Service Provider's machinery being used by the Service Provider or permitted to use by the Procuring Entity at Procuring Entity's premises shall be the responsibility of Service Provider.
- f) Service Provider will not use his consumables (when deployed at Procuring Entity premises) or Procuring Entity's consumables for any personal use or for any other activity not related to the scope of work under the contract.
- g) Any violation of contractual obligations by the Service Provider shall attract penalties, before imposing a penalty; the Procuring Entity will provide 3 days prior notice to the Service Provider to make its representation. If the response of the Service Provider is found unsatisfactory, penalties shall be deducted from the payments due to the Service Provider as defined in this Bid document or as per discretion of Procuring Entity (if penalty for that violation is not defined in the Bid document).
- h) The Service Provider shall maintain daily records for waste collection and handling, including weighment, movement, handover/disposal and area-wise registers.
- i) All records shall be certified by the Service Providers' supervisor and produced to SEEPZ on demand.
- j) Non-maintenance of records or failure to provide documentary proof of waste handling or disposal shall be treated as non-compliance under the contract.

### **3.4 SEEPZ SEZ Authority's obligations**

- a) Deployment of manpower shall be with the concurrence of nominated official of SEEPZ SEZ Authority and nominated official shall be responsible for close co-ordination with the service provider and shall monitor the activities performed by the service provider persons and will be responsible for its optimum utilization.
- b) The SEEPZ SEZ administration shall notify a Contract Management framework wherein a hierarchical contract monitoring of management of the service providers adherence to the Contract Conditions and SLA's shall be monitored, evaluated and payment milestones appeared as per pre-agreed rates quotes, accepted and contract awarded thereof. Penal fine as per due provision of contract shall be levied on failure to confirm to all SLA's as per the Vendor/Service provider having shortcoming in the SLA's as per the contract agreement such conflict management shall have a pre-defined periodicity.

- c) The Procuring Entity shall assign a point of contact for the Service Provider, who shall manage and co-ordinate all the Service Provider related issues/requirements.
- d) The Procuring Entity shall define penalties, feedbacks, comprehensive SLA, etc. to ensure the timely and quality delivery of service.
- e) In case of any change in the applicable Law with respect to taxes and duties, the remuneration and reimbursable expenses payable to the Service Provider shall be increased or decreased accordingly by the Procuring Entity under this Contract.
- f) The Procuring Entity shall provide sufficient running water or stored water for cleaning purposes, however, in case of non-availability of the same, Service Provider to make necessary arrangements with consultation and permission of the Procuring Entity.
- g) Procuring Entity should provide access to all parts of designated area as per the scope of Services for the purpose of Services only in pre-decided time-schedule.
- h) The Procuring Entity shall provide a dedicated space to the successful bidder and designate it as “Maintenance Office” to accommodate approximately 10–15 personnel. A designated Liaison Officer/ Project Manager from the Facility Management Agency (successful bidder) shall be stationed to oversee operations and Single Point of Contact in case of any issue/ grievance. In case of non-resolution by agency, Escalation Matrix shall be given to them.
- i) The Procuring Entity should provide space for storage of machinery, consumables, chemicals and any other equipment to the Service Provider, however Procuring Entity do not hold any responsibility of the Security/ Maintenance/ Prevention from damages of the same. Service Provider to make necessary arrangement for the same with consultation and permission of the Procuring Entity.
- j) The Procuring Entity shall monitor standard of service with respect to delay in work, damage to property during delivery, use of unapproved technique & chemicals and manpower to deliver the service.
- k) The Procuring Entity, on fulfilling all the prescribed Rules & Regulations/ norms by the Service Provider shall also provide necessary gate/ entry pass to Procuring Entity's premise/ designated premise for the manpower.
- l) The Procuring Entity shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the Procuring Entity in case of any emergencies.

### **3.5 Service Provider’s Obligations**

#### **A. Employment of manpower by service provider:**

- a) The service provider shall have an operational Application/ Software with features such as Service Request & Ticketing, Work Order Management, Housekeeping & Cleaning Schedules, Asset & Equipment Management, Attendance & Manpower Tracking, Solid Waste & Utilities Monitoring, Audit & Inspection Module, Safety & Incident Reporting, MIS & Dashboards, Document Management, Notifications & Alerts, Role-based Access for effective facility management.

- b) Service provider providing the services shall not employ or engage any person unless he or she is a citizen of India or a citizen of such other country as permitted to be employed in terms of Government rules and regulations in force.
- c) Service provider shall employ only manpower who has completed eighteen years of age. Service Provider shall only employ manpower who satisfied the service provider about his character and antecedents. Further manpower shall satisfy any other conditions as may be prescribed in relevant rules.
- d) The SEEPZ,SEZ Authority shall have the right, within reason, to have any personnel removed who is considered to be undesirable with proper reasoning or otherwise and similarly the Service Provider reserves the right to remove any personnel with prior intimation to the SEEPZ,SEZ Authority, emergencies.
- e) The Service Provider, at all times, shall ensure that the manpower deployed meets the minimum qualification and experience requirements stipulated in the scope of work above.
- f)The Service Provider shall, at all times, abide by the applicable minimum wages as notified by the Ministry of Labour and Employment, Government of India (for Cleaning/ Housekeeping/ Facility Management Services) and all other statutory laws as applicable to Central Government Offices situated at Mumbai (Maharashtra).
- g) The SEEPZ Authority shall not provide any price variation, escalation, or additional financial compensation to the Service Provider on account of any increase in minimum wages, allowances, statutory payments, or any employment-related costs arising at any time during the contract period. This restriction shall apply irrespective of whether such increases result from revisions by the appropriate Government, changes in law, amendments to statutory provisions, or any other conditions that may affect the cost of labour or compliance obligations. The Service Provider shall remain solely responsible for bearing all such financial impacts and shall comply with all applicable statutory requirements at its own cost, without any claim for reimbursement from the SEEPZ Authority.
- h) The service provider must ensure that remuneration paid to all employees deployed under this assignment is commensurate with the minimum wages applicable at that time directly to the employee's bank account & evidences of the same to be produced. Responsibility to ensure the applicable Minimum wages and other statutory laws/ Rules & regulations is only of Service Provider.
- i)The PoSH Act mandates that any organization having 10 (ten) or more employees shall constitute an Internal Complaints Committee by an order in writing. The PoSH Act has been implemented with an aim to prevent and protect women from sexual harassment at the workplace and thereby ensure a safe working environment for women. Service provider shall have an Internal Complaints Committee in the prescribed manner in order to receive and address the complaints of any sort of sexual harassment from women in a time-bound and extremely confidential manner.
- j)The successful bidder shall submit a detailed wage structure and salary bifurcation for each category of deployed staff at the time of onboarding. The wage structure shall be equal to or higher than the minimum wages notified by the appropriate Government

authority and shall comply with all statutory provisions including EPF, ESIC, bonus, leave, and other applicable benefits.

**B. Registers to be maintained by Service provider**

- a) Service provider will maintain a register/digital platform on which day employment of personnel with SEEPZ, SEZ Authority will be entered.
- b) The Service Provider shall maintain all statutory registers/digital platforms under the Law and shall produce the same along with monthly bills and on demand, to the SEEPZ, SEZ Authority or any other authority under Law.
- c) Issue of photo identity card & other equipment.
- d) Manpower deployed by the service provider shall be issued a photo identity card, by the service provider.
- e) The photo identity card shall be issued in such form as may be prescribed by the SEEPZ, SEZ Authority.
- f) Manpower shall carry on his person the photo identity card issued under and shall produce it on demand for inspection by the SEEPZ, SEZ Authority or any other officer authorized by same.
- g) Manpower shall be provided with raincoat & gumboots during monsoon season.

**C. Reports**

All necessary reports and other information will be supplied immediately as required and regular meetings will be held with the SEEPZ, SEZ Authority.

**D. Conduct of the manpower deployed**

- a) The manpower shall not accept any gratitude or reward in any form
- b) Under the terms of their employment agreement with the Service Provider the staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Service Provider.
- c) The personnel engaged by service providers have to be extremely courteous with very pleasant mannerism in dealing with the SEEPZ SEZ Authority and should project an image of utmost discipline. SEEPZ SEZ Authority shall have right to have any person removed in case of its staff complaints or as decided by representative of SEEPZ SEZ Authority if the person is not performing the job satisfactorily or otherwise the Service Provider shall have to arrange suitable replacement in all such cases.
- d) Manpower engaged by the Service Provider shall not take part in any staff union and association.
- e) The people deployed shall, during the course of their work be privy to certain confidential documents and information which they are not supposed to divulge to third person. In view of this, they shall be required to take oath of confidentiality and breach of this

condition shall make Service Provider as well as the person deployed liable for penal action under the applicable laws besides, action for breach of contract.

**E. Uniform and Badges**

- a) Service provider shall ensure that all manpower shall put on arms badge distinguisher the Service Provider for which they are working, shoulder or chest badge to indicate his role or function.
- b) The clothes worn by the manpower while on active duty shall be such that they do not hamper in his efficient performance. In particular they will be neither too tight nor too loose as to obstruct movement or bending of limbs.
- c) Every manpower functioning as supervisor will carry a notebook and writing instrument with him.
- d) Every manpower while on duty shall wear and display photo- identity card issued on the outer most garment above waist level on his person in conspicuous manner.

**F. Monitoring and Supervision by the service provider**

- a) Service provider shall ensure that adequate supervision will be provided to ensure correct performance of the manpower deployed in accordance with the prevailing assignment instructions agreed upon between the service provider and SEEPZ SEZ Authority. Service provider should keep track of performance of the staff deployed and give necessary support to ensure good performance.
- b) The Service Provider will deploy supervisors as per the need given by the SEEPZ SEZ Authority. The supervisor shall be required to work as per the instructions of SEEPZ SEZ Authority.
- c) The Service Provider shall do and perform all such services, acts, matters and things connected with the administration, superintendence and conduct of the arrangements as per the direction enumerated herein and in accordance with such directions, which the Procuring Entity Department may issue from time to time, and which have been mutually agreed upon between the two parties.
- d) The Service Provider shall be responsible for maintaining all property and equipment of the SEEPZ SEZ Authority entrusted to it.
- e) The Service Provider shall nominate a coordinator who shall be responsible for regular interaction with the SEEPZ SEZ Authority so that optimal services of the persons deployed could be availed without any disruption.

**G. Physical standards and medical check up**

- a) The manpower deployed should be free from evidence of any contagious or infectious disease. He or she should not be suffering from any disease which is likely to be aggravated by service or is likely to render him unfit for service or endanger the health of the public.
- b) No medical facilities or reimbursement or any sort of medical claims thereof in respect

of employees provided by the Service Provider will be entertained by the SEEPZ SEZ Authority.

- c) The manpower deployed shall be prohibited from Smoking also prohibited from the use of any intoxicating substances including, but not limited to, intoxicating beverages during the service period or on-site or near the site or in any of the facilities, sites, buildings, encampments, or SEEPZ SEZ premises. The service provider shall exercise influence and authority to the utmost extent to secure strict compliance with this condition.

#### **H. Applicable Leave**

- a) Services hired are for all 7 days also it shall be ensured by the Service Provider that service personnel are given at least 4 holidays in a month.
- b) Weekly day of rest - As per the “Minimum Wages (Central) Rules, 1950”

#### **I. Other Responsibilities**

- a) The bidder must have a branch office at Mumbai (Maharashtra) to ensure smooth co-ordination with the deployed Facility Management Staff and Procuring Entity, whenever needed.
- b) The Service Provider shall ensure best quality work in a planned and time bound manner. Any substandard material used and work beyond set out tolerance limits shall be summarily rejected by the Estate Officer and applicable penalties may be imposed as deemed fit.
- c) The work shall be carried out in a manner complying in all respects with the requirements of relevant bye laws of the local body under the jurisdiction of which the work is to be executed or as directed by the Estate Officer and nothing extras shall be paid on this account.
- d) The Service Provider shall dump garbage from the campus at the designated place.
- e) Existing drains, pipes, cables, overhead wires, sewer lines, water lines and other services encountered in the course of the execution of the work shall be protected against the damage by the Service Provider at his own expense. The Service Provider shall not store materials or otherwise occupy any part of the site in a manner likely to hinder the operations of such services or any other Works of SEEPZ SEZ Authority or Units of SEEPZ SEZ.
- f) The Service Provider shall execute his work in such manner that no damage is made to the existing structure or any property.
- g) The Service Provider shall be responsible for arranging at his own cost all necessary tools, plants & machinery and all other cleaning materials/consumables etc. required for execution of the work as per the agreement.
- h) No assistance of any kind shall be made available by SEEPZ SEZ Authority for the purchase of equipment, plants, machinery, consumables, and materials of any kind or any other items required for execution of the work.

- i) Samples, brand, and other specifications of all materials required for execution of the work shall be got approved by the Estate Officer.
- j) The Estate Officer nominated by SEEPZ SEZ Authority shall be authorized to give instructions to the Upkeep Manager/Supervisor(s) of the Service Provider at the premises of SEEPZ SEZ Authority on all matters relating to this Service.
- k) The Service Provider shall appoint Upkeep Manager /Supervisor(s) as per the requirement of the Scope of Work/Services in the Contract.
- l) The Upkeep Manager deployed by the Service Provider shall report on all matters concerning the above work to the Estate Officer. The Upkeep Manager deputed by the Service Provider will be responsible for detailed planning of work covering allocation of manpower, machinery, and materials required, act as a liaison officer between the Service Provider and the Procuring Entity. He will be responsible for the day-to-day work of the staff deployed by the Service Provider, their attendance, timely payment of salary and wages, compliance with all statutory requirements, and all other relevant jobs.
- m) Other than the above-mentioned scope of work, there may be incidental, ancillary, or miscellaneous activities related to housekeeping, cleaning, sanitation, pruning, waste management, lift operations or allied services required for proper maintenance of the premises. Such activities shall be carried out by the Service Provider at no additional cost to the Procuring Entity, provided they are reasonably related to the services under this contract.
- n) The Service Provider shall ensure that all the machinery that are deployed by the Service Provider is always in running condition. However, in cases of machine break-down, it shall be the responsibility of the Service Provider to provide immediate replacement of the machinery with the similar technical specifications /brand within 02 days, and Service Provider to ensure the un-interrupted Services by arranging any alternatives.
- o) The Service Provider shall exercise adequate supervision to ensure proper performance of Mechanized Cleaning, House Keeping Services and other Facility Management services in accordance with Schedule of Requirements, failure of which shall attract penalty as stipulated in Section 7 of the contract. Multiple failures may lead to cancellation of the contract and award to another Service Provider at the risk and cost of the original Service Provider till finalization of the new Tender.
- p) If the Service Provider receives enquiries from Press/Media/Radio/Television or other bodies / persons, the same shall be referred by the Service Provider to SEEPZ SEZ Authority immediately on receipt of such queries and no information related to the SEEPZ SEZ Authority shall be shared without approval of the Procuring Entity.
- q) After expiry of the Contract period of the Contract of 24 months, SEEPZ SEZ Authority may extend the contract for a further period of 12 months, not exceeding 6 months at a time on the same terms and conditions, except for value of contract which will increase change in concern price index in Central Government wages act, etc from the date of award of contract to date of extension or on mutually agreed terms.

### **3.6 Dispute Resolution**

- a) Any dispute, question, claim, or difference arising out of or concerning contract between

the parties relating to this contract shall be resolved through mutual discussions by both the parties and parties shall make all endeavors to settle this matter amicably.

- b) Procuring Entity reserves right to take appropriate decision in case of non agreement between both the parties.

### **3.7 Duration of the Contract**

- a) Duration of the Contract will be initially for two years from the date of start of the Contract. The contract may be further extended for one more year, not exceeding 6 months at a time as per need of the SEEPZ SEZ Authority and subject to satisfactory performance.
- b) Evaluation of Performance will be done by a committee constituted by the SEEPZ SEZ Authority and report of the committee shall be binding on the Service Provider.

### **3.8 Applicable Laws and Jurisdiction**

- a) This Contract shall be construed and governed in accordance with the Indian Laws.
- b) The courts at Maharashtra only shall have the exclusive jurisdiction to try all disputes, if any, arising out of this Contract between the parties.

### **3.9 Legal Status**

- a) The Service Provider shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this Agreement to any other Service Provider or organization by whatever name be called without the prior written consent of the Procuring Entity.
- b) For all intents and purposes, Service Provider shall be the “Employer” within the meaning of different Rules & Acts in respect of manpower so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the SEEPZ, SEZ Authority.
- c) The persons deployed by the Service Provider shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular / confirmed employees during the currency or after expiry of the Agreement
- d) The SEEPZ SEZ Authority will in no way be responsible for the violation of any rules and/or infringement of any other laws from the time being in force, either by the employee or by the Service Provider. The employees as well as the Service Provider shall comply with the relevant rules and regulations applicable at present and as may be enforced from time to time, for which the SEEPZ SEZ Authority would not be liable or responsible in any manner. The onus of compliance to all the applicable laws/acts/rules shall only rest with the Service Provider.

### **3.10 Disclosure of Information related to services rendered**

Manpower engaged by the power service provider shall not divulge any information acquired by him or her during such employment with respect to the work which he or she has been assigned to anyone other than the SEEPZ SEZ Authority or to such person as the SEEPZ SEZ Authority directs.

### **3.11 Ownership and retention of Material**

- a) SEEPZ SEZ Authority shall own the material and documents provided to the Service

Provider, if in connection with performance of this contract. Service Provider shall not, without the prior written consent of SEEPZ SEZ Authority store, copy, distribute or retain any material or Documents.

- b) Service Provider shall, upon termination of this agreement for any reason, or upon demand by SEEPZ,SEZ Authority, whichever is earliest, return any and all material and information provided to Service Provider by SEEPZ, SEZ Authority, including any copies or reproductions, both hardcopy and electronic.
- c) The Service Provider or manpower provided shall not carry and/or transmit any material, information, application details, equipment or any other goods/material in physical or electronic form, which are proprietary to or owned by SEEPZ, SEZ Authority, out of SEEPZ,SEZ Authority premises without prior written permission from SEEPZ,SEZ Authority.

### **3.12 Transportation**

The responsibility of arranging commutation for the manpower and transportation of any items which are in the scope of service provider and requiring the transportation shall be responsibility of service provider.

### **3.13 Force Majeure**

For the purposes of this Contract, “Force Majeure” means an event which is beyond the reasonable control of a Party and which makes a Party’s performance of its obligations under the Contract impossible or so impractical as to be considered impossible under the circumstances.

The failure of a Party to fulfill any of its obligations under the contract shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event (a) has taken all reasonable precautions, due care and reasonable alternative measures in order to carry out the terms and conditions of this Contract, and (b) has informed the other Party as soon as possible about the occurrence of such an event.

Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

## Section 4 - ELIGIBILITY CRITERIA & QUALIFICATION REQUIREMENTS FOR THE BIDDERS

### 4.1 Eligibility Criteria

As per para 3.1 & 3.2 of Manual for Procurement of Non-Consultancy 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 and must be in existence for last 5 financial years	<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>
2.	Joint Venture	<b>Joint Venture/ Consortium is Not Allowed.</b> However, the Agency/ Service Provider may Sub-Lease or Sub-Contract for Lift AMC under this contract with prior approval from the Authority.

### 4.2 Qualification Requirements

As per 3.8.2 & 5.1.9 of Manual for Procurement of Non-Consultancy 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	a) Average Annual financial turnover of related / similar Facility Management Services during the last three years (FY 2022-23, 2023-24 & 2024-25), ending 31st March of the previous financial year, should be at least Rs. 30,00,00,000/- b) Bidder should have a positive net worth during each of the past 3 financial years i.e. (FY 2022-23 to 2024-25).	1. Audited financial statements for the past 3 financial years (FY 2022-23, 2023-24 & 2024-25). [along with Notes to P&L Account]  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.

2	<p>Bidder should have liquid assets 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 Rs. 3,00,00,000/-</p> <p>This means that bidder must have dedicated cash/credit availability of Rs. 3,00,00,000/- 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 ongoing/ executed / completed Facility management Services, over the last Five years i.e. (FY 2021-22 to 2025-26).</p> <p>a. Three similar completed services costing not less than Rs. 4,00,00,000/-or</p> <p>b. Two similar completed services costing not less than Rs. 5,00,00,000/-; or</p> <p>c. One similar completed service costing not less than Rs.8,00,00,000/-</p> <p>Note: Work experience certificate from the public sector or from public listed company/private company/Trusts having annual turnover of Rs 500 crore and above subject to the same being issued from their Head office by a person of the company duly enclosing his authorization by the Management for issuing such credentials. Certificate from the private individual shall not be accepted.</p> <p>“Similar work” shall mean execution of comprehensive Facility Management Services of comparable scale and complexity,</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 Or CA Certificate certifying the same as per available invoices.</p> <p>b. In case of ongoing project the corresponding contract agreement / work order and CA certification may be submitted provided at least 80% of the total payment has been received by the service provider.</p>

	<p>carried out, which may include the following services:</p> <ul style="list-style-type: none"> <li>•Indoor and outdoor <b>sweeping, cleaning and mechanized housekeeping</b> of large premises;</li> <li>•<b>Solid Waste Management</b> including door-to-door collection, source segregation, internal transportation, processing/composting of wet waste, and scientific disposal in compliance with applicable Solid Waste Management Rules;</li> <li>•<b>Landscaping, horticulture maintenance and tree pruning</b>, including work at height with appropriate safety measures;</li> </ul> <p><i>Note: Similar work shall mandatorily incorporate the experience of Housekeeping.</i></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, valid since last 3 years.</p>

7	The Bidder must have its Branch Office in Mumbai 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)
8	Bidder must possess valid license granted by Maharashtra Public Work Department (PWD) for carrying out Maintenance of Elevators as per Maharashtra Act No. XV of 2018, Chapter IV clause 18.  (Lift O&M maybe sub-contracted, as it is a specialized work)	PWD license for carrying out the lift operations.

#### 4.3 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>		<b>10</b>
a.	Minimum 5 years	05	
b.	Every additional 1 years	01	
<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>		<b>25</b>
a.	Rs.30.00 crore, but < Rs.35.00 Crore	10	
b.	≥ Rs.35.01 Crore, but < Rs.40.00 Crore	15	
c.	≥ Rs.40.01 Crore, but < Rs.50.00 Crore	20	
d.	≥ Rs.50.01 Crore	25	
<b>C.</b>	<b>Positive Net Worth of at-least Rs.3.00 crores - In Audited Financial Statements of Preceding Financial Year ended on 31<sup>st</sup> March 2025</b>		<b>15</b>
a.	Rs.3.00 crore	05	
b.	Every additional 1 crore	02	
<b>D.</b>	<b>Experience as per Section 4.2 appendix 3 (a,b &amp; c)</b>		<b>15</b>
a.	One work of more than 10 Cr	05	
b.	Every additional work of more than 10 Cr	02	
	<b>Note: Period of execution to be between 2021-2026</b>		
<b>F.</b>	<b>Presentation</b>		<b>20</b>
	Presentation on Project Understanding, SOP and	20	

	planning		
<b>G.</b>	<b>Total Manpower on Payroll as on date of publication of bid</b>		<b>15</b>
a.	≥ 250 Persons, but < 500 Persons	05	
b.	≥ 500 Persons, but < 1,000 Persons	10	
c.	≥ 1,000 Persons	15	
	<i>Note: The number of employees shall be registered with ESIC records of the company</i>		

**Note:**

- a) Any doubt/ query/ clarification related to required documents may be sought before 18-05-2026.
- 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.

**4.4 Site Visit**

Date and time till which physical visits to SEEPZ SEZ premises are permissible till 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.

Site visit and Geotagging is mandatory and shall form part of the technical evaluation. Site visits may be conducted by Agencies **from 22 April until the date of the Pre-Bid Meeting**. Prior permission to be sought from the Authority for the visit.

## **Section 5 - SCOPE OF WORK AND SPECIFICATION**

SEEPZ Special Economic Zone (SEEPZ SEZ), Mumbai, intends to engage a competent and experienced **Facility Management Agency** (Service Provider) for the comprehensive management, operation, and maintenance of its infrastructure and premises. The objective of appointing a single, Service Provider is to ensure **efficient upkeep, safety, cleanliness, statutory compliance, and uninterrupted operations** across the SEEPZ SEZ campus.

The selected Service Provider shall be responsible for delivering high-quality services through trained personnel, standardized operating procedures, adherence to all applicable statutory and environmental regulations, and implementation of best industry practices. The scope of work shall broadly include, but not be limited to, the following services:

- a. Indoor Cleaning & Housekeeping
- b. Outdoor Cleaning & Housekeeping
- c. Tree Pruning
- d. Collection, Segregation, Transportation, handover and composting/disposal of waste
- e. Repair, Maintenance and Operations (Annual Maintenance Contract) of Lifts

The Service Provider shall be solely responsible for deployment of adequate and competent manpower, and for arranging, maintaining, and replacing all tools, tackles, consumables, machinery, and equipment required for effective execution of the scope of work in sufficient quantities at all times. The Service Provider shall ensure uninterrupted service delivery and seamless operations across the SEEPZ SEZ premises. Any shortfall in manpower, tools, or equipment leading to service disruption, performance lapses, or non-compliance with defined service levels shall be viewed seriously and may attract penalties as stipulated in this RFP.

### **5.1 Scope of Work for Indoor Cleaning & Housekeeping**

The areas and scope of work related are classified in 8 variants highlighted below:

#### **5.1.1 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.

#### **5.1.2 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 firefighting / prevention systems.

#### **5.1.3 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.

#### **5.1.4 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.

#### **5.1.5 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.

#### **5.1.6 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 firefighting / prevention systems.

#### **5.1.7 Cleaning of exterior building parts**

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

#### **5.1.8 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.

### **5.2 Scope of Work for Outdoor Cleaning & Housekeeping**

#### **5.2.1 Cleaning of Common areas**

1. The scope of Work and the Schedule of services shall include all works but not limited to cleaning & sweeping.
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.
3. Removal of waste papers, packing material, plant leaves (waste) and any other garbage from the entire premises every day.
4. Cleaning and dusting of machines, equipment and vehicles on the Site every day.
5. Cleaning and dusting of planters, posters, notice-boards etc every day.

6. Cleaning of dust bins buckets etc. with detergents on weekly basis.
7. Sweeping of all the common roads and footpaths every day.
8. Bleaching of footpaths to avoid slippery path and to avoid weeding and fungus on the footpath.
9. The Service Provider shall deploy all housekeeping staff at the Client office in the manner and as per the instructions of the Client.
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.
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.
12. The Service Provider shall submit their own schedule of activities for approval of the Client for improvement of housekeeping services.
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.
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.
15. Sweeping of the outside near vicinity of all the buildings in each sector and keeping the near vicinity clean, neat and tidy. A skilled elevated glass façade cleaner shall be appointed to execute the work for cleaning and washing of external curtains and glazing of buildings.
16. The skilled elevated glass façade cleaner shall be trained & shall be equipped with necessary safety belts & other safety equipment. Service Provider should be following 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.
17. The compound walls shall be cleaned ensuring removal of dust and residues on the wall as well the barbed wires.

### **5.2.2 Cleaning of Water tanks**

1. Cleaning of Water Tanks once every three (03) months as per schedule to provide uninterrupted water supply. During the cleaning of the tanks, the agency shall make sure there is backup water tank/ supply to ensure smooth running of operations in the project area.
2. The selected Service Provider shall undertake draining of water tanks and water supply pipelines, followed by disinfection using a chlorine-based chemical, at least once annually or as required to maintain hygiene standards. The agency must provide a minimum of 15 days' prior notice to the Procuring Entity before commencing such activities to enable proper coordination and planning of visitor schedules, ensuring that services and operations remain uninterrupted during the

maintenance period.

3. Overhead water tanks and underground water tanks to be cleaned quarterly. As suggested by the responsible officer for the ward, the cleaning of the overhead tank and the underground water tank shall be carried out by the Agency in case of emergency. Necessary equipment for tank cleaning, such as water pumping motor, ladder, scrapper etc. will have to be procured/arranged by the Agency.

*Details of Water tanks are provided in Appendix 1.*

### **5.3 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.

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

#### **5.3.1 Site Assessment**

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

#### **5.3.2 Tree Trimming**

- i. Prune the identified branches in a manner that does not compromise the overall health of the trees.
- ii. 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.
- iii. Additionally, trim any branches that are lying on peripheral walls and obstructing the CCTV, as per the given instructions making it look aesthetically good.
- iv. All resultant cutting materials shall be properly processed/disposed off.

#### **5.3.3 Safety Measures**

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

#### **5.3.4 Waste Removal**

- i. Collect and dispose of all trimmed branches and debris in an environmentally friendly manner.

- ii. Ensure the site is clean and free of any obstructions post-trimming.
- iii. Disposing away the untreated waste out of the SEEPZ premises

### 5.3.5 Reporting

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

### 5.3.6 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>		<b>1,351</b>

Note: The selected Service Provider may, as directed by the Authority, be required to undertake the plantation of additional trees and/or plants, as well as the maintenance of such plantation where the plants are provided by the Authority. No additional charges shall be payable for these activities, and the same shall be deemed to be included within the scope of this Contract.

*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

Sr.No	Camera No.	Location Of Camera
12	HRC -34	Garbage to Gate no 01 Road
13	HRC-31	Tara Jewelry side
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.

#### 5.4 Scope of Work for Collection, Segregation, Transportation, handover and composting/disposal of waste

1. 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).
2. In this context, SEEPZ (also referred to as Authority) intends to engage a competent and experienced Service Provider capable of delivering end-to-end solid waste

management services as part of Facility Management. The selected Service Provider shall be responsible for the comprehensive management of solid waste operations, including but not limited to source segregation, collection, internal transportation, storage, processing of Wet waste, and environmentally sound disposal of wastes generated from all buildings and common areas within SEEPZ.

3. The Service Provider 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:
  - i. Solid Waste Management Rules, 2016 and subsequent amendments to 2025
  - ii. Duties and obligations prescribed for Bulk Waste Generators (BWGs) under Swachh Bharat Mission (Urban) 2.0 guidelines and performance indicators
  - iii. BMC Solid Waste Management Rules, bye-laws, circulars, and advisories
  - iv. Norms and guidelines issued by Maharashtra Pollution Control Board (MPCB) and Central Pollution Control Board (CPCB) applicable to in-situ waste processing and handling
4. The Service Provider 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 of wet waste and final disposal of non-saleable dry waste, in a manner that ensures full compliance with BWG requirements.
5. 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.

#### **5.4.1 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/ Service Provider / FM 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 selected Service Provider 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. 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	~ 3,440 Kg/day (Plastic Waste, Dry Waste, Primary Metal, Investment powder waste)
2.	Bio-Degradable Waste	~1,450 Kg/ Day (Cardboard waste, Wood, Paper waste)
3.	Compostable Waste (incl. food waste)	~ 1,500 Kg/day
4.	E-waste (on basis of sample of 30 units)	~ 29 Kg/day
<b>Total</b>		<b>~6,375 Kg/ day</b>

4. The scope of service of the Service Provider 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 collection of 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
Multi-storeyed	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>

#### 5.4.2 Detailed scope of work

##### I. Collection & Segregation of Waste

1. The collection service has to be **door-to-door** of the MSW producer i.e. source.
2. The Service Provider 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. The SEEPZ administration and the Service provider shall provide specifications and sizes of Dustbins to the units and the units shall procure the unit level dustbins. Whereas, building wise Dustbins shall be deployed by SEEPZ Authority.
4. One large metal dustbin for 4-way segregation shall be installed outside each building block by the Authority.
5. If Units are disposing waste in common dustbin of building, they may label waste bags, enabling identification of units not complying with waste segregation norms.
6. The Service Provider 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.
7. 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.

8. The contractor/Agency/ Service Provider 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.
9. While segregation of work, saleable waste shall be handed over to the Authority and non-saleable waste shall be disposed of by the Service Provider. A list of saleable waste categories shall be provided by the Authority.
10. The Investment powder wastes shall be separately collected from every building and stored in a designated place under the supervision of an in-charge from the Authority

## **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 Service Provider.
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 shall be properly segregated and handed over to SEEPZ at the designated place, as notified by SEEPZ from time to time.
5. The Service Provider 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 Service Provider shall arrange necessary manpower, infrastructure and spare parts etc. for the purpose of regular operations, maintenance of the vehicles, machinery & equipment.
7. The Service Provider shall submit vehicle/plant maintenance-cum-servicing schedule to the Authority.
8. The Service Provider 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 Service Provider 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 after onboarding of the Agency, however 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 using Organic Waste Converters, with a strict "no wet waste to landfill" policy.
2. For the collected Wet waste, the Service Provider shall set up a centralised composting area, where appropriate, segregated wet waste from individual building or units should be collected and disposed into this centralised composting area.
3. **SEEPZ Authority shall procure the OWC machine**, while the selected agency will be responsible only for its **operation and maintenance (O&M)**.
4. The Service Provider 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. Following specification is recommended for Organic Waste Convertor (OWC) machine:

*Table 5 Suggested specification for OWC*

Parameter	IVC-01
Machine Type	Automatic Rotary Drum IVC
Daily Processing Capacity	2,000 kg/day (2 TPD)
Input Material	Food waste, organic kitchen/canteen waste, garden trimmings (shredded)
Drum Volume (approx.)	5–6 m <sup>3</sup> effective working volume
Processing Cycle	18–24 hrs (auto-discharge)
Output (pre-compost)	~250–350 kg/day (after 70–75% mass reduction)
Moisture Input Tolerance	50–75% (standard food waste range)
Operating Temp. (auto-regulated)	55°C–65°C (thermophilic)
Odour Control	Activated carbon + bio-filter exhaust system (integrated)
Drive Mechanism	AC motor + gearbox (3-phase, VFD controlled); PLC-based automation
SCADA Interface	RS-485 / Modbus RTU to SEEPZ ICC
Leachate Handling	Internal collection sump → routed to STP inlet

- 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. 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.
  - vii. Leachate shall be re-circulated in compost plant for moisture maintenance.
  - viii. The end product compost shall meet the standards prescribed under Fertilizer Control Order notified from time to time.
  - ix. Any unserviceable waste, apart from wet waste, has to be disposed off at the Service Provider's own risk and cost.
5. The contractor/Agency/ Service Provider shall take necessary steps to minimize environmental pollution while carrying out processing of MSW at the processing site/dumpsite. The contractor/Agency/ Service Provider 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/ Service Provider at the processing site on daily basis. Service Provider 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.
  8. Penalties shall be levied in the event of OWC breakdowns or operational inefficiencies not rectified within the defined SLA timelines.

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

The Service Provider 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/ Service Provider 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).

4. Any unserviceable waste, apart from wet waste, has to be disposed off at the Agency's own risk and cost.

#### **5.4.3 Other Obligations**

1. Garbage collection drums should be placed at all suitable points. The drums should be provided with polythene bags, which may be removed so that garbage does not spill out or spoil the drums.
2. Under no circumstances the unserviceable/ non-saleable waste shall be kept inside premises and all the necessary arrangements are to be made by the service provider for its disposal at a suitable place at its own cost.
3. Dry waste shall be separately collected, segregated, internally transported, weighed and handed over by the Service Provider at the designated SEEPZ dry-waste warehouse or collection point. The Service Provider shall have right to dispose of, retain or otherwise deal with only the non-saleable dry waste. Ownership and disposal control of all the saleable dry waste shall remain with SEEPZ or its separately appointed dry-waste management agency.
4. Wet waste shall be collected separately on a daily basis without mixing with dry waste. The Service Provider shall be responsible for complete wet-waste handling, including collection, internal transfer, transport and treatment using OWC, in compliance with applicable laws. All costs related to wet-waste handling and disposal shall be deemed included in the Financial Bid.
5. The Service Provider shall deploy a dedicated waste-management system, including identified collection routes, separate containers for wet and dry waste, dedicated trolleys/vehicles and supervisory oversight. Waste-handling manpower shall be identifiable and shall not be merged with general cleaning staff.
6. Waste collection, transport and authorized disposal, wherever applicable, shall form an integral and priced part of the this contract. No additional payment or claim shall be admissible on this account.
7. Waste arising from drain desilting, sewer lines, chambers, STP operations or any special or hazardous activity shall not be treated as routine housekeeping waste and shall be handled only under separate work arrangements or instructions of SEEPZ.

#### **5.5 Scope of Work for Lift operations & Annual Maintenance Contract**

There are 14 Goods Lifts, each of 2T capacity and another two passengers lifts [SDF I – VI and G&J Complex No. II & III] in the control of SEEPZ SEZ that shall be serviced and operated by the successful bidders. Total of 16 Lifts are to be operated by lift operator in two shifts: morning shift from 6 AM to 2 PM and evening shift from 2 PM to 10 PM to shift the material of Unit holders from one place to other in their respective premise.

Table 6 Lift details

Sr. No.	Sector No.	Location of Lifts	No. of Lifts	Capacity of Lifts	Make of Lifts	Type of Lifts
1	Sector - I	SDF VI	2 Nos.	2 Ton Each	OTIS	Goods
2	Sector - II	GJ Complex 2 & 3	2 Nos.	544 KG Each	VRS	Passengers
3	Sector - III	SDF V	2 Nos.	2 Ton Each	ESCON	Goods
4	Sector - IV	SDF-I & II	4 Nos.	2 Ton Each	ESCON	Goods
5	Sector - V	SDF-III & IV	4 Nos.	2 Ton Each	ESCON	Goods
6	Sector - VI	SDF - VIII (New Tower)	2 No's	544 KG Each	Johnson Elevators	Passengers
Total			16 No.s			

1. The Service Provider shall engage trained, licensed & skilled personnel for repair/ servicing work.
2. Under this Service Provider, it is Service Provider's responsibility to maintain 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. Service Provider has to use proper Rope oil, Rail oil, Gear oil, Bearing oil and grease for periodic lubrication and overhauling of lifts and he has to maintain the schedule of periodic maintenance in the office for check of in charge of SEEPZ-SEZ Authority.
4. Service Provider has to provide rope cleaner and rope lubricating spray to lifts for maintaining the rope in good condition.
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 Service Provider.
6. It is the Service Provider's responsibility to up keep the equipment properly adjusted & shall take all reasonable care to maintain the lifts in proper & safe operation condition. In case Service Provider 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 once in AMC Period. The record shall be maintained which will be verified by the SEEPZ-SEZ Authority. The lift mechanic has to examine all the safety devices as and when required.
8. Certification of completed work is to be done by Engineer-in- Charge for releasing the monthly payment. It is accepted that under this agreement, the contractor has to take care to all lifts in good and safe working condition in all respect by doing proper & systematic maintenance. However, if it is found that because of negligence of the Service Provider 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. Service Provider shall be fully responsible for all penal action and compensation that will be levied by the authority.

9. All wire ropes and chains (where fitted) as often as required to maintain & adequate factor of safety, to equalize the tension on hoisting ropes, repair/replace conductors cables and hoist lift machine room elevator wiring, light diffuser, light bulb, batteries, control panel & its accessories and any other part in order put the lift in proper operation.
10. Service Provider will examine periodically all safety devices and governors & carry out all safety tests (Load Test, Over Load Test). Once in a year and submit the report.
11. Systematically examine & if required to replace the following components as per requirement to be inform SEEPZ Authority immediately, such as : Machine worm gear, thrust bearing, drive sheave, drive sheave bearing, break contacts, lining & components, motor, motor windings, rotating elements, commutator, brushes, brush holders, bearing coils, resistances for operating & motor & magnet frames & other mechanical parts, Controller, selector, trailing cable, levelling devices, R cams, relays, solid state components like PCBs, Transformers, Resistors, Condensers, power amplifiers, contact leads, dashpots, timing devices, steel selector tapes & mechanical & electrical driving equipment, governors, governor sheave, shaft assembly, bearings, contacts & governor jawa. Car & Hall mechanical buttons, car & hall position Indicator, hall & car direction indicator & all other car & landing signal fixtures as installed by lift manufacturer. Deflector/secondary sheave, bearing car & counter weight, guide rails & buffers, top & bottom limit switches, governor tension sheave assembly, compensating sheave assembly, car, counter weight guide shoes including rollers & gibs. Interlocks on hoist way doors, hoist way door hangers, guides, automatic power operated door operator, car door hanger, car door contact, load weighing equipment, car frame, car safety mechanism & platform, repairing of collapsible door & bottom sealing etc, cabin & machine room lights/fuses/RCCB/MCCB/microprocessor controller etc. Complete. V3F drive, controller, rewinding motor, painting of control panel, main pulley, wire ropes, cabin fan, cabin light, Shaft lighting etc.
12. The Service Provider shall provide emergency call back service at no extra charge under this agreement.
13. As per the norms of PWD, yearly lift inspection will be carried out by the Chief Inspector (Lifts) along with the contractor and the fees of lift inspector's visit will be borne by SEEPZ SEZ AUTHORITY. Service Provider will arrange certification of lifts from the lift inspection authority for their safe operation and certificate will be displayed in the lift Cabin.
14. 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 regular/ maintenance of lift due to negligence on part of contractor's personnel.
15. Payment to the Service Provider will be made only against the working lifts.
16. 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 bidders account.

17. In case of any fault in any equipment the contractor has to attend the same within 24 hours of reporting, failing which a penalty of Rs. 500/- per day, per unit shall be levied for the period for which lift has remained non-operational.
18. Service Provider will display following information conspicuously in the lift car.
  - a. Dos & Don'ts to be displayed in all the lift cabins.
  - b. Emergency contact Nos. of the lift supervisor.
  - c. Details of lift operator and service Engineer to be displayed in all the lift cabins.
  - d. Inspection report of the Lift Inspector, Govt. Of Maharashtra will be displayed in all the lift cabins.'
19. Service Provider will provide identifiable distinct uniforms to all the lift operators; Service Provider's and operators name will be displayed on the uniform. Service Provider will arrange Gate passes of his manpower.
20. Lifts shall be operational in two shifts 1st Shift 6.00 am to 2.00 pm and 2nd Shift from 2.00 pm to 10.00 pm on all working days.
21. Service Provider shall engage trained technical staff/service engineer to carry out maintenance work in each of the above shifts with safety of all the elevators.
22. Maintenance team will consist of 1 Supervisors, deployed to inspect the lifts daily and ensure safe and smooth operation of all the lifts. Supervisor will coordinate with all the lift operators and ensure their deployment at their respective locations at scheduled time for smooth operation of the lifts. Supervisors will report to the Engineer-in- Charge, immediately on noticing the malfunctioning of any component of the machine and will take instant action to replace it by ensuring minimum down time for breakdown of the lift.
23. Service Provider will install Bio-metric attendance system at suitable location in SEEPZ SEZ Premises for recording in & out duty timings of his staff and lift operators.
24. Service Provider shall be fully responsible for any mishap, if taken place, at site. Workers must take all possible safety precautions to avoid any unwanted situation. Service Provider must take insurance cover of all the workers.
25. Service Provider shall submit the monthly running bill for lifts which are in running condition.
26. Service Provider will take over AMC maintenance of all the lifts on as IS WHERE IS BASIS.
27. Consumable / Sundry items required for daily/routine consumption such as MCB, Light, Bulbs, Fan, Car operation Buttons, power Cable, Oil, grease, etc. will be provided by the Service Provider without any additional cost.
28. Dewatering of Lift chamber pits, wherever and whenever required, is also included in the scope of the contractor without any extra cost.
29. Electrical Maintenance of Lift Machine room will be carried out by the bidder, such as wiring, DB repair etc.
30. For quoting labor wages, bidder may refer Govt. of India Order No. F No. 1 /8(i)/2023-LS-II dt. 26/09/23 issued by Ministry of Labor & Employment.
31. Immediately after award of AMC work, the Service Provider will prepare overhauling schedule for all 16 Lifts. Each lift shall be thoroughly overhauled once in 3 Months by cleaning, oiling, greasing, changing of old grease, oil etc. Overhaul report shall be

jointly signed by contractor & Estate Manager.

32. In the contract, the following parts of the lifts are to be covered for repair/ replacement as assessed by the Authority:

*Table 7 List of repair work for Lift*

<b>Sr. No.</b>	<b>Item Description of Repairing Work</b>	<b>Qty.</b>	<b>Unit</b>
1	Supply & Installation of Serial Communication Panel: (New Integrated serial communication panel (7.5 KW), Geared close loop, with necessary fitting & wiring.	02	Nos.
2	Supply & Installation of Floor Leveling system: (New reed & magnetic field based floor leveling system to be installed with all necessary mounting arrangement)	02	Nos.
3	Supply & Installation of Shaft Wiring: (New shaft wiring from control panel to all button boxes for display and call lights, motor limit switch, half way junction, lift cage circuit, mid way junction, bottom and lift top junction, including car gate, fan, light etc.)	02	Sets
4	Supply & Installation of Travelling Cable: (New travelling cable from control panel to car top junction & car top to car operation panel for display & switch with necessary wiring.)	02	Nos.
5	Supply & Installation of Limit Switch: (A) New up & down final limit switch including "J" pata. Nos. 02 (B) New up & down terminal limit switch including "J" pata. Nos. 02 (C) New cutting cam	02	Sets
6	Supply & Installation of Landing Operating Panel(LOP) & Car Operating Panel(COP): New wall mounting digital operation panel with half acrylic and S.S. Face plate including Dot Matrix Display along with Red LED Rounded Buttons along with necessary fitting.	02	Sets
7	M.S Junction & Maintenance Box: Supply & Installation of new car top, M.S. Junction & Maintenance box along with wiring & fitting	02	Sets
8	Supply & Installation of Car Top And Car Call Board: New car top & car call board to be install & commission.	02	Sets
9	Intercom & Annunciator: Install & commission, New 2 way intercom set & Annunciator system	02	Sets
10.	UPS with Battery Set (In case of failure of power supply): Supply & Installation of UPS System of required capacity along with necessary fitting & wiring	02	Nos.

The activities in the repair works mentioned in the table are indicative and based on authority's initial assessment. The Service Provider /agency should independently verify and consider additional activity repair works, if required, in the financial quote. The final payable may vary up to +/- 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.

## **5.6 Minimum Manpower deployment Detail**

### **5.6.1 Minimum Mandatory Manpower Deployment<sup>1</sup>**

#### **I. Housekeeping Manpower, Landscaping, Gardening & Tree Pruning Manpower**

- a. Bidders must independently assess and propose manpower based on the defined scope and submit it with the Financial Bid or before onboarding.
- 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.

#### **II. Estimation of Manpower & Vehicle requirement for Waste management**

- a. Bidders must independently assess and propose manpower based on the defined scope and submit it with the Financial Bid or before onboarding. However, a minimum of two (02) vehicles for garbage collection and transportation must be deployed by the Agency ensuring the complete cleanliness of the premises.
- b. Agency must provide and maintain efficient engineering services in the premises by deploying sufficient number of trained experienced and competent technical personnel.
- c. 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.
- d. The personnels must carry out maintenance services at specified intervals as per the OEM service / operations manuals.
- e. 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.
- f. 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

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<sup>1</sup> Manpower number provided herewith is indicative; Service Provider to deploy suitable numbers in consultation with the Authority.

on or about the Project as specified in under Occupational Safety and Health Administration (OSHA).

- g. 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,
- h. SLA, all statutory requirements like Minimum wages, Overtime allowance, PF, ESIC will be met with by the Agency.

### **III. Manpower Deployment for Lift Operations**

The Service Provider shall deploy a minimum of 32 staff for 16 lifts operation service in two shifts.

### **IV. 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.
- d. The Service Provider shall deploy additional manpower during emergencies at no extra cost. Such contingencies shall be deemed included within the overall quoted cost.
- e. Deployment of reliever manpower shall be the responsibility of the Service Provider. Associated costs shall be included within the quoted price, with no additional payment by the Authority.

## **5.6.2 Supervisory Structure**

### **I. 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.

### **II. 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.

### **5.6.3 Management and Attendance Monitoring**

#### **I. 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.

#### **II. 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.

#### **III. 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 Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services at no additional charges.**

## Section 6 - PAYMENT TERMS

This section provides details about the terms and conditions of payment towards the services. Some notable points under payment terms are-

### 1. Payment Condition

- a) The payment shall be made as per the financial quotes (**INR/Month**) submitted by the Service Provider and accepted by the Procuring Entity.
- b) Authority may convert the lump-sum rates quoted by the Bidder into per square feet basis in case of Housekeeping and/ or on pro-rata basis in other services to resolve any ambiguity regarding measurements in future.
- c) Total non-working days in a month shall not be more than 04 days, and the non-working days normally will be Sundays only unless otherwise instructed by the Procuring Authority.
- d) **No advance payment shall be made to the Service Provider.**
- e) **Payment shall be released only after due verification by the Contract Monitoring Committee constituted by the Procuring Entity for each sector to monitor the services during the billing period.**

### 2. Payment Cycle

- a) Payment shall be made once the services are delivered, and the Service Provider submits the invoice for the same.
- b) The Procuring Entity shall make the payment within prescribed timelines as per the payment process flow upon submission of invoice, logbook and service feedback.

### 3. Payment Process

- a) Payment shall be made only after submission of invoices, attendance sheet, logbook, service feedback; non-submission of the same may lead to delay/ deduction in payment.
- b) All the penalties/ fine/ interest (if applicable) shall be settled before making the payments. Service Provider shall not have any objection on the same.
- c) Payment shall be made through bank transfer only, in no circumstance cash/ cheque payment shall be made.

4. The Service Provider shall deposit EPF of both SEEPZ SEZ Authority and employee share within 15th day of the month of payment for the support staff engaged from their account. He shall provide the declaration to this effect with subsequent months invoice.

5. The Service Provider shall furnish statement of amounts(Wages/ Allowances/ Service Charges separately) paid for the month to the persons deployed along with cheque number or bank transfer details and date and Bank account from which the payment has been made. Service Provider is to furnish a copy of bank statement in support of Wages/ Allowances/ Service Charges paid, as and when required by SEEPZ, SEZ Authority.

6. The Service Provider shall be responsible for timely payment of take home

- remuneration to the supporting staff and deposit of EPF (both employee and SEEPZ SEZ Authority share).
7. The payment to the Service Provider will be made on monthly basis, after the end of the month, depending upon the actual duration of the services rendered as per order.
  8. Any violation of contractual obligations by the Service Provider/employee shall attract penalties as mentioned against each obligation. The Service Provider is deemed to have confirmed that penalty whenever becomes payable, the same shall be deducted by the SEEPZ, SEZ Authority from the payments due to the Service Provider.
  9. The payment shall be made as per the contract and after deduction of relevant penalties, if any. Service Provider shall raise the invoice as per the arrangement in the contract towards the Services rendered in the previous month to the SEEPZ,SEZ Authority.
  10. The Service Provider shall provide correct bank account number and other details of the bank to enable the SEEPZ, SEZ Authority to credit the payment directly into the account. SEEPZ,SEZ Authority shall pay the Service Provider all due amount as per the invoice, that are not the subject to dispute, within 10 days after receipt of a valid invoice that complies in all material respect in terms of this agreement; the payment shall be subject to any reduction such as penalty, statutory deductions, etc.
  11. No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
  12. GST Exemption being SEZ Authority. GST will not be paid.

## **Section 7 - 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

### **7.1 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	1,000
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	1,000
9	Fire Extinguishers/ hydrants and hose reels cleaning	Dusting	Monthly	1,000
10	Any type of furniture & Doors	Dusting	Daily	200
11	Glasses /Nameplates	Wet & Dry wiping	Monthly	1,000
12	Telephone/Computers	Dusting/Vacuums	Weekly	500
13	Removal of cobwebs and dusting of doormats	Manual	Weekly	500
14	Electric Switches	Dry cleaning	Weekly	500

<b>Sr. No.</b>	<b>Activity</b>	<b>Method</b>	<b>Frequency</b>	<b>Penalty/ Instance (INR)</b>
15	Terrace Cleaning	Wet & Dry Cleaning	Monthly	1,000
16	Waste material disposal	Manual	Daily	200

## 7.2 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	1,000
2	Outside glass cleaning	Wet & dry wiping	Quarterly	5,000
3	Outside walls	Dusting & Dry Wiping	Quarterly	5,000
4	Parking area cleaning	Sweeping	Daily	200
		H.P. Washing	Monthly	1,000
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	1,000
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-1,000/- Height 10.00CM-15CM-2,500/- Height > 15.00 CM-5,000/-

### 7.3 Toilets & Washrooms

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	1,000
11	Tube light or any other light Cleaning	Dry wiping	Monthly	1,000
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. 1,000 X 2 = Rs. 2,000/-.

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.

#### 7.4 Penalties for Handling Waste and Treatment of Wet Waste

The following Penalties and Damages shall be applicable to the Service Provider 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 8 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 – 0.1%
		2nd instance – 0.2%
		3rd instance – 0.3%
2	Non-deployment of vehicle / composters or shortage of manpower	1st instance – 0.1%
		2nd instance – 0.2%
		3rd instance – 0.3%
3	Improper management of waste collection process which includes inflation of weight of waste being carried by a vehicle	1st instance – 0.1%
		2nd instance – 0.2%
		3rd instance – 0.3%
4	Non redressal of complaints in 2 days	1st instance – 0.1%
		2nd instance – 0.2%
		3rd instance – 0.3%
5	Vehicle unloads collected waste at location other than specified spot specified for route	1st instance – 0.1%
		2nd instance – 0.2%
		3rd instance – 0.3%
6	Vehicles deployed overflowing or not maintained clean (or littering in adjoining areas)	1st instance – 0.1%
		2nd instance – 0.2%
		3rd instance – 0.3%

**Note:** Based on contract value fixed for SEEPZ campus, the above penalties to be calculated on monthly running bill.

#### 7.5 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.

## **ANNEXURES**

## Form 1: Technical Bid - Bidders Profile

1	Names, address of firm/ Agency/ Service Provider and Telephone numbers	
2	Registration No. of the Firm/Agency/ Service Provider with date:	
3	Name, Designation and Contract details (email and mobile no.) of the Authorized representative	Name
		Designation-
		Email-
		Mobile No.-
4	EPF Registration No.	
5	ESIC Registration No.	
6	Labor License Number	
7	PAN	
8	GST Registration No.	
8 (a)	Claiming Bid Security Exemption	YES/NO
8 (b)	If Yes, MSME Registration No. (Copy of certificate to be attached)	
8 (c)	Details of Bid Security (EMD) deposited: Amount Draft No. & Date/Transaction ID & Date	
9.	Annual Turnover (in Lakhs)	2022-23
		2023-24
		2024-25
10	List of Clients served during last three financial years (2022-23, 2023-24 & 2024-25)	

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

Signature of the bidder with Official Seal/Stamp  
Name and Contact Details

## Form 2: Check list for Technical Bid

Sn.	Documents asked for	If Yes Page No.	If No, Reason thereof
1.	Bid Security Deposit (EMD)/MSME Certificate		
2.	Copy of registration under the Company Act		
3.	Copy of registration under the Shops and Establishment Act		
4.	Copy of Valid License under Contract Labour Act 1970		
5.	Copy of Valid EPFO registration certificates.		
6.	Copy of Valid ESIC registration certificates		
7.	Copy of GST Registration Certificate		
8.	Copy of PAN card of the firm		
9.	Certified copies of audited Balance Sheet for last 3 financial years (2022-23, 2023-24 & 2024-25)		
10.	Certified copy of audited Profit & Loss Account having for last 3 financial years (2022-23, 2023-24 & 2024-25)		
11.	CA certificate clearly stating that the bidder has positive net worth during each of the past three FYs (2022-23, 2023-24 & 2024-25)		
12.	Copies of GSTIN indicating the address as Principal or Additional Place of business is in Mumbai, Maharashtra		
13.	Bidders Profile (As per format given in Form 1 in the Annexure)		
14.	Copy of signed & stamped Tender document to be submitted as token of acceptance of our terms & Conditions		
15.	Proof of experiences as per the eligibility criteria		
16.	Customer satisfactory performance certificates / Work. Completion Report as per eligibility criteria.		
17.	Undertaking to the effect that the firm has not been Blacklisted by any Govt. agency, PSU, Autonomous Body Institute or University		
18.	Undertaking of Truthfulness of Tender Participation (As per format given in Form		

	7 in the Annexure)		
19.	Undertaking of Near relationship (As per format given in Form 8 in the Annexure)		
20.	Copies of ISO Certificates		
21.	List of machines with specifications and make etc. (As per format given in Form 5 in the Annexure) which you propose to deploy at site and consumables (As per format given in Form 4 in the Annexure)		

Note: Photocopies of all necessary documents duly self-attested must be attached for verification of the information provided. Non submission of any of the above documents may lead to rejection of the bid.

Signature of the bidder with Official Seal/Stamp

Name and Contact Details

### Form 3: Bid Terms & Conditions Acceptance Form

(TO BE TYPED ON A LETTER HEAD OF THE SERVICE PROVIDER)

[Insert date]

To,  
Estate Officer/DDC, SEEPZ SEZ Authority,  
O/o the Development Commissioner,  
Andheri (E), Mumbai 400096

**Sub: Bid Terms & Conditions Acceptance Form for Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services at SEEPZ-SEZ, Andheri East, Mumbai 400 096**

With reference to your tender Notice Number \_\_\_\_\_ uploaded on GeM Portal on dated \_\_\_\_\_ calling for tender on the above subject, I have read & understood the tender document thoroughly & agree to all the terms & conditions. I / We hereby offer my / our bid as per documents submitted & conditions as mentioned in the tender document and the rates specified in the Financial Quote submitted by us in Form 3 of Bid document of the GeM Bid No. \_\_\_\_\_.

I / We hereby agree to provide Consumables offered in **Form 4** and Machineries offered in **Form 5** , failing which, SEEPZ SEZ Authority can impose any suitable penalties and terminate the contract in case of repeated instances of non-compliance.

I / We hereby agree to abide by and fulfill all the terms and conditions of the contract hereafter as applicable, or in default thereof forfeit to from Performance Bank Guarantee or deductions from monthly payments and pay to the SEEPZ SEZ Authority, Andheri, the sum of money mentioned in the said conditions without any prejudice.

The sum of Rs. (In words Rupees \_ ) is deposited by RTGS/NEFT receipt towards Earnest money and RTGS/NEFT receipt No. \_\_\_\_\_ dated is enclosed.

I / We also agree to pay applicable Performance Bank Guarantee as and when called for within 7 days after the issuance of Sanction Order and contract on GeM Portal.

If, I / We fail to carry out the work according to the specification given in the schedule, the entire money (Earnest and/or Performance Bank Guarantee) may be forfeited without prejudice to any other right or remedies of the SEEPZ SEZ Authority, Andheri.

Yours faithfully

[Signature]

[Date]

[Name] [Full Address]

Note:-In case of proprietorship firm tender form will be signed by the proprietor, for partnership firm tender form will be signed by all the partners or GPA holder person and in case of limited company by all the Directors or GPA holder personnel of the company. Any breach of these conditions by the company or firm or any other person, the tender/ work will be cancelled and earnest money / security deposit will be forfeited at any stage whenever it is so noticed. SEEPZ SEZ AUTHORITY will not pay any damages to the company or firm or the concerned person. The company or firm or the person will also be debarred for further participation in the concerned unit.

### Form 4: Indicative minimum List of Consumables

<b>Sr. No.</b>	<b>Name of the Item</b>	<b>Brand/ Quality</b>	<b>Bidder's Offer (Name of Brand)</b>
(A)	(B)	(C)	
1	Phenyl Concentrate	Kiran/Harpic/Olivine	
2	Washing Powder Ordinary	Active/ Wheel/Nirma/Tide/Ghadi	
3	Detergent Powder	Surf Excel/ Ariel/ Henko	
4	Floor Cleaner Disinfectant with fragrance 5 Litre Plastic cans	Lyzol/ Presto/Dettol/Pax clean	
5	Acid for cleaning in 500 ml Bottles	Normal	
6	Floor Wet Mop /Wiper 24" with cotton cloth/rope for corridors	Scotch Brite/Celo	
7	Floor Wet Mop /Wiper 15" with cotton micro fibred cloth for rooms	Scotch Brite/Cello	
8	Micro fibred cloth for wet mop as above	Scotch Brite/Cello	
9	Cotton Dusters 18"x18"	Best Quality	
10	Toilet Brush	Good Quality	
11	Juna (Iron): (500 Gm Pkt)	Good Quality	
12	Juna (Plastic)	Good Quality	
13	Room Freshener spray	Odonil	
14	Floor Duster	Good Quality	
15	Phool Broom	Good Quality	
16	Stick Broom	Good Quality	
17	Grass Broom	Good Quality	
18	Sanitary/Urinary Cubes (12 Per Packet)	A-1 Cube	
19	Urinal anti-splash Plastic screens	Good Quality	
20	Naphthalene Balls for Urinals packet of 100	Good Quality	
21	Bleaching Powder	Good Quality	
22	Air Purifier for Washroom	Odonil/ Godrej	
23	Toilet Cleaning agent (500 ml)	Harpic/Domex	
24	Plastic Bucket (20 Ltr)	Good Quality	
25	Duster (Big) 18'x18'	Good Quality	
26	Long Handle Floor Brush [Wiper Brush]	Good Quality	
27	Glass cleaning Agent (250 ml) Spray Bottles	Colin/	
28	Wiper small for window Glass cleaning	Scotch Brite	

<b>Sr. No.</b>	<b>Name of the Item</b>	<b>Brand/ Quality</b>	<b>Bidder's Offer (Name of Brand)</b>
29	Liquid Soap for Hand Washing 5 L	Dettol/Life bouy/ Savlon	
30	Plastic Dispenser for Liquid Soap, wall mounted	Best Quality	
31	Broom with extra-long handle for cobweb removal	Best Quality	
32	Room Air Purifier spray bottles	Godrej/Ambi/Odonil	
33	Toilet paper roll, 2ply	Kleenex/ Origami	
34	Wood Polish for doors	Tetra clean	
35	Rubber reusable gloves	Fortane	
36	Plastic Dust bins small	Kuber/cello	

Materials to be procured should be as per the site requirement and shall not be limited to the list indicated above and the make of material suggested is only for reference purpose, however materials of any make can be procured if and only if they are of similar standards.

## Form 5: Minimum List of Machines and Materials

**(Models and makes are indicative, equivalent should be provided)**

Sr. No.	Machine / Equipment	Purpose	Make	Recommended Quantity
1.	Single Disc Scrubber	Indoor floor scrubbing & polishing	Eureka Model : Mega 50 Johnson Diversey Model : Trooper SD Plus	<b>3 Units</b>
2.	Wet & Dry Vacuum Cleaner	Indoor wet & dry suction	Eureka Model : ZW 35 SS Johnson Diversey Model : Vacumat 22	<b>4 Units</b>
3.	Dry Vacuum Cleaner	Office, cabins & indoor dust control	Eureka Model : Z Power Johnson Diversey Model : Vento 15	<b>3 Units</b>
4.	High Pressure Pump	Outdoor cleaning, façade, pathways	Eureka Model : KA 3200 Johnson Diversey Model : Danubio 1211 LP	<b>2 Units</b>
5.	Diesel/Battery operated Road Sweeper A Heavy-Duty Industrial Ride-on Vacuum Sweeper (Diesel or Battery powered) with minimum 900L hopper capacity and 1.8m high-dump, equivalent in performance and build quality to Roots Rhino RD180 or Tier-1 brands such as Dulevo, Tennant, or Nilfisk.	Road sweeping (main + internal roads)	Johnson Diversey Model : Kobra Eureka Model : CS 50 B	<b>3 Units</b>
6.	Walk-Behind Sweeper Machine	Narrow lanes, footpaths, tight spaces	-	<b>2 Units</b>
7.	Tempo / Mini-Tipper (1-2 Ton)	Garbage transport, green waste movement	-	<b>2 Units</b>
8.	Brush Cutters / Grass Trimmers	Edges, slopes, fencing lines	-	<b>4 Units</b>
9.	Hedge Trimmers (Electric/Petrol)	Hedge, shrubs, boundary maintenance	-	<b>2 Units</b>
10.	Chain Saw (Petrol/Electric)	Tree pruning, branch cutting	-	<b>2 Units</b>
11.	Pole Pruner (12-18 ft extension)	High-reach pruning	-	<b>2 Units</b>
12.	Wood-Chipper / Shredder	Disposing branches after pruning	-	<b>1 Unit</b>

13.	Leaf Blowers (Petrol/Electric)	Leaf removal from roads & gardens	-	<b>4 Units</b>
14.	Wheelbarrows / Garden Carts	Garden waste/soil movement	-	<b>6 Units</b>
15.	Ladders (10 ft / 20 ft Industrial)	Tree pruning & high cleaning	-	<b>4-6 Units</b>
16.	Safety Harness Kits for Tree Work	Mandatory for safe pruning	-	<b>6 Sets</b>
17.	Garden Tools (Spades, Rakes, Hoes, Shears)	Routine horticulture	-	<b>1 Set per Gardener</b>
<b>18.</b>	Water Hoses / Irrigation Tools	Landscaping maintenance	-	<b>As required (minimum 300-400 meters)</b>

The repair and maintenance shall be the sole responsibility of the Service Provider. There will be no down time acceptable. However, in case of breakdown of a machine, the Service Provider shall provide and replace the faulty machine in 24 hours at his own cost and risk. Machinery to be used should be as per the site requirement and shall not be limited to the list indicated above and the make of machinery suggested is only for reference purpose and any other machinery provided shall be indicated in the bid, however machinery of any make can be procured if and only if they are of similar standards.

## Form 6: Financial Bid Declaration

(to be attached with Financial Bid form)

(TO BE TYPED ON A LETTER HEAD OF THE SERVICE PROVIDER)

[Insert date]

To,  
Estate Officer/DDC, SEEPZ SEZ Authority,  
O/o the Development Commissioner,  
Andheri (E), Mumbai 400096.

**Sub: Financial Bid for Bid No: \_\_\_\_\_ for Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services**

Dear Sir/ Madam,

I/We have inspected the site and surrounding of the work as per the detail given in the Tender Document and assessed the scope of work thoroughly and have also gone through the tender document and understood the terms and conditions stipulated therein before quoting the lump sum quote.

I hereby quote the lump sum amount of Rs. \_\_\_\_\_ (INR per month) **[Detailed breakup of the calculation to be enclosed with the Financial Bid for verification of compliances and to avoid unrealistic proposal by any bidder ]** which includes the Minimum Wages, & other mandatory allowance along with Service Charges and consumables required for successful completion of work. No other charge will be payable other than quoted lump sum amount during the Complete Contract.

I hereby undertake that -

- i. The financial quote is excluding of GST as Section 16 of the IGST Act categorizes services provided to SEZs as zero-rated. Hence, there shall be no instance of GST
- ii. I will ensure payment regularly for the deployed manpower to their entitlements like monthly salaries/wages, applicable allowance, bonus etc. and submit the documentary proof of the number of workers deployed along with the salary paid. Bill for a month will be paid only after submission of certificate of disbursement of wages along with clear breakup of salary components of previous month
- iii. I will abide by the Central Minimum wages Act and all other mandatory statutory compliances, Contract labor Act and any other Act & Rules of Centre.
- iv. I shall also abide by necessary mandatory compliances of Maharashtra to provide Services to a Central Government Department in Maharashtra State.
- v. the payment to the employees will be made as per rates prescribed by Central Govt. of India from time to time under Minimum Wages Act and applicable statutory payments on account of EPF &ESI
- vi. I understand that in case of any difference in amount quoted in this proforma and the GeM portal, the price quoted on the portal will be considered during

financial evaluation.

- vii. We have inspected the premises and assessed the work. We undertake to take-up the work at total quoted price as mentioned above. No payment shall be claimed by us in case area assessed by us is at variance than actual.
- viii. I have gone through the terms & conditions stipulated in the tender document and confirm to abide by the same.
- ix. No other charges would be payable by SEEPZ SEZ Authority.

Signature of the bidder with Official Seal/Stamp

[Name]

[Mobile Number]

[Email]

## **Form 7: Undertaking of Truthfulness of Tender Participation**

(TO BE TYPED ON A LETTER HEAD OF THE SERVICE PROVIDER)

To,  
Estate Officer/DDC, SEEPZ SEZ Authority,  
O/o the Development Commissioner,  
Andheri (E), Mumbai 400096.

**Subject: Submission of truthfulness undertaking for providing Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services in SEEPZ SEZ, Mumbai vide bid no. \_\_\_\_\_ dated \_\_\_\_\_**

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Dear Sir,

We, the undersigned, are submitting our bid for providing Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services in your SEEPZ SEZ Authority in accordance with your Bid No. \_\_\_\_\_

dated \_\_\_\_\_.

We hereby declare that all the information and statements made in this bid are true and we accept that any misinterpretation or false information /documentation contained in it may lead to our disqualification.

We accept all the terms and conditions of this tender document, and we are not deviating from your terms and conditions. Our bid is binding upon us. We understand that SEEPZ SEZ, Andheri is not bound to accept any bid.

Yours sincerely,

Authorized Signatory [In full and initials]  
[Name] [Designation]

## Form 8: Near Relationship Certificate

(TO BE TYPED ON A LETTER HEAD OF THE AGENCY)

[Insert date]

To,  
Estate Officer/DDC,  
SEEPZ SEZ Authority,  
O/o the Development Commissioner,  
Andheri (E), Mumbai 400096.

**Subject: Submission of near relationship undertaking for providing Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services in SEEZ SEZ, Mumbai vide bid no. \_\_\_\_\_ dated \_\_\_\_\_**

Dear Sir,

"I \_\_[Name] s/o\_\_\_\_\_ [Fathers Name] hereby certify that none of my relative(s) as defined in the tender document is/are employed in SEEPZ SEZ AUTHORITY unit as per details given in tender document. In case at any stage, it is found that the information given by me is false/ incorrect, SEEPZ SEZ AUTHORITY shall have the absolute right to take any action as deemed fit/without any prior intimation to me."

Yours faithfully,

[Signature of the tenderer]

[Date and seal]

[Name]

## Form 9: Satisfactory Work Done Certificate

<b>Mechanized &amp; Manual Cleaning and Housekeeping/ Facility Management Services:</b>		
<b>Agency:-</b> <b>(Date)</b>		
<b>सेक्टर/ SECTOR</b>	<b>उपयोगिता कर्मचारी एवं केयरटेकर टटप्पगियाँ/ UTILITY AND CARETAKER COMMENTS</b>	<b>Penalty Applicable</b>
सेक्टर-1/ SECTOR 1		
सेक्टर-2/ SECTOR 2		
सेक्टर-3/ SECTOR 3		
सेक्टर-4/ SECTOR 4		
सेक्टर-5/ SECTOR 5		
सेक्टर-6/ SECTOR 6		
सेक्टर-7/ SECTOR 7		

Caretaker:

Sector 1 & 2 Caretaker

Sector 3 & 4 Caretaker

Sector 5 & 7 Caretaker

Sector 6 Caretaker

Contract Monitoring Committee:

Estate ADC  
Member

PAO  
Member

Estate Officer  
Member

Specified Officer  
Member

Jt. DC  
Member

Any other  
member as  
decided.

## Form 10: Proforma for Performance Guarantee

[To be issued on non-judicial stamp paper of Rs. 500/-]

[Insert date]

To,  
Estate Officer/DDC,  
SEEPZ SEZ Authority,  
O/o the Development Commissioner,  
Andheri (E), Mumbai 400096.

**Subject: Bank Guarantee for providing Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services in SEEPZ SEZ, Mumbai vide bid no.: \_\_\_\_\_ dated \_\_\_\_\_**

In consideration of the Chairperson cum Development Commissioner, SEEPZ SEZ Authority (hereinafter called "SEEPZ SEZ Authority") having offered to accept the terms and conditions of the proposed agreement between SEEPZ SEZ Authority and ..... (hereinafter called "the Service Provider") for the work..... (hereinafter called "the agreement") having agreed to production of an irrevocable Bank Guarantee for Rs. .... (Rupees only) as a security/guarantee from the Service Provider for compliance of his obligations in accordance with the terms and conditions in the said agreement.

13. We, (hereinafter referred to as "the Bank") hereby undertake to pay to
14. the SEEPZ SEZ Authority an amount not exceeding Rs. .... (Rupees..... Only) on demand by the SEEPZ SEZ Authority.
15. We, .....(indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this guarantee without any demure, merely on a demand from SEEPZ SEZ Authority stating that the amount claimed as required to meet the recoveries due or likely to be due from the said Service Provider. Any such demand made on the bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.
16. .... (Rupees..... only)
17. We, the said bank further undertake to pay the SEEPZ SEZ Authority any money so demanded notwithstanding any dispute or disputes raised by the Service Provider in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder and the Service Provider shall have no claim against us for making such payment.
18. We, ..... (indicate the name of the Bank) further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it

shall continue to be enforceable till all the dues of the SEEPZ SEZ Authority under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till Engineer-in- Charge on behalf of the SEEPZ SEZ Authority certified that the terms and conditions of the said agreement have been fully and properly carried out by the said Service Provider and accordingly discharges this guarantee.

19. We, (indicate the name of the Bank) further agree with the SEEPZ SEZ
20. Authority that they shall have the fullest liberty without our consent and without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said agreement or to extend time of performance by the said Service Provider(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the SEEPZ SEZ Authority against the said Service Provider and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Service Provider or for any forbearance, act of omission on the part of the SEEPZ SEZ Authority or any indulgence by the SEEPZ SEZ Authority to the said Service Provider or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
21. This guarantee will not be discharged due to the change in the constitution of the Bank or the Service Provider.
22. We, (Indicate the name of the Bank) lastly undertake not to revoke this
23. guarantee except with the previous consent of the SEEPZ SEZ Authority in writing.
24. This guarantee shall be valid up to..... unless extended on demand by the SEEPZ
25. SEZ Authority.

Notwithstanding anything mentioned above, our liability against this guarantee is restricted to Rs. .... (Rupees ..... ) and unless a claim in writing is lodged with us within six months of the date of expiry or the extended date of expiry of this guarantee all our liabilities under this guarantee shall stand discharged.

Place: ..... Date: .....

(Signature of the Bank Officer) Rubber stamp of the bank

Authorized Power of Attorney Number:

Name of the Bank officer:

Designation: Complete Postal address of Bank:

Telephone Numbers ..... Fax numbers .....

N.B.: This guarantee should be issued on non-judicial stamp paper, stamped in accordance with the stamp act.

## Form 11: Agreement Proforma

[To be issued on non-judicial stamp paper of Rs. 500/-]

This CONTRACT (hereinafter called the “Contract”) is made the [day] day of the month of [month], [year],

BETWEEN

SANTACRUZ ELECTRONIC EXPORT PROCESSING ZONE (SEEPZ) SPECIAL ECONOMIC ZONE AUTHORITY (hereinafter referred to as “SEEPZ SEZ AUTHORITY” / “PROCURRING ENTITY” for the brevity sake) at SEEPZ SEZ Andheri (E), Mumbai – 400 096 through its Estate Officer (Which expression shall, unless repugnant to the context or meaning thereof, deemed to mean and include its successors and assign party of the FIRST PART.

AND

[Name of the Service Provider] (Hereinafter referred to as the “SERVICE PROVIDER” for the brevity sake) having its corporate office at [Address of the Service Provider] (Which expression shall, unless repugnant to the context or meaning thereof, deemed to mean and include its successors and assign party of the SECOND PART.

(“SEEPZ SEZ Authority / Procuring Entity” and Service Provider are hereinafter collectively referred to as the “Parties” and individually as “Party”)

WHEREAS

- a. Santacruz Electronics Export Processing Zone (SEEPZ) is a Special Economic Zone in Mumbai, India was set up on 1st May, 1973 with a geographical spread of nearly 375013 sq. mtr. i.e. 92 acres 26 gunthas and 12 annas, leased out by Maharashtra Industrial Development Corporation (MIDC), to SEEPZ vide Lease Deed dated 20.01.1975 for 99 years w.e.f. 1st day of June, 1973 with an additional area of 11 acres known as SEEPZ ++ merged with the SEEPZ SEZ vide Notification dated 7.1.2002 leased out by MIDC vide Lease Deed dated 28.06.2005 together with all rights of, easements and appurtenances for 95 years from 1st January, 2002 for setting up the said Seepz++ for encouraging export of gems and jewellery and for earning foreign exchange on export of various kinds of hardware/software and gems and jewellery units. Presently, SEEPZ SEZ is Multi-Sector SEZ with nearly of 309 Units
- b. The Service Provider is in the business of Facility Management Services.
- c. The Procuring Entity has requested the Service Provider to execute the service of Facility Management (hereinafter called the “Service”);
- d. The Service Provider, having represented to the Procuring Entity that they have the required professional skills, and personnel and technical and financial resources, have agreed to execute the Facility Management Services on the terms

and conditions set forth in this Contract and GeM Bid vide which the Contract has been executed at the contract price of Rs. \_\_\_\_\_/- for 02 years;

- e. The Service Provider have agreed to execute the Facility Management Services on the terms and conditions set forth in this Contract and GeM Bid vide which the Contract has been executed for the extended periods also at the mutually agreed price for the extended period;

NOW THEREFORE the parties hereto hereby agree as follows:

1. GeM Bid document its Annexure and Appendix along with GTC/STC of GeM for the Bid category are the integral part of this agreement, however, ATC will prevail the GTC/STC of GeM for the Bid category. SEEPZ-SEZ Authority's decision will be final in case of matter of interpretation in any part of the Contract.
2. The mutual rights and obligations of the Procuring Entity and the Service Provider shall be as set forth in the Contract, in particular:
  - a. The Service Provider shall execute the Services in accordance with the provisions of the Contract; and
  - b. The Procuring Entity shall make payments to the Service Provider in accordance with the provisions of the Contract.

IN WITNESS WHEREOF, the Parties hereto have caused this Contract to be signed in their respective names as of the day and year first above written.

SIGNED, SEALED AND DELIVERED BY

THE WITHINNAMED PART OF THE FIRST PART SEEPZ SPECIAL ECONOMIC ZONE AUTHORITY

Through Estate Officer In the presence of

- 1.
- 2.

SIGNED, SEALED AND DELIVERED BY  
THE WITHINNAMED PART OF THE SECOND PART

[Name of Service Provider]

Through its Authorized Signatory  
[Name and designation of authorized signatory] In the presence of

1. \_\_\_\_\_
2. \_\_\_\_\_

## Form 12: Site Visit certificate

I/We \_\_\_\_\_, authorized representative of M/s \_\_\_\_\_ have visited the site of the proposed **“Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and 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

## APPENDIX 1- RELEVANT PROJECT DETAILS

1. The list of various building/areas to be considered for Sweeping, Cleaning, Housekeeping, Waste Management, Lift Operations, Tree Pruning and other miscellaneous services are furnished as follows (A):

Details For Internal Common Area (in Sq. Ft)							
Sector	Building	Common Area			Washrooms (Gents + Ladies)	Vicinity Area	
		Area	No. of Floors	Total Area		Total Area	
<b>Sector 1</b>	SDF VI						
	SDF-VI-CA-1	2,477.38	4	9,909.53	-	97,289.34	
	SDF-VI-CA-2	2,474.58	4	9,898.34	-		
	SDF-VI-CA-4	2,230.01	1	2,230.01	-		
	SDF-VI-CA-3	2,079.26	1	2,079.26	-		
	BFC	5,742.40	7	40,196.78	5		
	SEEPZ-SERVICE CENTER Building	9,382.18	3	28,146.55	2		
	GATE NO.01			4,828.87	2		
<b>Sector 2</b>	Gems & Jewelry Building No.03(G+4)	4,381.58	4	17,526.32	-	37483.97	
	Gems & Jewelry Building No.02(G+3)	3,773.21	5	18,866.05	-		
	Gate no.02			1,091.60	1		
<b>Sector 3</b>	Gems & Jewelry Building No.01	14,706.45	2	29,412.89	-	68639.11	
	SDF-V						
	SDF-V-CA-2	4,393.20	4	17,572.80	-		
	SDF-V-CA-1	3,885.22	4	15,540.88	-		
	SDF-V-EE-4	281.59	4	1,126.36	-		
	SDF-V-EE-3	278.90	4	1,115.60	-		
	SDF-V-EE-1	265.56	4	1,062.23	-		
	SDF-V-EE-2	245.11	4	980.45	-		

Details For Internal Common Area (in Sq. Ft)						
Sector	Building	Common Area			Washrooms (Gents + Ladies)	Vicinity Area
		Area	No. of Floors	Total Area		Total Area
	SDF-V-EE-6	229.94	4	919.76	-	
	SDF-V-EE-5	227.04	4	908.14	-	
<b>SECTOR 4</b>	SDF I					1,17,476.38
	SDF I CA- 1	7,487.24	4	29,948.95	-	
	SDF I CA- 2	7,332.62	4	29,330.47	-	
	SDF I EE-4	347.01	4	1,388.04	-	
	SDF I EE-3	333.02	4	1,332.09	-	
	SDF I EE-6	290.74	4	1,162.94	-	
	SDF I EE-5	288.26	4	1,153.04	-	
	SDF I EE-7	270.94	4	1,083.75	-	
	SDF I EE-2	266.53	4	1,066.10	-	
	SDF II					
	SDF II CA- 2	7,894.61	4	31,578.45	-	
	SDF II CA- 1	3,125.35	4	12,501.40	-	
	SDF II EE-3	291.49	4	1,165.95	-	
	SDF II EE-4	266.09	4	1,064.38	-	
	SDF II EE-2	258.89	4	1,035.54	-	
	SDF II EE-7	240.27	4	961.08	-	
	SDF II EE-6	237.80	4	951.18	-	
	SDF II EE-1	222.62	4	890.50	-	
SDF II EE-5	215.63	4	862.52	-		
<b>SECTOR 5</b>	SDF III					73,019.29
	SDF III CA- 1	3,153.97	4	12,615.88	-	
	SDF III CA- 2	3,093.39	4	12,373.57	-	
	SDF III EE- 3	266.74	4	1,066.96	-	
	SDF III EE- 7	266.53	4	1,066.10	-	
	SDF III EE- 2	264.27	4	1,057.06	-	

<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>Vicinity Area</b>
		<b>Area</b>	<b>No. of Floors</b>	<b>Total Area</b>		<b>Total Area</b>
	SDF III EE-1	257.70	4	1,030.81	-	
	SDF III EE-5	254.90	4	1,019.62	-	
	SDF III EE-6	238.87	4	955.49	-	
	SDF III EE-4	158.93	4	635.70	-	
	SDF IV					
	SDF III CA-2	3,317.31	4	13,269.23	-	
	SDF III CA-1	3,292.99	4	13,171.96	-	
	SDF III EE-3	284.92	4	1,139.70	-	
	SDF III EE-2	246.62	4	986.48	-	
	SDF III EE-1	244.04	4	976.15	-	
	SDF III EE-4	228.87	4	915.46	-	
	SDF III EE-5	213.37	4	853.48	-	
	GATE NO. 02			9,885.64	2	
<b>SECTOR 6</b>	SDF VIII	216.92	6	1,301.53	1	4,581.39
	Fire Station	3,279.86	1	3,279.86	2	
<b>SECTOR 7</b>	A1	699.62	4	2,798.46	-	14,319.42
	A2	699.62	4	2,798.46	-	
	A3	699.62	4	2,798.46	-	
	B1	493.67	4	1,974.68	-	
	B2	493.67	4	1,974.68	-	
	B3	493.67	4	1,974.68	-	
<b>Total</b>						<b>4,12,808.90</b>

**Note:** The purchaser reserves the right at the time of award of contract to increase/decrease the scope of work up to **25%** without any change in unit price or other terms & conditions.

**2. Details of the premises where the selected Service Provider 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	Sector 1	Sector 2	Sector 3	Sector 4	Sector 5	Sector 6	Sector 7	Total
<b>Outdoor Area (Sq Ft)</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>	

**3. Summary: Outright buildings & New Buildings (C)**

<b>Common Area</b>				
Sector	Building	Area	No. of Floors	Total Area
Sector IV	SDF VII Building	20,982.00	B+G+5	1,04,910
Sector IV	Multi-storeyed	24,286.86	B+G+7	1,70,008
Sector VI	Tower I & II	18,426.50	B+G+8	1,47,412
Sector III	NEST 02	18,445.71	B+G+7	1,29,120
Sector I	NEST 01	7,685.71	B+G+7	53,800
<b>Total</b>				<b>6,05,250</b>

B-Basement, G-Ground

**4. Summary: Details of Indoor & Outdoor Area**

<b>Sectors</b>	<b>Sector 1</b>	<b>Sector 2</b>	<b>Sector 3</b>	<b>Sector 4</b>	<b>Sector 5</b>	<b>Sector</b>	<b>Sector 7</b>	<b>Total</b>
<b>Indoor Area (Sq Feet)</b>								
Common area	97,324.60	37,497.55	68,663.99	1,17,518.97	73,045.76	4,583.05	14,324.60	4,12,808.91
<b>Total (A)</b>							<b>4,12,808.91</b>	
<b>Outdoor Area (Sq Feet)</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>							<b>11,30,554.60</b>	
<b>Total (C)</b>							<b>6,05,250</b>	
<b>Grand Total (A+B+C)</b>							<b>21,48,614.00</b>	

**Note:** The purchaser reserves the right at the time of award of contract to increase/decrease the scope of work up to **25%** without any change in unit price or other terms & conditions.

# 5. Master Plan & Sector plans

## SEEPZ MAP



Details	
Plot Area (in sq.m)	442053.03
No. of Trees	1351
Road Length (in m)	12160.69
Street Light Pole	397
High Mast	13
CCTV	155
Compound Wall (in m)	3919.85
Government Buildings	17
Private Buildings	61
Substation	5
Sump & Pump House	2
Gate area (in sq.m)	550.23

UMN	Map ID	Map No.	Sector	Rev. No.
001	01001	01	0	01
Project Title: GIS Survey				
Location: SEEPZ - SPECIAL ECONOMIC ZONE				
Date	Site	SECTOR - All Sectors		
21.05.2021	AB/A1/A2/A3/A4			
Drawn: 21.05.2021				
Checked: [Signature]				
Appr: [Signature]				
NAME: [Blank]				
SIGN: [Blank]				
Drawn By: [Blank]				
Checked By: [Blank]				
Approved By: [Blank]				
DESCRIPTION: [Blank]				
GEOINFO ADDRESS: [Blank]				
Plot No. 1, Building No. 1, Sector 1, Mittal Garden Business Park, Madhav, New Mumbai Phase: [Blank]				
91-612-40765983; Email: rshah.deshmukh@geoinfoindia.com				

1 centimeter = 20 meters  
0 90 180 M

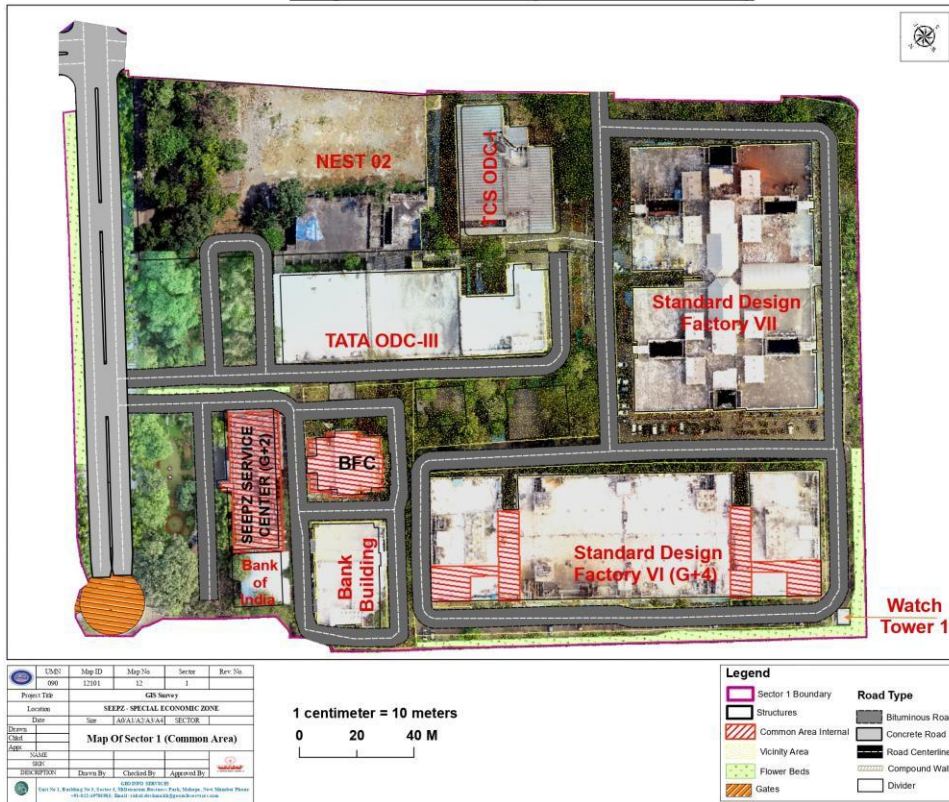
Legend		Road Type	
Sector 1 Boundary	Govt Building	Road Centerline	Bituminous Road
Sector 2 Boundary	Private Building	Concrete Road	Divider
Sector 3 Boundary	Compound wall		
Sector 4 Boundary	Lake		
Sector 5 Boundary	GATES		
Sector 6 Boundary			
Sector 7 Boundary			

## SEEPZ Common Area Map

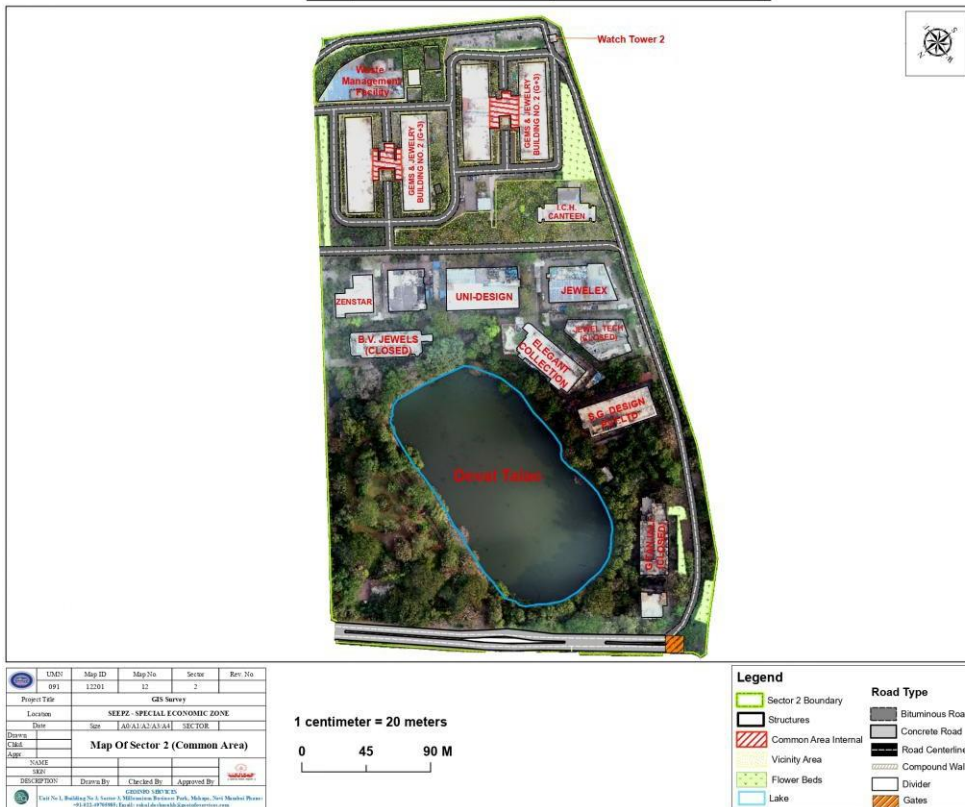


Details For Common Area					
Sector	Building	Common Area	Total Area	Plot Area	Utility Area
SEEPZ	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
SEEPZ	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
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SEEPZ	SEEPZ	120.00	120.00	120.00	
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	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
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SEEPZ	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
	SEEPZ	120.00	120.00	120.00	
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	SEEPZ	120.00	120		

## Map Of Sector 1 (Common Area)



## Map Of Sector 2 (Common Area)



# Map Of Sector 3 (Common Area)



Details For Common Area				
Sector	Buildings	Common Area		Total Area (Sq. M)
		Area (sq. M)	% of Total	
Sector 3	Gems & Jewelry Building No. 1	1380.77	0	2761.53
	DBP 01			
	DBP 02	452.22	0	904.44
	DBP 03	363.28	0	726.56
	DBP 04	38.57	0	77.14
	DBP 05	25.52	0	51.04
	DBP 06	24.84	0	49.68
	DBP 07	22.78	0	45.56
	DBP 08	23.57	0	47.14
	DBP 09	33.55	0	67.10
<b>SECTOR 3</b>				<b>2044.02</b>

UNES	Map ID	Map No	Sector	Rev. No
092	12301	12	5	
Project Title: GIS Survey				
Location: SEEPZ - SPECIAL ECONOMIC ZONE				
Date:	Site:	SECTOR		
Map Of Sector 3 (Common Area)				
Drawn By:	Checked By:	Approved By:		
<small>© 2010 SURVEYOR GENERAL OF INDIA</small> <small>Block No. 1, Building No. 3, Sector 3, Middle Area, Br. Area 1, Park, Hyderabad, 500130. All Rights Reserved. Please refer to the Surveyor General of India for more details.</small>				

1 centimeter = 20 meters

0 45 90 M

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

## Map Of Sector 5 (Common Area)



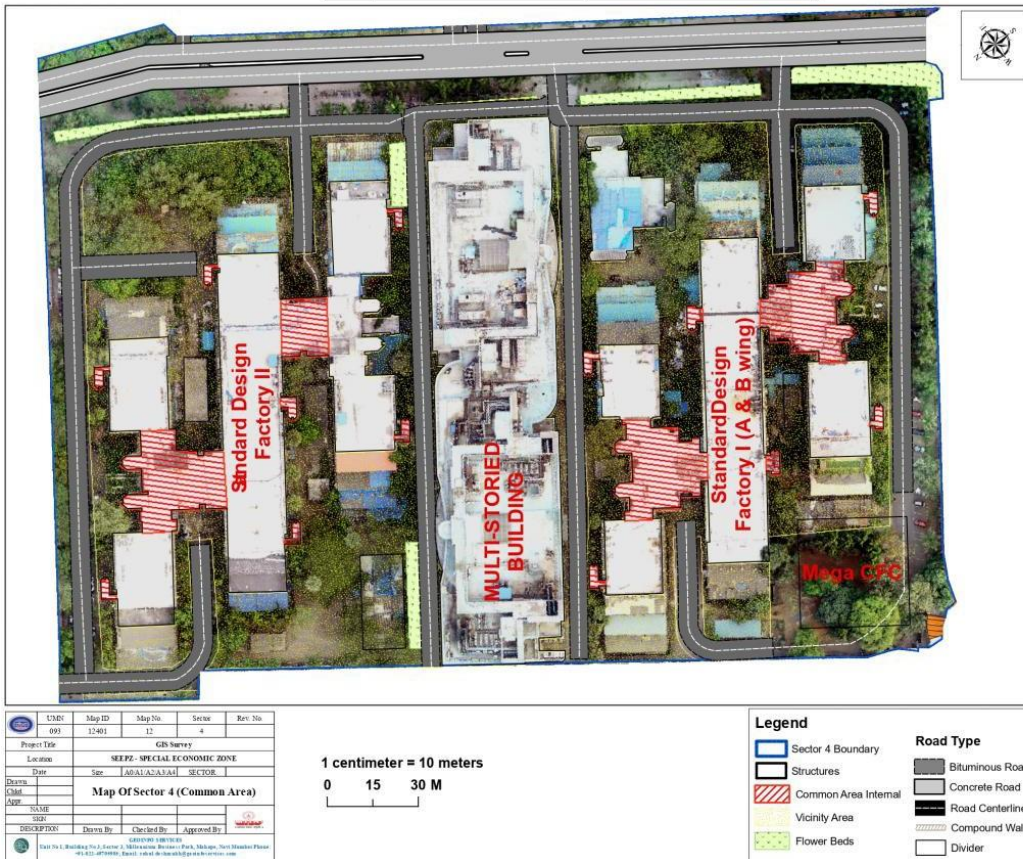
Details For Common Area				
Sector	Buildings	Common Area		Total Area (sq.m)
		Area (sq.m)	No. of Plots	
SECTOR 5	SE5-001	280.00	4	1120.00
	SE5-002	280.00	4	1120.00
	SE5-003	280.00	4	1120.00
	SE5-004	280.00	4	1120.00
	SE5-005	280.00	4	1120.00
	SE5-006	280.00	4	1120.00
	SE5-007	280.00	4	1120.00
	SE5-008	280.00	4	1120.00
	SE5-009	280.00	4	1120.00
	SE5-010	280.00	4	1120.00
<b>SECTOR 5</b>		<b>2800.00</b>	<b>40</b>	<b>11200.00</b>

13/01	Map ID	Map No	Sector	Rev. No
094	12501	12	5	
Project Title: GB Survey				
Location: SEEPZ - SPECIAL ECONOMIC ZONE				
Date: 12/01/2024				
Site: ARAI/A2/A3/A4 SECTOR				
Map Of Sector 5 (Common Area)				
Scale: 1:12000				
Drawn By: [Signature]				
Checked By: [Signature]				
Approved By: [Signature]				

Legend		Road Type	
[Red Line]	Sector 5 Boundary	[Grey Box]	Bituminous Road
[Black Box]	Structures	[Light Grey Box]	Concrete Road
[Red Hatched Box]	Common Area Internal	[Black Line]	Road Centerline
[Yellow Box]	Vicinity Area	[Dashed Line]	Compound Wall
[Green Box]	Flower Beds	[White Box]	Divider
[Red Box]	Gates		

1 centimeter = 12 meters  
0 20 40 M

## Map Of Sector 4 (Common Area)



Details For Common Area				
Sector	Buildings	Common Area		Total Area (sq.m)
		Area (sq.m)	No. of Plots	
SECTOR 4	SE4-001	480.00	4	1920.00
	SE4-002	480.00	4	1920.00
	SE4-003	480.00	4	1920.00
	SE4-004	480.00	4	1920.00
	SE4-005	480.00	4	1920.00
	SE4-006	480.00	4	1920.00
	SE4-007	480.00	4	1920.00
	SE4-008	480.00	4	1920.00
	SE4-009	480.00	4	1920.00
	SE4-010	480.00	4	1920.00
<b>SECTOR 4</b>		<b>4800.00</b>	<b>40</b>	<b>19200.00</b>

13/01	Map ID	Map No	Sector	Rev. No
093	12401	12	4	
Project Title: GB Survey				
Location: SEEPZ - SPECIAL ECONOMIC ZONE				
Date: 12/01/2024				
Site: ARAI/A2/A3/A4 SECTOR				
Map Of Sector 4 (Common Area)				
Scale: 1:10000				
Drawn By: [Signature]				
Checked By: [Signature]				
Approved By: [Signature]				

Legend		Road Type	
[Blue Line]	Sector 4 Boundary	[Grey Box]	Bituminous Road
[Black Box]	Structures	[Light Grey Box]	Concrete Road
[Red Hatched Box]	Common Area Internal	[Black Line]	Road Centerline
[Yellow Box]	Vicinity Area	[Dashed Line]	Compound Wall
[Green Box]	Flower Beds	[White Box]	Divider

1 centimeter = 10 meters  
0 15 30 M

## Map Of Sector 6 (Common Area)



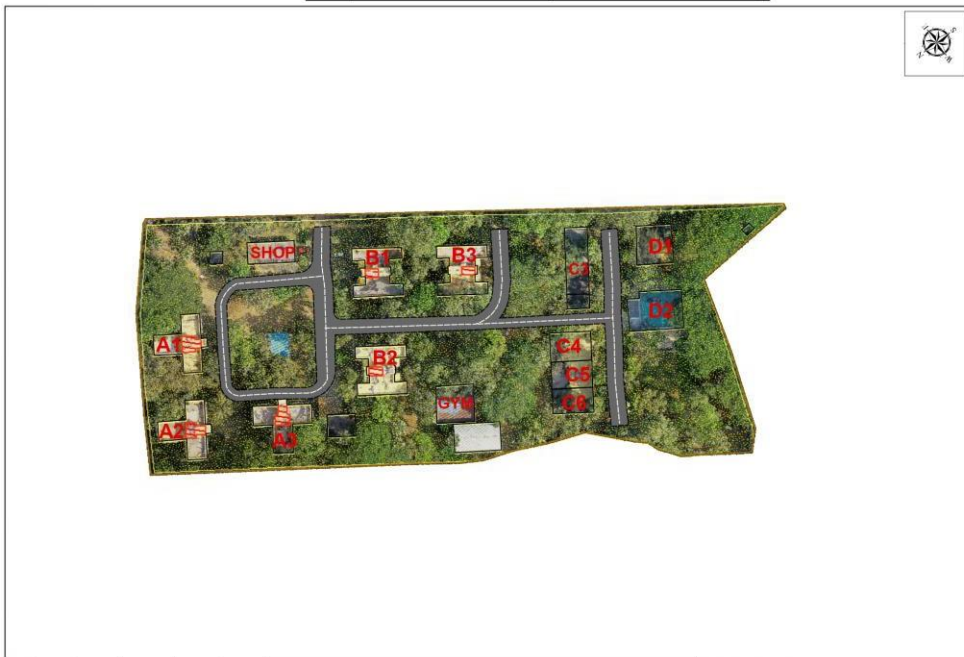
Details For Common Area				
Sector	Buildings	Common Area		Vicinity Area
		Area (Sq. M)	% of Plot	
SECTOR 6	10	10.00	10.00	100.00
SECTOR 6	10	10.00	10.00	100.00

UIN	Map ID	Map No.	Sector	Rev. No.
094	12601	12	6	
Project Title: GIS Survey				
Location: SEEPZ - SPECIAL ECONOMIC ZONE				
Date: 12/2012				
Site: AGALAI/ATAM SECTOR				
Map Of Sector 6 (Common Area)				
Drawn By: [Signature]				
Checked By: [Signature]				
Approved By: [Signature]				
CREATED USING: GIS/MS EXCEL				
G:\N\1. Building No. 1, Area 1, Information Resources Park, Hyderabad, Tel. Number: 081-422-479000, Fax: 081-422-479001, Email: info@atamkajp.com				

1 centimeter = 12 meters  
0 20 40 M

Legend		Road Type	
[Red outline]	Sector 6 Boundary	[Grey fill]	Bituminous Road
[Black outline]	Structures	[Light grey fill]	Concrete Road
[Red diagonal lines]	Common Area Internal	[Black line]	Road Centerline
[Yellow fill]	Vicinity Area	[Dotted pattern]	Compound Wall
[Green dots]	Flower Beds	[White outline]	Divider

## Map Of Sector 7 (Common Area)



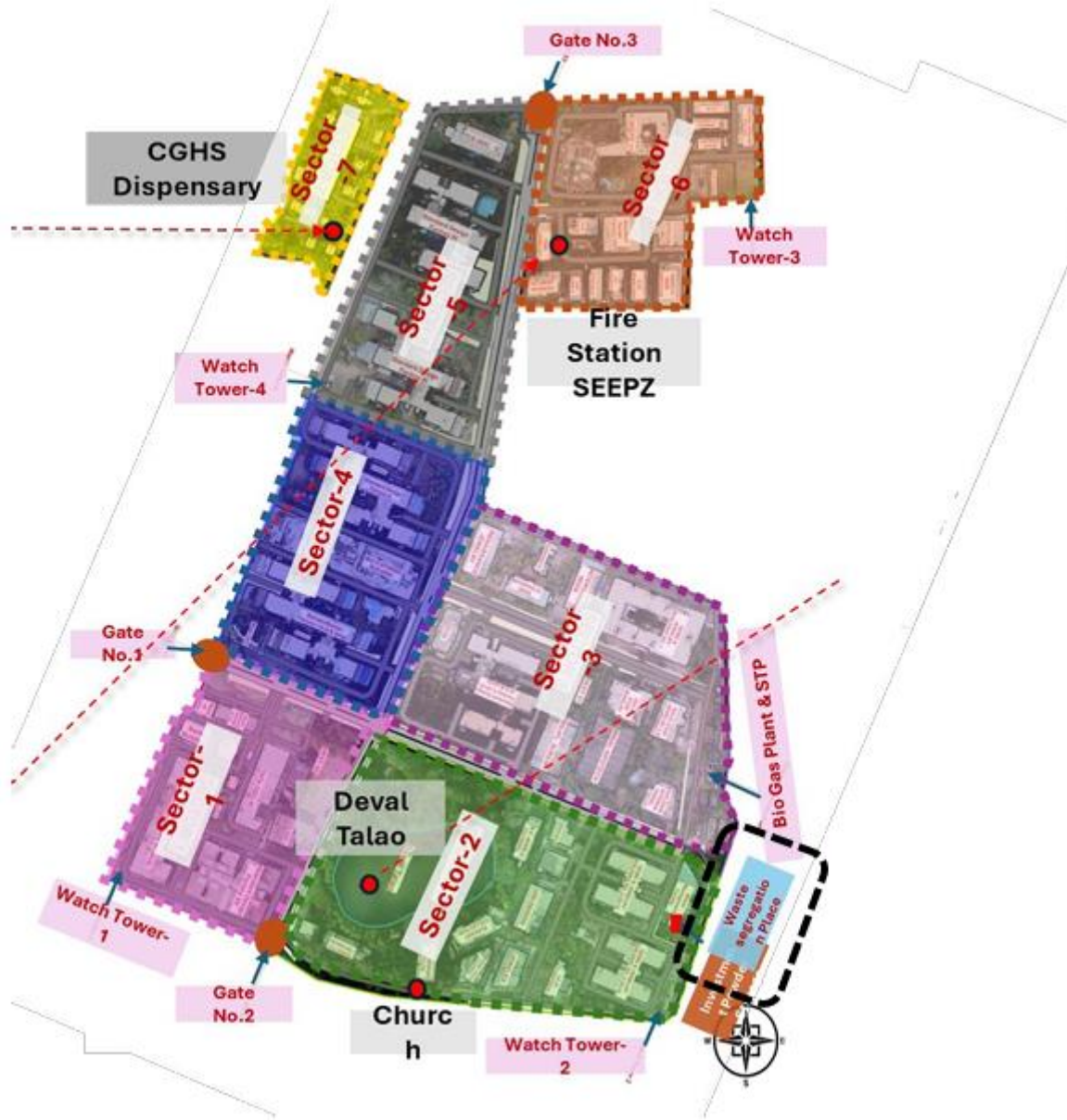
Details For Common Area				
Sector	Buildings	Common Area		Vicinity Area
		Area (Sq. M)	% of Plot	
SECTOR 7	10	10.00	10.00	100.00
SECTOR 7	10	10.00	10.00	100.00

UIN	Map ID	Map No.	Sector	Rev. No.
094	12701	12	7	
Project Title: GIS Survey				
Location: SEEPZ - SPECIAL ECONOMIC ZONE				
Date: 12/2012				
Site: AGALAI/ATAM SECTOR				
Map Of Sector 7 (Common Area)				
Drawn By: [Signature]				
Checked By: [Signature]				
Approved By: [Signature]				
CREATED USING: GIS/MS EXCEL				
G:\N\1. Building No. 1, Area 1, Information Resources Park, Hyderabad, Tel. Number: 081-422-479000, Fax: 081-422-479001, Email: info@atamkajp.com				

1 centimeter = 10 meters  
0 15 30 M

Legend		Road Type	
[Red outline]	Sector 7 Boundary	[Grey fill]	Bituminous Road
[Black outline]	Structures	[Light grey fill]	Concrete Road
[Red diagonal lines]	Common Area Internal	[Black line]	Road Centerline
[Yellow fill]	Vicinity Area	[Dotted pattern]	Compound Wall
[Green dots]	Flower Beds	[White outline]	Divider

## 6. Existing Waste Management place



## 7. Water Tank details

Size of overhead tank and underground sumps of all SDFs & GJ Buildings in Seepz SEZ premises.																		
Sr.No.	Building	No	Overhead Tank						Qty in m3	Qty in litres	Underground Sump						Qty in m3	Qty in litres
			Outer Size			Inner Size					Outer Size			Inner Size				
			L	B	H	L	B	H			L	B	H	L	B	H		
1	SDF I	1	9.20	6.90	2.80	8.60	6.30	2.60	140.87	140868	19.60	5.90	2.70	19.00	5.30	2.50	251.75	251750
		1	8.60	7.00	2.80	8.00	6.40	2.60	133.12	133120								
2	SDF II	2	11.15	5.45	3.30	10.55	4.85	3.10	317.24	317239	16.70	5.50	2.80	16.10	4.90	2.60	205.11	205114
3	SDF III	2	13.60	4.00	3.30	13.00	3.40	3.10	274.04	274040	16.70	5.50	2.70	16.10	4.90	2.50	197.23	197225
4	SDF IV	2	10.25	6.40	3.40	9.65	5.80	3.20	358.21	358208	16.70	5.50	2.70	16.10	4.90	2.50	197.23	197225
5	SDF V	2	10.25	6.40	3.40	9.65	5.80	3.20	358.21	358208	4 x 20000 litres Sintex Tanks						80.00	80000
6	SDF VI	4	9.30	6.75	1.90	8.70	6.15	1.70	363.83	363834	9.25	7.50	2.80	8.65	6.90	2.60	155.18	155181
		4	6.90	6.70	2.35	6.30	6.10	2.15	330.50	330498								
7	SDF VII	8	9.45	6.60	1.90	8.85	6.00	1.70	722.16	722160	9.25	7.50	2.80	8.65	6.90	2.60	155.18	155181
8	G&J I	10	5.50	3.30	2.00	4.90	2.70	1.80	238.14	238140	8.50	8.25	2.50	7.90	7.65	2.30	139.00	139001
		4	5.80	4.00	2.00	5.20	3.40	1.80	127.30	127296							0.00	0
9	G&J II	4	8.10	4.00	1.70	7.50	3.40	1.50	153.00	153000	16.10	5.10	2.50	15.50	4.50	2.30	160.43	160425
10	G&J III	4	9.90	6.80	1.70	9.30	6.20	1.50	345.96	345960	8.10	5.10	2.50	7.50	4.50	2.30	77.63	77625
11	SC Bldg	1	6.90	7.30	2.50	6.30	6.70	2.30	97.08	97083	6.90	3.30	2.50	6.30	2.70	2.30	39.12	39123
	<b>Total</b>	<b>49</b>							<b>3959.65</b>	<b>3959654</b>							<b>1657.85</b>	<b>1657850</b>
									<b>A</b>								<b>B</b>	

Total tank capacity of SDFs & GJ Buildings (A+B) = 5617.50 m3

**Note:** The above-mentioned details are indicative and may increase or decrease as per existing infrastructure. Prospective bidders shall conduct their own site assessment before commencement of work, and must undertake the cleaning of all the water tanks under the Authority's purview.

## **APPENDIX 2 – CONTENTS TO BE INCLUDED IN STANDARD OPERATING PROCEDURE (SOP)**

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

<b>S No.</b>	<b>Section Title</b>	<b>Topics / Description to be Covered</b>	<b>Remarks / Compliance</b>
1	Introduction & Objective	Purpose, objectives, alignment with SEEPZ RFP & SLA	Mandatory
2	Scope & Applicability	Services covered, area applicability, contract duration	Mandatory
3	Definitions & Abbreviations	BWG, SWM, OWC, SLA, SOP, PPE, etc.	As per RFP
4	Site Understanding	SEEPZ area details, population, waste profile	Mandatory
5	Organization Structure & Roles	Org chart, roles, escalation matrix	Mandatory
6	Manpower Deployment Plan	Category-wise manpower, shifts, training, uniforms, IDs	As per own assessment by the Agency
7	Housekeeping Operations	Cleaning methods, schedules, checklists, consumables	As per SLA
8	Solid Waste Management	Segregation, collection, transport, processing, disposal	SWM Rules 2025
9	Lift Operations & AMC	Operation shifts, preventive maintenance, breakdown handling	PWD & OEM norms
10	Tree Pruning & Landscaping	Pruning methodology, safety, waste disposal, reporting	Safety mandatory
11	Machinery & Equipment Management	Equipment list, maintenance, replacement protocol	Mandatory
12	Health, Safety & Environment	PPE, safety SOPs, incident reporting	Mandatory
13	Statutory & Regulatory Compliance	Labour laws, PoSH, environmental compliance	Mandatory
14	Monitoring & MIS Reporting	Daily/monthly reports, dashboards, inspections	Mandatory
15	Complaint Redressal Mechanism	Channels, timelines, escalation	Mandatory
16	Emergency & Contingency Measures	Labour shortage, breakdowns, festival surge	Mandatory
17	Continuous Improvement & Sustainability	Waste reduction, innovation, IEC activities	Desirable
18	Records & Documentation	Registers, logbooks, compliance records	Mandatory

19	Review & Amendment	Review frequency, change management	Mandatory
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**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.*

## APPENDIX 3 - Financial Bidding Format ( To be submitted with Financial Bid only)

### BILL OF QUANTITIES (BoQ)

#### A. HOUSEKEEPING & FACILITY MANAGEMENT SERVICES

*Inclusive of indoor, outdoor, façade cleaning and water tank cleaning as per approved schedule.*

Sr. No.	Item Description	Lump sum Amount (INR) – for 2 Years
A1	Indoor Housekeeping – Offices, corridors, toilets, staircases and common areas including supervision, tools, consumables and PPE	
A2	Outdoor Housekeeping – Roads, footpaths, parking areas and open spaces within premises	
A3	Façade / External Surface Cleaning	
A4	Overhead & Underground Water Tank Cleaning (scheduled or emergency, as instructed)	
<b>A – Sub-Total</b>		

#### B. TREE PRUNING & GREEN AREA SUPPORT

Sr. No.	Item Description	Lump sum Amount (INR) – for 2 Years
B1	Tree Pruning, Cutting, Trimming & Removal including loading and disposal within premises	
<b>B – Sub-Total</b>		

#### C. SOLID WASTE MANAGEMENT (SWM) INCLUDING COMPOSTING

Sr. No.	Item Description	Lump sum Amount (INR) – for 2 Years
C1	Collection, segregation and internal transportation of solid waste (wet/dry/other)	
C2	Operation and monitoring of Organic Waste Converter (OWC) including composting	
C3	Handling, storage & Authorised disposal of rejects / recyclables / compost	
<b>C – Sub-Total</b>		

**D. LIFT OPERATION & O&M SUPPORT**

<b>Sr. No.</b>	<b>Item Description</b>	<b>Manpower deployed</b>	<b>Lump sum Amount (INR) – for 2 Years</b>
D1	Lift Operation – Deployment of trained lift operators in approved shifts	For 32 Operators	
D2	Lift O&M Support – Operational coordination with OEM, log maintenance & routine checks (excluding major spares)	1 Supervisor, 2 Technicians	
<b>D – Sub-Total</b>			

**E. GRAND SUMMARY**

<b>Section</b>	<b>Description</b>	<b>Lump sum Amount (INR) – for 2 Years</b>
A	Housekeeping & FM Services	
B	Tree Pruning	
C	Solid Waste Management & Composting	
D	Lift Operation & O&M Support	
<b>TOTAL CONTRACT VALUE</b>		

....End of the Document....