

BRIHANMUMBAI MUNICIPAL CORPORATION
CENTRAL PURCHASE DEPARTMENT
566, N.M.JOSHI MARG, BYCULLA (WEST), MUMBAI – 400 011



Tender ID No 2025_MCGM_1181939_1

TENDER DOCUMENT FOR PROVIDING CLEANING /HOUSEKEEPING SERVICES
IN BMC'S PERIPHERAL HOSPITAL ON OUTSOURCE BASIS

FOR

B.M.C

MUMBAI

Office of Dy.Ch.Eng (C.P.D.)

566, N.M.Joshi Marg,

Byculla (West), Mumbai – 400 011

TEL. NO.022-23083161 EXT. 219/220/205

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BMC Portal

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SECTION1. E-TENDER NOTICE
BRIHANMUMBAI MUNICIPAL CORPORATION
CENTRAL PURCHASE DEPARTMENT
566, N.M. JOSHI MARG, MUMBAI - 400 011.

E-PROCUREMENT TENDER NOTICE

No. Dy. Ch. Eng./CPD/TDR/16/AE-4 Dated

The Commissioner of Brihanmumbai Municipal Corporation invites the following online tender. The tender copy can be downloaded from BMC portal <https://portal.BMC.gov.in> under tender section. However, the bid will be invited through Mahatender portal (<https://mahatenders.gov.in>) only.

Bidders who wish to participate in this bidding process must register on <https://mahatenders.gov.in>. Bidders, whose registration is valid, may please ignore this step. At the time enrollment, the information required for enrollment should be filled. After enrollment the bidder will get his user name and password to his Mail Id. Bidders are also advised to refer "Bidders Manual Kit" available at <https://mahatenders.gov.in/nicgep/app?page=BiddersManualKit>

Bidders should have valid Class III Digital Signature Certificate (DSC) obtained from any licensed Certifying Authorities (CA). For registration, enrollment for digital signature certificates and user manual, Interested Bidders should follow the respective links provided in Mahatenders Portal (<https://mahatenders.gov.in>).

All interested vendors are required to be registered with BMC. Vendors not registered with BMC before can apply online by clicking the link 'Vendor Registration' under the 'e-Procurement' section of BMC Portal, Vendors already registered with BMC need to contact helpdesk to extend their vendor registration.

The administrative, technical and commercial bids shall be submitted online up to the end date & time mentioned below.

Sr. No.	Description	Tender fees ((₹)	EMD (₹)	Start date & Time for online Bid Downloading	End date & Time for online Bid Submission
1	Providing Cleaning/ Housekeeping Services in BMC's Peripheral hospital on Outsource Basis. Dy. Ch E / CPD/TDR/16/AE-4 of 2025-26 Tender Id - 2025_MCGM_118 1939 1	Rs 18,150/- (18 %GST) Rs. 21,417/-	Rs:-15,83,000/-	05.08.2025 at 16.00 hrs	26.08.2025 at 16:00 hrs

The pre-bid meeting will be held **on 12.08.2025 at 3.00 PM, venue of the same is at Conference hall, DMC CPD's office, N M Joshi Marg Byculla Mumbai 400011.** The prospective tenderer(s) should submit their suggestions/observations, if any, in writing minimum 2 days before Pre-bid meeting. Only suggestions/observations received in writing will be discussed and clarified in pre-bid meeting and any modification of the tendering documents, which may become necessary as a result of pre-bid meeting,

shall be made by BMC exclusively through the issue of an addendum/corrigendum. The tender uploaded shall be read along with any modification. Authorized representatives of prospective tenderer(s) can attend the said meeting and obtain clarification regarding specifications, works & tender conditions. Authorized representatives should have authorization letter to attend the pre-bid meeting.

The tenderer shall have to **pay EMD of Rs:- 15,83,000/-** through on line payment only.

Note :- The tenderer shall have to pay the tender EMD amount through on line payment only.

Authority (BMC) shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of concerning or relating to the tender or the bidding process, including any error or mistake therein or in any information or data given by the authority.

The Municipal Commissioner reserves the right to reject all or any of the e-tender(s) without assigning any reason at any stage.

Tenders shall note that any corrigendum issued regarding this tender notice will be published on the BMC portal and mahatender portal only. No corrigendum will be published in the local newspapers.

**By Order of the
Municipal Commissioner
BrihanMumbai Municipal Corporation**

**Sd/-
Dy. Chief Engineer (M & E) CPD**

For detailed tender document please scroll down :-

Providing Cleaning/ Housekeeping Services in BMC's Peripheral Hospital on Outsource Basis.

Tender ID 2025_MCM_1181939_1

SECTION2. HEADER DATA

E-Tender No.	<u>Dy.Ch.E./CPD/TDR/16/AE-4 of 2025-26</u>
Name of Organization	Brihanmumbai Municipal Corporation
Subject	Providing Cleaning/ Housekeeping Services in BMC's Peripheral Hospital on Outsource Basis.
Estimated Cost	Rs 15,82,33,000/-
Tender fee of E-Tender	Rs 18,150/- +Rs.3267/- (18%GST) = 21,417/-
Earnest Money Deposit	Rs 15,83,300/-
Pre Bid Meeting	On 12.08.2025 at 15.00 Hrs. Venue-Conference hall, 1'st Floor, Central Purchase Department, 566, N M Joshi Marg, Byculla Mumbai-400011
Documents Download Start Date & Time	As mentioned in https://mahatenders.gov.in
Documents Download End Date & time	
Bid Submission Start Date & Time	
Bid Submission End Date & Time	
End date & Time for EMD Receipt	
Bid Opening Date & Time	
Opening of Packet A	
Opening of Packet B	
Opening of Packet C	
Address for Communication	Office of Dy.Ch. E.(C.P.D.) <u>566, N.M.JOSHI MARG, BYCULLA (WEST), MUMBAI – 400 011</u> Tel. No. 022-23083161 Ext 219
Email Address	ae04.cpd@BMC.gov.in
Venue for opening of bid	Same as above

This tender document is not transferable

BRIHANMUMBAI MUNICIPAL CORPORATION
CENTRAL PURCHASE DEPARTMENT
566, N.M.JOSHI MARG, BYCULLA (WEST), MUMBAI – 400 011

SECTION 3. PREAMBLE

The Brihanmumbai Municipal Corporation invites Tender from bidder/manufacture to Providing Cleaning/ Housekeeping Services in BMC's Peripheral hospital on Outsource Basis. for **two year contract period** from date of Rate circular as per the scope of work with this document and as per the terms and conditions as mentioned therein and as per the provisions of the M.M.C. Act 1888 as amended till date.

BMC Portal

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SECTION 4. INSTRUCTIONS TO VENDORS PARTICIPATING IN E-TENDERING PROCESS

1.	The e-Tendering process of BMC is enabled through Mahatender portal (https://mahatenders.gov.in). However, tender document can be downloaded from BMC's portal website under "Tenders" section or from Mahatender portal
2.	Bidder should do Online Enrolment in this Portal using the option Click Here to Enroll available in the Home Page. Then the Digital Signature enrollment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying Authorities such as eMudhraCA /GNFC/ IDRBT/ MtnlTrustline/ SafeScript/TCS.
3.	Bidder then logs into the portal giving user id / password chosen during enrollment. and follow the instructions given in the document 'Bidders manual kit – online bid submission – Three Cover Bid Submission New' which is available on e-tendering portal of Government of Maharashtra i.e. ' https://mahatenders.gov.in '
4.	The e-token that is registered should be used by the bidder and should not be misused by others.
5.	DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
6.	The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under My Documents option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents
7.	After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
8.	The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
9.	If there are any clarifications, this may be obtained online through the eProcurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
10.	Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/ formats. If there is more than one document, they can be clubbed together.
11.	Bidder should Pay EMD and other charges, where applicable, as per the instructions given in the Tender Notice and / or Tender Document.
12.	Tender fee (as mentioned in the Header Data) should be paid by all bidders online on mahatender portal through payment gateway.
13.	The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids.
14.	The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process. Vendors trying to submit the bid at last moment just before due date and due time and failing to do so due to system problems at their end, internet problems, User Id locking problems etc. shall note that no complaints in this regard will be entertained. The Tender Inviting Authority (TIA) will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues. so The bidders are requested to submit the bids through online eProcurement system to the TIA well before the bid submission end date and time (as per Server System Clock).
15.	There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.

16.	It is important to note that, the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.
17.	The bidder may submit the bid documents online mode only, through mahatenders portal. Offline documents will not be handled through this system.
18.	At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
19.	After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
20.	Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
21.	It is the responsibility of the vendors to maintain their computers, which are used for submitting their bids, free of viruses, all types of malware etc. by installing appropriate anti-virus software and regularly updating the same with virus free signatures etc. Vendors should scan all the documents before uploading the same. if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
22.	The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
23.	All the data being entered by the bidders would be encrypted at the client end, and the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.
24.	During transmission of bid document, the confidentiality of the bids is maintained since the data is transferred over secured Socket Layer(SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
25.	All the tender notices including e-Tender notices will be published under the 'Tenders' section of BMC Portal and on Mahatender portal.
26.	All interested vendors, are required to be registered with BMC. Vendors not registered with BMC before can apply on-line by clicking the link 'Vendor Registration' under the 'e-Procurement' section of BMC Portal, Vendors already registered with BMC need to contact helpdesk to extend their vendor registration.
27.	Manual offers sent by post/Fax or in person will not be accepted against e-tenders even if these are submitted on the Firm's letter head and received in time. All such manual offers shall be considered as invalid offers and shall be rejected summarily without any consideration.
28.	As BMC has switched over to e-Tendering, if any references in this tender document are found as per manual bidding process like Packets A, B, C etc. may please be ignored. All documents that are required to be submitted as part of eligible & technical bid, need to be uploaded in the Packets provided for this purpose and commercial bid need to be filled online.
29.	Affixing of digital signature for the bid document while submitting the bid, shall be deemed to mean acceptance of the terms and conditions contained in the tender document as well as confirmation of the bid/bids offered by the vendor which shall include acceptance of special directions/terms and conditions if any, incorporated.
30.	The browser settings required for digitally signing the uploaded documents are provided under download section of Mahatender Portal. Site compatibility required for Mahatender portal has

	been provided under Site compatibility on Home Page of Mahatender Portal .
31.	The administrative, technical and commercial evaluation documents will be available for all the participating vendors after completion of the evaluation.
32.	Additional information can be availed by referring to FAQs under FAQ on Home Page of Mahatender Portal .
33.	For any help, in the e-Tendering process, can be availed by dialing help-desk number or Email support provided under contact us on Home Page of Mahatender Portal.
SPECIAL NOTE: TENDERERS ARE REQUESTED TO GO THROUGH THE bid submission guidelines as given in Bidders manual kit – online bid submission – Three Cover Bid Submission New’ on -tendering portal of Government of Maharashtra i.e. ‘ https://mahatenders.gov.in ’ Bidders who wish to participate in the Bidding process must register on the website http://www.mahatenders.gov.in/nicgep/app . Bidders, whose registration is valid, may please ignore this step. At the time enrolment, the information required for enrolment should be filled. After enrolment the bidder will get his user name and password to his Mail Id. Bidders should have valid Class III Digital Signature Certificate (DSC) obtained from any license Certifying Authorities (CA). Interested Bidders should follow the “Manuals” available on Mahatender Portal (https://mahatenders.gov.in)	

SECTION 5 .FLOW OF ACTIVITIES OF TENDER

1. Issue of Tender notice in the newspapers and tender notice along with tender documents on BMC Portal & Mahatender Portal.
2. Download the tender documents from the Tender section of Mahatender Portal.
3. Tenderer shall note that any corrigendum issued regarding this tender notice will be published on the BMC and Mahatender portal only. No corrigendum will be published in the local newspapers.
4. All the tender notices including e-Tender notices will be published under the 'Tenders' section of BMC Portal and on corrigendum section of Mahatender Portal.
5. All the information documents are published under the 'e-Procurement' section of BMC Portal.
6. Tenderer has to go through the tender document and if confident to have required qualification/experience and fulfil the tender condition and willing to participate in the tender, then download the tender documents from the Mahatender Portal after paying online requisite tender price.
7. Pay E.M.D and Tender Fee online mahatender portal <https://mahatenders.gov.in> on or before the due date and time prescribed.
8. Simultaneous, on line submission, of tender documents with details as specified in the tender & proforma in Annexure shall be done by bidder as per section No.4 of this tender document.
9. Administrative offer, i.e. Packet 'A' and technical offer i.e. Packet 'B' will be opened online on the due date and due time as stated in tender details on mahatender portal.
10. Commercial bids i.e. Packet 'C' of only those bidder who are found to be responsive in the evaluation of administrative, technical offers as decided in tender committee meeting will be opened online. Lowest tenderer must submit duly labeled & sealed sample of materials mentioned in tender.
11. Recommendations will be done to Higher Authorities and to Standing Committee for sanction to award the contract, as decided in tender committee meeting.
12. After sanction of Higher Authorities or Standing Committee, issuance of the acceptance letter to successful bidder.
13. Payment of contract deposit, Legal Charges & Stationery Charges and submission of document for execution of written contract with payment of requisite stamp duty within specified time period of thirty days from the date of receipt of Acceptance Letter by successful bidder.
14. Service should be provided as described in scope of work and as per terms & conditions

SECTION 6 : GENERAL INSTRUCTIONS AND CONDITIONS TO THE TENDERERS

Before filling in the tender, tenderers are requested to go through the “General Instructions to Tenderers”, the “Mandatory conditions”, all “Annexures”, “Articles of Agreement” carefully, wherein the tender conditions and contract conditions are clearly mentioned.	
1.	<u>Eligibility Criteria</u>
A.	<p><u>Who can quote :-</u> Limited Company or Private limited Company registered under the companies Act 1956, Partnership firm registered under partnership act 1932, Proprietor firm registered under the companies Act 2013 and Government and Semi Government Units (who have completed work of similar nature services /work) are eligible to quote.</p>
B.	<p><u>Turnover :-</u> The Average annual turnover of the bidder during last three financial years shall be minimum Rs: 2,76,91,000/- Bidder shall have to submit the turnover Certificate issued by Auditors of the Firm/ Chartered Accounting Firm/ Chartered Accountant with UDIN (Unique Document Identification Number) Bidder may upload Audited Balance sheet in support of the Turnover certificate.</p>
C.	<p><u>Experience :-</u></p> <ul style="list-style-type: none"> The tenderer in his own name should have experience in doing similar nature of works as in providing housekeeping, cleaning services, in Central government/ State government/PSU/Any govt. local bodies/ Large Corporate (medical educational institute / Super specialty Hospitals / Corporate entities such as company, offices, banks etc.) during last 5 years on or before the due date. The Bidder should have satisfactorily completed work of similar nature and / or satisfactorily completed minimum 75% of ongoing works of similar nature and of value stated below. One similar completed work of value equal to Rs. 2.22 crore or more OR Two similar completed works each of value equal to Rs.1.66 crore or more OR Three similar completed works each of value equal to Rs1.11 crore or more . <ul style="list-style-type: none"> Tenderer should upload the documentary evidence of the same. Bidder shall provide certified copies of the Executed service orders/Work Orders along with completion certificates in support of the experience as provided in this clause.(Annexure-5 and 5a) The company/agency should upload latest ISO / OHSAS / SA / equivalent certificate. <p>Note :- The Lowest Bidder shall have the Registered office in Mumbai region or shall establish the Registered office in Mumbai region and shall submit the necessary documents before award of contract.</p>

D.	<p><u>Details of Litigation History</u></p> <ul style="list-style-type: none"> • The Bidder shall disclose the litigation history in Annexure-12 to be submitted in Packet 'A'. Tenderers are requested to go through Annexure no.12 i.e. Clause of litigation history and do needful. • Litigation History must cover – Any action of blacklisting, debarring, banning, suspension, de-registration and cheating with BMC, State Govt. Central Govt. or any authority under state or central Govt. / Govt. organization initiated against the company, firm, directors, partners or authorized signatory shall be disclosed for last 5 years from the date of submission of Tender. • Tenderer must disclose the litigation history for last 5 years from the date of submission of Tender about any action like show cause issued, blacklisting, debarring, banning, suspension, de-registration and cheating with BMC and BMC is party in the litigation against the company, firm directors, partners or authorized signatory for carrying out any work/ supply for BMC by any authority of BMC and the orders passed by the competent authority or by any authority of BMC and the orders passed by the competent authority or by any court where BMC is a party. • While taking decision on litigation history, the concerned DMC or Director, as may be the case, should consider the details submitted by Tenderer and take decision based on the gravity of the litigation and the adverse effect of the act of company, firm directors, partners or authorized signatory on the BMC works which can spoil the quality output and delivery of healthcare services or any work execution and within the timeframe. • If there is no litigation history, the Tenderer shall specifically mention that there is no litigation history against him as per the clause of litigation history. • Litigation History is applicable to the quoted products / product quality and supply related litigation & then depending upon the gravity of matter the decision will be taken accordingly. • The Tenderer are not allowed to quote for which the Firm found guilty of malpractice, misconduct, or blacklisted / debarred either by any Department of Govt. of Maharashtra or by any local authority or Semi Government bodies and other State Government / Central Government's organization as on the date of submission of bid. 						
E.	<p>All tenderer must disclose the names of their partners, if any in the particular contract.</p> <table border="1" data-bbox="435 1375 1521 1911"> <tr> <td data-bbox="435 1375 500 1558">i.</td><td data-bbox="500 1375 1521 1558">Firms with common proprietor / partner or connected with one another either financially or as principal and agent or as master and servant or with proprietor /partner closely related to each other such as husband/wife, father/mother and son/daughter and brother /sister shall not tender separately under different names for the same contract.</td></tr> <tr> <td data-bbox="435 1558 500 1743">ii.</td><td data-bbox="500 1558 1521 1743">If it is found that firms as described in clause E-i have tendered separately under different names for the same contract, all such tender (s) shall stand rejected and tender deposit of each such firm/establishment shall be forfeited. In addition such firms/establishment shall be liable, at the discretion of the Municipal Commissioner for further penal action including blacklisting.</td></tr> <tr> <td data-bbox="435 1743 500 1911">iii.</td><td data-bbox="500 1743 1521 1911">If it is found that closely related persons as in clause E-i have submitted separate tenders/quotations under different names firms /establishment but with common address for such establishment/firms and /or in such establishment/firms though they have different addresses, are managed or governed by the same person / persons jointly or severally, such tenderer shall be liable for action as in clause No E-i</td></tr> </table>	i.	Firms with common proprietor / partner or connected with one another either financially or as principal and agent or as master and servant or with proprietor /partner closely related to each other such as husband/wife, father/mother and son/daughter and brother /sister shall not tender separately under different names for the same contract.	ii.	If it is found that firms as described in clause E-i have tendered separately under different names for the same contract, all such tender (s) shall stand rejected and tender deposit of each such firm/establishment shall be forfeited. In addition such firms/establishment shall be liable, at the discretion of the Municipal Commissioner for further penal action including blacklisting.	iii.	If it is found that closely related persons as in clause E-i have submitted separate tenders/quotations under different names firms /establishment but with common address for such establishment/firms and /or in such establishment/firms though they have different addresses, are managed or governed by the same person / persons jointly or severally, such tenderer shall be liable for action as in clause No E-i
i.	Firms with common proprietor / partner or connected with one another either financially or as principal and agent or as master and servant or with proprietor /partner closely related to each other such as husband/wife, father/mother and son/daughter and brother /sister shall not tender separately under different names for the same contract.						
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iii.	If it is found that closely related persons as in clause E-i have submitted separate tenders/quotations under different names firms /establishment but with common address for such establishment/firms and /or in such establishment/firms though they have different addresses, are managed or governed by the same person / persons jointly or severally, such tenderer shall be liable for action as in clause No E-i						

		including similar action against the firms/ establishments concerned.
	iv.	Any tenderer failing to disclose information as indicated in E-i to iii, shall render him liable to have his EMD forfeited and the contract, if entered into, and cancelled at any time during its currency. Further it shall invite penal action including black listing against the Tenderer as well as related firm/establishments
2.	<u>Extension:-</u> The Municipal Commissioner reserves right to extend or open bids of tenders without assigning any reasons.	
3.	<u>Amendment to tender documents</u> <ul style="list-style-type: none"> Before deadline for uploading of tender offer, the BMC may modify any tender condition included in this tender document by issuing addendum/corrigendum/clarification and publish it in on the Mahatender and BMC Portal. Such addendum/corrigendum/clarification so issued shall form part of the tender documents. All tenderers shall digitally sign such addendum/corrigendum/clarification and upload it in Packet 'A' 	
4.	<ul style="list-style-type: none"> The tenderer shall offer the best prices for the subject supply/work as per the present market rates and that the bidder should not have offered less prices for the subject supply/work to any other outside agencies including Govt./Semi Govt. agencies and within the BMC also. Further, the tenderer has to fill in the accompanying tender with full knowledge of the above liabilities and therefore they will not raise any objection or dispute in any manner relating to any action including forfeiture of deposit and blacklisting, for giving any information which is found to be incorrect and against the instructions and directions given in this behalf in this tender. If it is revealed subsequently after the allotment of work/ contract to tenderer, that any information given by tenderer, in this tender is false or incorrect, he shall compensate the Brihanmumbai Municipal Corporation for any such losses or inconveniences caused to the Municipal Corporation, in any manner and will not resist any claim for such compensation on any ground whatsoever. Tenderer/tenderers shall agrees and undertake that he/they shall not claim in such case any amount, by way of damages or compensation for cancellation of the contract given to them or any work assigned to them if it is withdrawn by the Corporation." <u>Affidavit shall be uploaded in this respect as per Annexure –3.</u>	
5.	<ul style="list-style-type: none"> Bidder / Service provider shall not have been debarred/ black listed by BMC / Central Govt. / State Govt. / Public sector undertaking/any other Local body. If in future, it comes to the notice of BMC / if it is brought to the notice of BMC during the currency of this contract, that any disciplinary/penal action is taken against the bidder / principle manufacturer due to violation of terms and conditions of the tender allotted to Bidder / his principle manufacturer which amounts to cheating /depicting of malafide intention anywhere in BMC or either by any of central Govt. / state Govt. / Public sector undertaking/any other Local body, BMC will be at discretion to take appropriate action as it finds fit. 	
6.	<u>Validity</u> <ul style="list-style-type: none"> The validity of the offer should be for at least 180 days from the date of the opening of the tender. Tenders specifying validity less than 180 days shall be rejected outright. 	
7.	<u>Paying E.M.D.</u> <ul style="list-style-type: none"> The tenderer shall have to pay entire EMD of Rs 15,83,000/-through payment gateway of GOM on URL https://mahatenders.gov.in. The bidder shall upload scan copy of 	

	<p>online paid EMD along with bid submission in Packet 'A' (fee Cover folder).</p> <ul style="list-style-type: none"> Any Bid not accompanied by an acceptable Bid Security shall be rejected outright as non responsive.
8.	<p><u>Refund of E.M.D.</u></p> <ul style="list-style-type: none"> Except successful bidder all other unsuccessful bidders 100% EMD paid online will be refunded automatically. The EMD of successful bidder will be discharged after due varification of the signed documents and the required security deposits submitted by the successful Bidder for execution of the contract.
9.	<p><u>Forfeiture of Entire EMD</u></p> <ul style="list-style-type: none"> If the Bidder withdraws the Bid after bid opening (opening of technical qualification part of the bid during the period of Bid validity In the case of a successful Bidder, if the Bidder fails within the specified time limit to: <ul style="list-style-type: none"> i) sign the Agreement; and/or Furnish the required Security Deposits. ii) Submitted forged documents in pkt A and B
10.	<p><u>Tender Fee:</u></p> <ul style="list-style-type: none"> Tender fee is mentioned in tender notice and shall not be refundable. The tenderer shall have pay tender fee online on mahatender portal through payment gateway of GOM on URL https://mahatenders.gov.in.
11.	<p><u>Acknowledging communications</u></p> <ul style="list-style-type: none"> Every communication from the Dy.Ch.E.(C.P.D.), Brihanmumbai Municipal Corporation to the tenderer should be acknowledged by the tenderer / Quotationer / Supplier with the signature of authorized person and with official rubber stamp of the tenderer / quotationer / supplier.
12.	<p><u>Where and how to submit the tender</u></p> <p>(Refer Section 5- Flow of activities of Tender & Section 4 : Instructions to Tenderer participating in e-Tendering)</p> <ul style="list-style-type: none"> The e-Tendering process of BMC is enabled through Mahatender portal 'https://mahatenders.gov.in' The bid should be submitted online through website https://mahatenders.gov.in in three Packets system i.e. Administrative Bid (Packet A), Technical Bid (Packet B) & Commercial Bid (Packet C) along with EMD. All documents should be properly uploaded. To prepare and submit the bid/offer online all tenderer are required to have e-token based DIGITAL SIGNATURE CERTIFICATE. The Digital signature certificate should be obtained from competent authority; However the e-tender website or helpline numbers may guide you for obtaining the same Deadline for submission of bid – as per schedule mentioned in tender notice.
13.	<p><u>Documents to be upload</u></p> <ul style="list-style-type: none"> All required Original document and self Attested Photocopies of specific documents shall be scanned & uploaded. This complete 'Tender Document' shall be uploaded as a token of acceptance of all clauses / conditions / requirements / instructions contained in this tender document.
14.	<p><u>Authentication for documents</u></p> <ul style="list-style-type: none"> The responsibility to produce correct and authentic documents rests with the tenderer. If any document is detected to be forged, bogus etc., the tender shall be rejected and the tender deposit shall be forfeited. Any contract entered under such conditions shall also be liable to be cancelled at any time during its currency and further penal action like criminal prosecution, blacklisting etc. against the said contractors and/or the partners

	<p>shall be instituted.</p> <ul style="list-style-type: none"> The Municipal Commissioner shall also be entitled to recover from the contractors' dues the damages/losses occurred there of. 				
15.	<p><u>Translation of certificates:-</u></p> <ul style="list-style-type: none"> If the certificate issued by any statutory authority is in language other than English, Hindi or Marathi, then a translated copy of certificate in one of the languages mentioned above, and certified by the official translator shall have to be uploaded along with a copy of the original certificate. 				
16.	<p><u>Sign and seal:</u></p> <ul style="list-style-type: none"> Affixing of digital signature anywhere while submitting the bid shall be deemed to be signed by bidder and mean acceptance of the terms, conditions and instructions contained in this tender document as well as confirmation of the bid/bids offered by the vendor which shall include acceptance of special directions/terms and conditions if any, incorporated. If a tender is submitted by a proprietary firm, it shall be digitally signed by the proprietor of the said firm or authorised representative only. If a tender is submitted by a partnership firm, it shall be digitally signed by person/partner holding the power of attorney on behalf of the said firm or authorised representative only If a limited company/ Sansthas /Societies /Trust submits and uploads a tender, it shall be digitally signed by a person holding power of attorney or authorised representative only.) 				
17.	<p><u>Power of Attorney (POA):</u>Notarized Power of attorney shall be granted by 2 directors/Managing Director /All partners, as the case may be in presence of 2 witnesses on Stamp paper of Rs.500/-.</p> <p>Note –</p> <table border="1"> <tr> <td>(a)</td><td>The Registered Power of Attorney (if any) registered will be accepted.</td></tr> <tr> <td>(b)</td><td>If all uploaded documents are signed by Proprietor or 2 directors/Managing Director or All partners, as the case may be, POA is not required to be submitted.</td></tr> </table> <p>If Tender is awarded and Contract Documents are signed by POA Holder then at time contract POA is to be registered at the Office of Chief Accountant (B.M.C.)</p>	(a)	The Registered Power of Attorney (if any) registered will be accepted.	(b)	If all uploaded documents are signed by Proprietor or 2 directors/Managing Director or All partners, as the case may be, POA is not required to be submitted.
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18.	<p><u>Unconditional offer:-</u></p> <ul style="list-style-type: none"> Tenderers shall quote a firm & unconditional offer. <u>Conditional offers shall not be considered and shall be treated as non-responsive.</u> Bonus/complimentary/discount offer given with condition will also be rejected. Bonus/complimentary/discount offer without any condition will not be considered for evaluation of comparative assessment. The net price quoted will only be considered for determining the lowest bidder irrespective of unconditional Bonus/complimentary / discount offer. 				
19.	<p><u>Variation in rate</u></p> <ul style="list-style-type: none"> Tenderer shall fill in the tender carefully after noting the Scope of work. No variation in rates etc. shall be allowed on any grounds such as clerical mistake, misunderstanding etc. after the tender has been submitted. 				
20.	<p><u>Firm price</u></p> <ul style="list-style-type: none"> The prices quoted shall be firm and no variation will be allowed on any account whatsoever. The rates accepted by BMC are inclusive of all taxes and duties applicable. 				
21.	<p><u>Contradictory Clause in tender</u></p> <p>Tenders containing contradictory, onerous and vague stipulations and hedging conditions such as "subject to prior sale""offer subject to availability of stock"" Offer subject to confirmation at the time of order""Rates subject to market fluctuations" etc. will be rejected outright.</p>				

22.	<p><u>Alternative clauses in tender.</u></p> <ul style="list-style-type: none"> No alteration or interpolation will be allowed to be made in any of the terms or conditions of the tender & contract and / or the specifications and /or in the schedule of quantities. If any such alteration or interpolation is made by the tenderer, his tender shall be rejected 																								
23.	<p><u>Rejection:-</u> The tender may be considered incomplete, irregular, invalid and liable to be rejected If</p> <table border="1"> <tr><td>a)</td><td>The tenderer stipulates own condition /conditions,</td></tr> <tr><td>b)</td><td>Does not fill & sign the Tender Form incorporated in the Tender,</td></tr> <tr><td>c)</td><td>Does not disclose the full name/names and Address / addresses of Proprietor / Partners / Directors in case of Proprietorship / Partnership/ Private Limited / Public Limited concern Firms, email ID for communication</td></tr> <tr><td>d)</td><td>Tenderer is not eligible to participate in the bid as per laid down eligibility criteria;</td></tr> <tr><td>e)</td><td>The Goods / Sevices offered are not eligible as per the provision of the tender</td></tr> <tr><td>f)</td><td>Does not submit valid documents listed in Packet 'A' & Packet 'B'.</td></tr> <tr><td>g)</td><td>Non-submission or submission of illegible scanned copies of stipulated documents/ declarations.</td></tr> <tr><td>h)</td><td>Stipulated validity period less than 180 days.</td></tr> <tr><td>i)</td><td>Particular furnished by tenderer are found materially incorrect or misleading, such tender shall be rejected and their EMD shall be forfeited and shall be liable for further action like black-listing etc. Any change occurring within their institute like change in name of firm, change of partner, change in the constitution, change in brand name of the product, merger with any other institutions, contract work, if any, allotted to another firm, any freshly initiated court case should be promptly intimated to the BMC. If the tenderer fails to submit such information during the tenure of the contract, that shall invite legal action and black-listing as well.</td></tr> <tr><td>j)</td><td>Even though the Tenderer meet the eligibility criteria, they are subject to be ineligible if they have:</td></tr> <tr><td>1)</td><td>Made misleading or false representation in the forms, statements & attachments submitted in proof of the qualification requirements; and / or</td></tr> <tr><td>2)</td><td>Record for poor performance such as non-supply of allotted medicines, medicine consumable and medical devices, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc. in BMC.</td></tr> </table>	a)	The tenderer stipulates own condition /conditions,	b)	Does not fill & sign the Tender Form incorporated in the Tender,	c)	Does not disclose the full name/names and Address / addresses of Proprietor / Partners / Directors in case of Proprietorship / Partnership/ Private Limited / Public Limited concern Firms, email ID for communication	d)	Tenderer is not eligible to participate in the bid as per laid down eligibility criteria;	e)	The Goods / Sevices offered are not eligible as per the provision of the tender	f)	Does not submit valid documents listed in Packet 'A' & Packet 'B'.	g)	Non-submission or submission of illegible scanned copies of stipulated documents/ declarations.	h)	Stipulated validity period less than 180 days.	i)	Particular furnished by tenderer are found materially incorrect or misleading, such tender shall be rejected and their EMD shall be forfeited and shall be liable for further action like black-listing etc. Any change occurring within their institute like change in name of firm, change of partner, change in the constitution, change in brand name of the product, merger with any other institutions, contract work, if any, allotted to another firm, any freshly initiated court case should be promptly intimated to the BMC. If the tenderer fails to submit such information during the tenure of the contract, that shall invite legal action and black-listing as well.	j)	Even though the Tenderer meet the eligibility criteria, they are subject to be ineligible if they have:	1)	Made misleading or false representation in the forms, statements & attachments submitted in proof of the qualification requirements; and / or	2)	Record for poor performance such as non-supply of allotted medicines, medicine consumable and medical devices, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures etc. in BMC.
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24.	<p><u>Bidders address</u></p> <ul style="list-style-type: none"> The Bidder's complete address, list of partners with their names and commercial and residential addresses must be indicated in the tender <u>as per Annexure - 1.</u> Tenderer Participating in this bidding process have to furnish the details as per Annex – 1. 																								
25.	<p><u>The Three Packets system</u> The tenderer should upload tender in three packets system as below.</p> <table border="1"> <tr><td>i.</td><td>The tenderer should upload tender in three Packets (Packets) system as below, so as to have fair, transparent and timely completion of tendering process. Tenderer are requested to submit all required documents specified under each packet while submitting tender itself.</td></tr> <tr><td>ii.</td><td>The tender shall be uploaded only by the tenderer with his own digital signature or authorized representative, in whose name the tender document is downloaded.</td></tr> </table>	i.	The tenderer should upload tender in three Packets (Packets) system as below, so as to have fair, transparent and timely completion of tendering process. Tenderer are requested to submit all required documents specified under each packet while submitting tender itself.	ii.	The tender shall be uploaded only by the tenderer with his own digital signature or authorized representative, in whose name the tender document is downloaded.																				
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	Authorization letter of authorized representative shall be uploaded in packet 'A'.
iii.	All the documents should be strictly uploaded in P.D.F. format
iv.	If the tenderer has not uploaded all the required and necessary documents as prescribed in packet 'A' & 'B' at the time of Bid Submission then the tenderer shall submit the same online in Mahatender Portal within 7 working days from the date of intimation from BMC.
v.	If the information of shortfall documents asked by concerned BMC officer through Mahatender portal is not complied with, for such lapses within given period, BMC shall not be responsible and it will be treated as noncompliance of the shortfall from the tenderer end and his offer will be treated as non-responsive.
vi.	The tenderer shall not disclose / quote the rate of the items in packet A / B (Bill of Entry, Purchase Orders). (Any price / Rupees / Amount should be masked). The document where price / Rupees / Amount are not masked will not be accepted and item will be considered Non Responsive.
vii.	The tenderer must scan and upload the currently valid documents including the due date and time of tender
viii.	The tenderer shall submit all the information /declarations/ affidavits mentioned in respective annexure.
ix.	All Annexure(s) shall be physically signed as per their respective conditions and uploaded.
x.	All addendums /corrigendum shall be uploaded along with tender document
A)	Administrative Bid (Packet – 'A'): The following Documents shall be submitted in the Packet 'A':-
1.	Particulars about the Tenderer (Annexure –1)
2.	Tender form (Annexure -2)
3.	Undertaking to be signed by the Tenderer/ Service Provider (Annexure-3a)
4.	Undertaking to be signed by the Tenderer (Annexure 3b) if Bidders is Authorized Dealer/ Distributer/agent of the Manufacture
5.	Authorization letter for attending tender opening (Annexure-6)
6.	Authorization letter of authorized representative for downloading and uploading tender on the letter of bidder with stamp & signature. (Annexure-7)
7.	Articles of Agreement (Annexure 8)
8.	Internal Grievance redressal mechanism (Annexure –09)
9.	Declaration of Items Quoted on letter head of the Bidder.(Annexure- 10)
10.	Tender document.(except Annexure) along with all addendum and corrigendum.
11.	<u>Firm/Company/Sanstha Registration Certificates.</u> i) Power of attorney in case of Limited. Co. / Pvt.Ltd. Co. / Govt. /Semi Government Undertaking. ii) Company Registration Certificate, articles of association as the case may be. iii) Latest Partnership Deed in case of Partnership firm
12.	<u>Solvency certificate</u> <ul style="list-style-type: none"> The tenderer should upload solvency certificate for minimum of <u>Rs.30 Lac</u> from the Nationalized/Scheduled/Foreign bank. The issue date should not be more than 6 month prior to the due date of the tender and the same will be considered valid for 12 months from the date of issue.
13.	<u>GST Registration Certificate (as applicable).</u>

	14.	<u>PAN CARD</u> a) Tenderer's own PAN Card in case of individual / Dealers/Supplier /Distributor/agent etc. b) In case of Company or firm i) PAN Card of proprietor in case of proprietary /Ownership firm ii) PAN Card of Company in case of Private limited Company- iii) PAN Card of a firm in case of Partnership firm c) PAN Card of the Sansthas /Societies /Trust which are registered under Public Trust Act 1950 / Registration Act 1960 / The Maharashtra Co Op Society Registration Act 1960 (whichever is applicable) d) However, in case of public limited companies, semi government Undertakings, government undertakings, no PAN documents will be insisted. <u>Note :- In case if PAN Card is without photograph then latest photograph of any one of the directors / Person holding power of Attorney shall be uploaded along with PAN Card.</u>
	15.	C.A.'s Certificate with UDIN (Unique Document Identification Number) for turnover of the tenderer.
	16.	Agreement of integrity Pact as per Annexure- 11.(Duly signed and stamped on Rs.500/- stamp paper duly notarized)
	17.	Undertaking to be signed by Service provider (Annexure-13)
	18.	Brands of consumable (Annexure-14)
	19.	Indemnity Bond (Annexure 15)
	20.	Irrevocable undertaking Rs.500/- stamp paper (Annexure-A)
	B)	Technical Bid (Packet B) The following Documents shall be submitted in the Packet 'B':-
	1.	<u>Annexure- 4a,4b and 4 c (whichever is applicable).</u>
	2.	Past performance/ experience certificate. (Annexure –5a and 5 b) Past Performance or Experience Certificate should be in the name of Bidder/manufacturer.
	3.	Contract Labor (Regulation and Abolition) Act, 1970,
	4.	Shops and Establishment Act, Professional Tax, as applicable.
	5.	Latest Quality Control certificate i.e ISO/ OHSAS/ SA equivalent certificate
	6.	Details Of Litigation History (Annexure-12)
	7.	Declaration regarding Manpower supply (Annexure 16)
	C)	Commercial Bid (Packet - 'C') <ul style="list-style-type: none"> The commercial bid have to be submitted online by filling the rates using the user ID, password and using digital signature. The BOQ template must not be modified/replaced by the bidder and same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder name and values only. Packet 'C' will be automatically generated as per item data tenderer(s) should fill rate for the item mentioned in the Item data tab. While filling the BOQ bidder should fill Basic rates in Column 'M' and applicable GST in Column 'N' to evaluate the Final rate. It is mandatory for bidder to fill both these columns. If bidder fails to mention the GST % in specified column or filled the inclusive rates in Basic rates column then their rates will not be consider for final evaluation.

	<ul style="list-style-type: none"> • If GST is Not applicable for service then bidder should fill 0 in GST column. <p><u>Special Note</u></p> <ol style="list-style-type: none"> BOQ is zone wise bidder can quote for single or in multiple zones. Bidders are requested to quote rate for respective zone of Peripheral hospital for Providing cleaning and housekeeping Services in the unit per sq feet per Month (i.e. working in all 3 shifts i.e. for 24 hrs x 30/31 Days). The Evaluation and thereafter the allotment of the Bidders will be done Item wise on the basis of lowest item wise rate received (inclusive of all taxes and duties).
26.	<p><u>Taxes and Duties</u></p> <ol style="list-style-type: none"> While quoting the prices it must be inclusive of Basic Price with all other taxes as applicable. i.e. other state levies/cess (which are not subsumed under GST) and GST as applicable separately. The tenderer shall quote <u>the rates inclusive of all taxes applicable at the time of bid submission as mentioned.</u> It is clearly & understood that BMC will not bear any additional liability towards payments of any Taxes & duties. whenever the services to be provided by the Tenderers falls under Reverse Charge Mechanism, the price quoted shall be exclusive of GST but inclusive of taxes /Duties/Cess other than GST, if any. Rates accepted by BMC shall hold good till completion of work and no additional individual claim shall be admissible on account of fluctuations in market rates; increase in taxes /any other levies/tolls etc. except that payment/recovery for overall market situation shall be made as per price variation and if there is any subsequent change (after submission of bid) in rate of GST applicable on the work/services to be executed as per tender, i.e any increase will be reimbursed by BMC whereas any reduction in the rate of GST shall be passed on to BMC as per the Provision of GST act. As per the provision of Chapter XXI-Miscellaneous section 171(1) of GST Act, 2017 governing 'Anti Profiteering Measure' (APM), 'any reduction in rate of tax on any supply of goods and services or the benefit of input tax credit shall be passed on to the recipient by way of commensurate reduction in prices'. Accordingly, the contractor should pass on complete benefit accruing to him on account of reduced tax rate or additional input tax credit to BMC. Further, all the provisions of GST Act will be applicable to the tender. For compliance of the same, the bidder/tenderer shall upload the undertaking as per annexure A (in packet A).
27.	<p><u>Pre-bid Meeting :</u></p> <ul style="list-style-type: none"> • The pre-bid meeting will be held 12.08 .2025 at 3.00 PM, venue of the same is at Conference hall, 1'st Floor, Central Purchase Department, 566,N.M.Joshi Marg Byculla Mumbai-400011. • The prospective tenderer(s) should submit their suggestions/observations, if any, in writing minimum 2 days before Pre-bid meeting. • Only suggestions/observations received in writing will be discussed and clarified in pre-bid meeting and any modification of the tendering documents, which may become necessary as a result of pre-bid meeting, shall be made by BMC exclusively through the issue of an addendum/corrigendum through Mahatender Portal / Municipal Web site only. • The tender uploaded shall be read along with any modification. • Authorized representatives of prospective tenderer(s) can attend the said meeting and obtain clarification regarding specifications, works & tender conditions. Authorized representatives should have authorization letter to attend the pre-bid meeting. • Non attendance at pre-bid meeting shall not be a cause for disqualification of the tenderer. The suggestions / objections received in pre bid meeting may not be considered, if the same are not in consonance with the requirements of the tender / projects.

28.	<p><u>Procedure for the opening of the tender Packet</u></p> <ul style="list-style-type: none"> • <u>Packet ‘A’ and Packet ‘B’</u> will be opened online on the due date and due time as stated in the tender details. when the tenderer or his authorized representative will be allowed to remain present. • <u>Packet ‘C’</u> will be opened only if Administrative offer in Packet ‘A’ and technical offer in Packet ‘B’ is found acceptable. In case Administrative offer and technical offer in Packet ‘A’ and Packet ‘B’ found non acceptable or found incomplete then their Packet ‘C’ will not be opened and offer will be treated as non responsive. • The date and timing of opening of packet ‘B’ and ‘C’ will be intimated to the responsive Tenderer via mail. • <u>No complaint for non receipt of such intimation will be entertained.</u> 								
29.	<p><u>Fall Clause:-</u></p> <ul style="list-style-type: none"> • The Tenderer contractor undertakes that it has not quoted for similar services in the past six months in the Maharashtra or any other State of India for quantity variation up to - 50% or +10%, at a price lower than that offered in the present Tender in respect of any other Ministry / Department of the government of India or PSU or BMC and if it is found at any stage that similar products s was supplied by the TENDERER/ contractor to any other Ministry / Department of the Government of India or a PSU or BMC at a lower price, then that very price will be applicable to the present case and the difference in the cost would be refunded by the TENDERER / contractor to the BMC, if the contract has already been concluded, else it will be recovered from any outstanding payment due to the Tenderer from BMC. 								
30.	Not Applicable.								
31.	<p><u>Evaluation of the tender:</u></p> <table border="1"> <tr> <td>i.</td><td>After opening of Packet A and Packet B, on the scheduled date, time and venue, contents of the tenders received online through e-tendering process along with all prescribed mandatory documents will be examined. The scrutiny shall be on the basis of submitted substantiation documents.</td></tr> <tr> <td>ii.</td><td>Any bid that does not meet the bid conditions laid down in the bid document will be declared as not responsive and such bids shall not be considered for further evaluation. However, the tenderer can check their bid evaluation status on the website. EMD of non responsive bidder will get refunded on finalization of status on Mahatender Portal.</td></tr> <tr> <td>iii.</td><td>Bids which are in full conformity with bid requirements and conditions shall be declared as responsive bid for opening price bid on the website and price bid of such tenderer shall be opened later, on a given date and time.</td></tr> <tr> <td>iv.</td><td>The documents which are uploaded in Packet ‘A’ and Packet ‘B’ with Tender original of which, if called, shall be produced for verification within 3 days. Also if required, B.M.C. may ask any clarification / Additional Documents from the tenderer during the tender process.</td></tr> </table>	i.	After opening of Packet A and Packet B, on the scheduled date, time and venue, contents of the tenders received online through e-tendering process along with all prescribed mandatory documents will be examined. The scrutiny shall be on the basis of submitted substantiation documents.	ii.	Any bid that does not meet the bid conditions laid down in the bid document will be declared as not responsive and such bids shall not be considered for further evaluation. However, the tenderer can check their bid evaluation status on the website. EMD of non responsive bidder will get refunded on finalization of status on Mahatender Portal.	iii.	Bids which are in full conformity with bid requirements and conditions shall be declared as responsive bid for opening price bid on the website and price bid of such tenderer shall be opened later, on a given date and time.	iv.	The documents which are uploaded in Packet ‘A’ and Packet ‘B’ with Tender original of which, if called, shall be produced for verification within 3 days. Also if required, B.M.C. may ask any clarification / Additional Documents from the tenderer during the tender process.
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32.	<u>Inspection Visit :- Not Applicable</u>								
33.	<p><u>Internal Grievance Redressal Mechanism</u></p> <ul style="list-style-type: none"> • Tenderer has the right to submit a complaint or seek de-briefing regarding the rejection of his bid, in writing or electronically, within 07 days of declaration of Administrative and Technical or financial evaluation results. The complaint shall be addressed to Deputy Municipal Commissioner/ Joint Municipal Commissioner (Central Purchase Department). 								

	<ul style="list-style-type: none"> • This Internal Grievance Redressal Committee (GRC) will be operated through DMC(CPD) office where appeals of aggrieved bidder will be received with fee of Rs. 25,000/- from aggrieved bidder. • The details of ‘Grievance Redressal Committee’ are given in Annexure- 9
34.	<p><u>Price Negotiation :</u></p> <ul style="list-style-type: none"> • The BMC reserves its right to negotiate with the lowest acceptable tenderer (L-1), who is techno-commercially suitable for service and on whom the contract would have been placed but for the decision to negotiate.
35.	<p><u>Acceptance of Tender/ Award of Contract:-</u></p> <ul style="list-style-type: none"> • The BMC will award the Contract to the successful tenderer whose bid has been determined to be responsive and has been determined to be the lowest in rate as per price clause of this tender. • The decision of the Municipal Commissioner shall be final and binding and Municipal Commissioner, do not pledge himself to accept the lowest or any tender and reserves the right to split the quantity among the eligible tenderer and to relax any of the conditions of this tender. The Municipal Commissioner Reserves right to reject any or all tenders without assigning any reason.
36.	<p><u>Integrity Pact</u></p> <ul style="list-style-type: none"> • The bidder must upload in Packet ‘A’, the agreement of integrity pact as per attached Annexure-11 duly signed and stamped on Rs.500/- stamp paper duly notarized. • The tenderer shall offer the best prices for the subject supply/work as per the present market rates and that the bidder should not have offered less prices for the subject supply/work to any other outside agencies including Govt./Semi Govt. agencies and within the BMC also. Further, the tenderer has to fill in the accompanying tender with full knowledge of the above liabilities and therefore they will not raise any objection or dispute in any manner relating to any action including forfeiture of deposit and blacklisting, for giving any information which is found to be incorrect and against the instruction and direction given in this behalf in this tender. • In the event, if it is revealed subsequently after the allotment of work/ contract to tenderer, that any information given by tenderer, in this tender is false or incorrect, he shall compensate the Brihanmumbai Municipal Corporation for any such losses or inconveniences caused to the Municipal Corporation, in any manner and will not resist any claim for such compensation on any ground whatsoever. Tenderer/tenderers shall agree and undertake that he/they shall not claim in such case any amount, by way of damages or compensation for cancellation of the contract given to them or any work assigned to them if it is withdrawn by the Corporation."
37.	<p><u>Period of Contract:</u></p> <p>The period of contract shall be two years from the date of issue of Rate circular.</p>
38.	<p><u>This tendering process is covered under Information Technology Act & Cyber Laws as applicable.</u></p>

SECTION 7:GENERAL CONDITIONS OF CONTRACT											
The General Conditions of Contract (G.C.C.) contained in this section are to be read in conjunction with the other section in the tender.											
1.	<p><u>Contract:</u></p> <ul style="list-style-type: none"> Contract means the Contract Agreement entered into between the Purchaser, henceforth called Brihanumbai Municipal Corporation or BMC, and the Supplier, together with the Contract Documents. The Contract and the term 'The Contract' shall in all such documents be construed accordingly. The 'Contract Document' means the entire document along with any attachments and all documents forming part of the Contract (and all parts of these documents) are intended to be correlative, complementary and mutually explanatory. The contract shall be read as a whole. The Contract Agreement means the agreement entered into between the BMC and the Supplier. The date of the Contract Agreement shall be recorded in the signed form. <p><u>Tenderer must distinctly understand:</u></p> <ul style="list-style-type: none"> That they shall be strictly required to conform to the conditions of this contract as contained in each of its clauses and that the plea of "custom prevailing" shall not on any account be admitted as an excuse on their part for infringement of any of the condition. The contract entrusted to the successful tenderer shall be subject to "Force Majeure Clause" as per Section 56 of Indian Contract Act restricting to the case of natural calamity such as earthquake, storm floods or rising of war by any country. 										
2.	<p><u>Contract Documents:</u></p> <p>The following documents shall be considered an integral part of the contract, irrespective of whether these are not appended / referred to in it.</p> <ol style="list-style-type: none"> 1) Letter of Acceptance 2) The Contractor's Bid 3) Addendum to Bid, if any 4) Tender Document 5) The Bill of Quantities / Price Packet 6) The specifications/ Scope of Work 7) The General conditions of Contract 8) The Special conditions of Contract 9) Final written submissions made by the contractor during negotiations, if any 10) All correspondence documents between bidder and BMC. 11) Integrity Pact 										
3.	<p><u>Contract Deposit / Performance Security:</u></p> <table border="1"> <tr> <td>i.</td><td>The Successful tenderer (Contractor) shall have to pay Contract Deposit @ 5% of total contract cost, within 30 days from the date of issue of Letter of Acceptance (LoA).</td></tr> <tr> <td>ii.</td><td>The contract deposit / Performance Security shall be paid either in the form of Demand Draft (DD) or in the form of Bankers' Guarantee.</td></tr> <tr> <td>iii.</td><td>Bankers Guarantee (B.G.) shall be issued from the Banks listed by Reserve Bank of India on their website:- 'rbidocs.rbi.org.in/rdocs/publications/pdfs/84656.pdf'. The B.G. shall be acceptable from these banks and all branches of these banks situated within Mumbai limit and up to Kalyan and Virar.</td></tr> <tr> <td>iv.</td><td>The B.G. issued by branches of approved Banks beyond Kalyan and Virar can be accepted only if the said B.G. is countersigned by the Manager of a Branch of the same bank, within the Mumbai City limit categorically endorsing thereon, that, the said B.G. is binding on the endorsing Branch of the Bank within Mumbai limits and is liable to be enforced against the said Branch of the Bank in case of default by the contractor/supplier furnishing the banker's guarantee.</td></tr> <tr> <td>v.</td><td>The contract deposit / Performance Security should be refunded to the contractor without interest, after he duly performs and completes the contract in all respects. The per-</td></tr> </table>	i.	The Successful tenderer (Contractor) shall have to pay Contract Deposit @ 5% of total contract cost, within 30 days from the date of issue of Letter of Acceptance (LoA).	ii.	The contract deposit / Performance Security shall be paid either in the form of Demand Draft (DD) or in the form of Bankers' Guarantee.	iii.	Bankers Guarantee (B.G.) shall be issued from the Banks listed by Reserve Bank of India on their website:- 'rbidocs.rbi.org.in/rdocs/publications/pdfs/84656.pdf'. The B.G. shall be acceptable from these banks and all branches of these banks situated within Mumbai limit and up to Kalyan and Virar.	iv.	The B.G. issued by branches of approved Banks beyond Kalyan and Virar can be accepted only if the said B.G. is countersigned by the Manager of a Branch of the same bank, within the Mumbai City limit categorically endorsing thereon, that, the said B.G. is binding on the endorsing Branch of the Bank within Mumbai limits and is liable to be enforced against the said Branch of the Bank in case of default by the contractor/supplier furnishing the banker's guarantee.	v.	The contract deposit / Performance Security should be refunded to the contractor without interest, after he duly performs and completes the contract in all respects. The per-
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		formance B.G. shall remain valid for a period of 6 months beyond the date of completion of all contractual obligations.
	vii.	If the Contractor during currency of the contract fails to maintain the requisite contract deposit / Performance Security, BMC shall recover from the contractor the amount of contract deposit / Performance Security by deducting the amount from the pending bills of the contractor under this contract or any other contract with the BMC. Otherwise the existing B.G. towards contract deposit shall be forfeited and the contractor shall be debarred from participating in BM tenders for a period of 3 years
	viii.	The successful bidder shall have to pay Stamp Duty on B.G. as per the Maharashtra Stamp Act at prevailing rate which is 0.5% at present on total cost. <u>Note :- The renewed B.G. shall be treated as new B.G. and it is necessary to pay fresh Stamp Duty.</u>
	ix.	The BMC shall be entitled, and it shall be lawful on its part, to deduct from the performance securities or
	a.	to forfeit the said security in whole or in part in the event of:
	i.	any default, or failure or neglect on the part of the contractor in the fulfillment or performance in all respect of the contract under reference or any other contract with the BMC or any part thereof
	ii.	for any loss or damage recoverable from the contractor which the BMC may suffer or be put to for reasons of or due to above defaults/ failures/ neglect
	b.	and in either of the events aforesaid to call upon the contractor to maintain the said performance security at its original limit by making further deposits, provided further that the BMC shall be entitled, and it shall be lawful on his part, to recover any such claim from any sum then due or which at any time after that may become due to the contractor for similar reasons.
4.	<u>Refund of contract deposit</u> <ul style="list-style-type: none"> Contract deposit will be refunded without interest 6 months after satisfactory completion of contract period and after contractor duly performs and completes the contract in all respects. 	
5.	<u>Signing & Execution of Contract:</u>	
	I.	In the event of the tender being accepted, the Letter of Acceptance (LoA) and the Contract documents shall be sent / issued to the successful bidder (Contractor) for signature and return, incorporating all the agreements between the parties to the contract i.e. the contractor and the BMC. The Contractor shall acknowledge and unconditionally accept, sign, date and return the contract documents within 30 days from the date of issue.
	II.	The contract must be signed by proprietor of the firm in case of proprietary firm / all the partners of the firm. If one or more partners are not available for this purpose, the signatory must produce a power of attorney authorizing him to sign on behalf of the absent partners. Such power of attorney need be registered in the office of the Chief Accountant and Dy. Chief Engineer (C.P.D.) should be informed accordingly.
	III.	In case of joint stock Company the contract must be sealed with the seal of the company in the presence of and signed by two Directors or by person duly authorized to sign the contract for the company by a power of Attorney. All such power of attorney must be registered in the office of the Chief Accountant and Dy. Chief Engineer (C.P.D.) should be informed accordingly.
	IV.	Contractor shall pay contract deposit / performance security, legal & stationary charges, stamp duty etc. and submit signed contract documents within 30 days from the date of issue of Letter of Acceptance and thereafter a fine of Rs. 5000/- per day will be imposed up to maximum 07 days delay

	V.	If the contractor fails to pay / submit contract deposit / performance security, legal & stationery charges, stamp duty etc. and signed contract documents within the above stipulated time (i.e. 37 days including penalty period of 07 days, the above mentioned fine plus entire EMD amount will be forfeited and the tender / contract already accepted shall be considered as cancelled.
	VI.	The contract shall be signed and entered into after receipt and verification of requisite performance security, by the BMC authority empowered to do so.
	VII.	The Rate Circular and LOA will be issued at the same time as per prevailing practice.
	VIII.	The contract shall be executed as per the MMC Act.
6.	<u>Payment of legal and stationery charges:</u> <ul style="list-style-type: none"> These charges are to be paid by the successful bidder on receipt of acceptance letter for the services as per prevailing circular in force. The 18% of GST will be applicable on charges and this charges may change and the successful tenderer shall have to pay the applicable legal charges at the time of award of contract. 	
7.	<u>Stamp duty:-</u> <ul style="list-style-type: none"> The contract agreement shall be adjudicated for the payment of stamp duty by successful bidder and accordingly the successful bidder shall have to pay the stamp duty on contract agreement as per the Government Directives. The Stamp Duty payable on the Contract Value shall also be paid to Government as per the provisions of “Stamp Duty Act 1958” (amended till date). 	
8.	<u>The Successful Tenderer must distinctly understand:</u>	
	a.	The tenderer has fill the tender carefully after noting the quantum and the scope of ther of the subject tender.
	b.	The rate for the services offered should be for the scope of the service work , as speci-fied in the tender.
	c.	That they shall be strictly required to conform to the conditions of this contract as contained in each of it clauses and that the plea of “custom prevailing” shall not on any account be admitted as an excuse on their part for infringement of any of the conditions
	d.	The contractor must proactively keep the BMC informed of any changes in its constitution/ financial stakes/ responsibilities during the execution of the contract.
	e.	The contract has been awarded to the contractor based on specific eligibility and qualification criteria. The Contractor is contractually bound to maintain such eligibility and qualifications during the execution of the contract. Any change which would vitiate the basis on which the contract was awarded to the contractor should be pro- actively brought to the notice of the BMC within 7 days of it coming to the Contractor’s knowledge.
	f.	The contractor shall not sublet, transfer, or assign the contract or any part thereof or interest therein or benefit or advantage thereof in any manner whatsoever
	h.	The Rate Contract is only a standing offer from the Contractor. Subject as hereinafter mentioned, no guarantee is given as to the number or quantity of the Goods which shall be ordered during the period of the rate contract.
9.	<u>Service Purchase Order:-</u> The user department will place the Service PO as and when required.	
10.	<u>Commencement of Service</u> The tenderer / Service provider shall Commence the services when service PO is issued by CMS & Hod (SHS) office or as intimated by CMS & Hod (SHS) office.	

11.	Supply Testing:- Not Applicable
12.	<p><u>Penalty</u></p> <p>If the contractor fails to comply with the services within the delivery, installation and commissioning period stipulated, the municipal Commissioner/ D.M.C.(C.P.D) / Purchasing Officer shall exercise his discretionary power either :-</p> <ol style="list-style-type: none"> To recover from contractor as agreed, the liquidated damages or by way of penalty a sum not exceeding half percent of the price of the equipment/ material which the contractors has failed to deliver as aforesaid per week or part thereof during which the delivery of such equipment / material may be in arrears subject to maximum limit @ 10% of the balance amount of the stipulated price of the equipment undelivered. Such penalty is to be deducted always by the consignee from the contractors balance bill, B.G. or EMD or any money due to the contractor from BMC. OR To purchase from elsewhere after giving due notice to the contractor on that account and at his risk, stores not delivered or otherwise of a similar description without cancelling the contract in respect of the consignment not yet due for delivery. OR To cancel the contract and orders and forfeiture of EMD, contract Deposit and blacklisting the firm/company along with their partners/ directors. <p><u>Operational Penalty :-</u></p> <ol style="list-style-type: none"> The tenderer shall provide the required services within the period of 30 days from receiving demand order. However, for any delay will attract penalty of Rs. 10,000/- per day. In case of absence of personnel deputed to the job, the same will be required to be substituted by the service provider immediately after intimation by cell phone / telephone /e-mail etc. failing which, will attract penalty of Rs.1000/- per day. If Person deputed at the work place not carrying his valid photo identity card and Uniform provided by Service Provider Agency and Person misusing / misconducting the BMC Personnel and its property, the penalty of Rs. 1000/- per day per incident will be charged and deducted from the bill presented for payment by the service provider. In case of using substandard material /material of different brand than specified in Annexure, the penalty of Rs. 1000/- per day per incident will be charged and deducted from the bill presented for payment by the service provider. The tenderer shall ensure that there is no complaint from such outsourced person about non-payment of wages / dues in due course of time i.e. within seven working days otherwise the penalty of ½% per week of the value of manpower for delay in payment of wages / dues to the outsourced persons will be levied subject to maximum 10% of order value.
13.	<p><u>Consequence of Substandard Man Power/ Short supply of Man Power:-</u></p> <ul style="list-style-type: none"> Tenderer shall have to provide replacement for the unskilled / Substandard outsourced man power which is not as per Qualifications mentioned in the tender document. Replacement shall be done immediately from intimation from the concerned department, and also liable to pay the fine imposed by the Municipal Commissioner, failing which Earnest Money Deposit & Contract Deposit of the service provider shall be forfeited & the tenderer shall be liable for penal action including black-listing etc. In addition to the forfeiture of the Earnest Money Deposit & Contract Deposit, if any fine is imposed by the Municipal Commissioner, the same shall be payable by the tenderer immediately on demand, failing which the same shall be recovered from other dues payable to the service provider from the Municipal Corporation.
14.	<p><u>Replacement of Rejected Materials:-</u></p> <p>Tenderer shall have to replace the direct and indirect material/consumables which are not as per norms/quality as mentioned in the tender document. Replacement shall be done immediately from intimation from the concerned department</p>
15.	<u>Risk & Cost Purchase:-</u>

	<ul style="list-style-type: none"> • In case the Contractor/s, shall at any time during the continuance of these presents fail to supply satisfactorily the equipment within the prescribed time as herein provided and or in case shall fail at once to replace any part/s that may have been rejected as herein provided with other of approved quality, the Municipal Commissioner shall be at liberty forthwith to procure the same in the open market at the risk and cost of the contractor/s. • Similarly if the work underlying the contract is not executed satisfactorily within the stipulated period or after the same having been disapproved wholly or partly is not rectified or re-done to the satisfaction of the Officer in Charge within the said specific period, the Commissioner shall get the same executed or rectified or re-done through any other agencies, at the entire risk of the contractor/s as to cost and consequences. • The extra cost thereof (if any) and all expenses thereby incurred, which shall include charges of 5% minimum to a maximum of 15 % shall be payable by and/or may be deducted from any moneys due or become due to the Contractor/s under this or any other contract/s between the Contractor/s and the Corporation. The Commissioner may, however fix such other subsequent date as he may think fit by which the delivery of the said article and or execution of the said work shall be completed.
16.	<p><u>Blacklisting:-</u> The firm shall be black-listed, if it is found that:- i) Forged documents are submitted OR ii) If it becomes responsive on the basis of submission of bogus certificate/information. OR iii) In case of non-supply of equipment / accessories or supply of substandard quality or supply of equipment / accessories found to have been previously used or having reconditioned parts.</p>
17.	<p><u>Contract Postponement:-</u> Postponement of the payment of the full contract deposit or the execution of the contract will not be permitted by the reason of the Brihanmumbai Municipal Corporation having in possession of other deposit on account of other tenders or contract, which deposits may be or become returnable to the tenderer and which they may wish to transfer as a contract deposit under this contract. Such transfers will not, under any circumstances, be permitted.</p>
18.	<p><u>Secrecy:-</u> The contractor shall take all reasonable steps necessary to ensure that all persons employed in any work in connection with the contract, who obtains in the course of the execution of the contract, any matter whatsoever, which would or might be directly or indirectly of use to any person not connected with the contract, should treat it as secret and shall not at any time communicate it to any person. Any breach of above said condition shall be a sufficient cause to cancel the contract and The Municipal Commissioner shall be at liberty to purchase the same material at the risk and cost of the contractor.</p>
19.	<p><u>Compliance with security Requirement:-</u> The Contractor shall strictly comply with the security Rule of the BMC in force and shall complete the required formalities including verification from Police and any other authorities if any, and obtain necessary prior permission for entry into the premises.</p>
20.	<p><u>Confidential Information:-</u> The drawings, specifications, prototype, sample and such other information furnished to the contractor relating to the supply of equipment/plant shall be treated as confidential and shall not be divulged to any third party. It shall remain the property of BMC. If, during the process of execution of the contract, any improvement, refinement or technical changes and modifications are effected by the contractors, such changes shall not affect the title to the property and all the information, specifications, drawings etc. including the improvement/modifications effected by the contractor shall continue to be the property of the BMC</p>

21.	<p><u>Payment condition:</u></p> <p><u>Payment will be made within 30 days from the date of satisfactory supply, submission of the bills there of and submission of all documents for execution of contract.</u></p> <p>Service provider will have to submit his bill on monthly basis along with following documents:</p> <ol style="list-style-type: none"> 1. The bills have to be accompanied by exact data on personnel employed and the deployments have to be certified by authorized official of BMC. 2. Particulars of the personnel engaged are required to be submitted to BMC 3. The bidder has to ensure that all personnel deployed have valid bank account and payment to their account every month and certified copy of payment has to be along with bills. 4. Bidder shall provide IP numbers allotted by ESI authorities for each and every personnel deployed by them at BMC against this contract. 5. Bills in detail may be drawn as per column given below: - Basic , VDA, ESI, EPS , GST 6. Salary slips /statement issued to all the workers/supervisors engaged showing complete details of wages paid i.e. number of days, rates of wages and deductions under various heads including ESI, EPF contribution. 7. The service provider has to submit an affidavit on non-judicial stamp paper of Rs.100/- that they have deposited the ESI/EPF contribution of actual numbers of personnel mentioned in the bill. 8. Copies of paid challans in respect of ESI, EPF contribution and GST (if applicable) in respect of specifically for manpower deputed in the Institute rather than consolidated challan of payment of various contracts/works. 9. The service provider shall submit a certificate along with each bill to the effect that the payment has been made to the personnel as per acquaintance roll and all labour laws obligations have been complied with including payment of overtime allowance in order to confirm the correctness of payment accounts to right party. 10. Final payment for the services will be sanctioned only after the entire work has been certified by medical superintendent/ Chief medical officer of concern hospital. The certification should clearly indicate the quality of work, its completion and whether work has been carried out in accordance with approved standards. <ul style="list-style-type: none"> • Tenderers are informed that the payment of the bills and other claims arising out of the contract shall be made in the name of their bank by account through RTGS/NEFT only. • Successful tenderer, therefore, shall have to furnish the information as regards the name and complete address of their bank, its branch and their Bank A/c. No. etc. along with the tender documents. • Such Bank account must be in any Nationalized Banks or Schedule Commercial Banks or Scheduled Co-Op. Banks or Foreign Banks as approved by BMC in Mumbai jurisdiction. Contractor shall fill up vendor master creation form and submit to C.A. (CPD) along with registration fee of Rs.100/- for creating Vendor's Master. • They also have to submit fresh information when any subsequent change in the name of the firm and address of firm, the contractor/supplier must intimate such changes with relevant documents and a fee of Rs. 5000/- per change as administrative charges for effecting such changes in BMC records. <p>Note :- NOC of vigilance Dept. as the case may be will required at the time of releasing final payment.</p>
22.	<p><u>Force Majeure clause:-</u></p> <ul style="list-style-type: none"> • For purposes of this Clause, 'Force Majeure' means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the Purchaser either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

	<ul style="list-style-type: none"> • If a Force Majeure situation arises at any time during the subsistence of contract, the Supplier shall promptly but not later than 30 days notify the Purchaser in writing of such conditions and the cause thereof. Unless otherwise directed by the Purchaser in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. • Force Majeure will be accepted on adequate proof thereof. If contingency continues beyond 30 days, both parties will mutually discuss and decide the course of action to be adopted. Even otherwise contingency continues beyond 60 days then the purchaser may consider for termination of the contract on pro-rata basis.
23.	<p><u>Subsequent Legislation:-</u></p> <p>If on the day of submission of bids for the contract, there occur changes to any National or State stature, Ordinance, decree or other law or any regulation or By-laws or any local or other duly constituted authority or the introduction of any such National or State Statute, Ordinance, decree or by which causes additional or reduced cost to the Contractor, such additional or reduced cost shall, after due consultation with the Contractor, be determined by the concerned Engineering Department of BMC and shall be added to or deducted from the Contract Price with prior approval of competent authority and the concerned Engineering Department shall notify the Contractor accordingly with a copy to the Employer. BMC reserve the right to take decision in respect of addition/reduction of cost in contract</p>
24.	<p><u>Corporation's lien over all moneys due to the Tenderer or his deposit:-</u></p> <ul style="list-style-type: none"> • The Corporation shall have a lien on and over all or any moneys that may become due and payable to the Tenderer/s under these present and or also on and over the deposit or security, amount or amounts made under this contract and which may become repayable to the Tenderer/s made the conditions in that behalf herein contained, for or in respect of any debt or sum that may become due and payable to the Corporation by the Tenderer/s either alone or jointly with another or others and either under this or under any other contracts or transactions of any nature whatsoever between the Corporation and the Tenderer/s and also for or in respect of any Municipal Tax or Taxes or other money which may become due and payable to the Corporation by the Tenderer/s either alone or jointly with another and others under the provision of the Mumbai Municipal Corporation Act, or any other • Statutory enactment or enactment in force in modification or substitution thereof. AND further that the Commissioner on behalf of the Corporation shall at all times be entitled to deduct the said debt or sum or tax due by the Tenderer/s from the moneys, security or deposit which may become payable or returnable to the Tenderer/s under these presents provided however that nothing in this clause shall apply to any moneys due and payable by the Tenderer/s in his/ their capacity as a trustee/s either alone or jointly with others. The provisions of this conditions shall also apply and extended to the Banker's Guarantee if any given by the Tenderer/s either in addition to or in substitution of the cash or contract deposit to be made under this contract.
25.	<p><u>Settlement of Disputes:-</u></p> <p>As per the Annexure 9 internal Grievance Redressal Mechanism</p>
26.	<p><u>Commissioner's direction & decisions to be final and binding:-</u></p> <ul style="list-style-type: none"> • The directions, decisions, certificates, orders and awards given and made on such reference as aforesaid of the Commissioner (which said direction, decisions, certificates, orders and awards respectively may be made from time to time) shall be final and binding upon the Corporation and the Tenderer and shall not be set aside on account of any technical or legal defects therein or in the Contract, or on account of any formality, omission, delay or error of proceedings or on any ground or for any pretence, suggestion, charge insinuation of fraud, collusion and etc.

27.	<p><u>The Commissioner not compellable to defend or answer any suit relating to any certificate or award made by him.</u></p> <p>The Commissioner shall not be made party to be required to defend or answer any action, suit or proceeding at the instance of the Corporation or the Tenderer nor shall be compellable by any proceeding whatsoever to answer or explain any matter relating to any certificate or award made by him or to state or show how or why or on what grounds he settle, ascertained or determined or omitted to settle, ascertain or determine in any manner whatsoever, nor shall he be compellable to state or give his reasons for any proceeding whatsoever which he may take or direct to be taken in or about, or show to any person or persons for any purpose whatsoever any document whatsoever or any calculations or memoranda whatsoever in his possession or power relating thereto.</p>
28.	<p><u>Partnership:-</u></p> <p>Every receipt for money which may become payable or for any security which may become transferable to the Tenderer under these present shall if signed in the partnership name by any one of the Tenderer/s be of a good and sufficient discharge to the Commissioner and Corporation in respect of the money or security purporting to be acknowledged thereby and in the event of the death of any Tenderer, during the pendency of this contract it is thereby expressly agreed that every receipt by any of the surviving Tenderer/s shall if so signed as aforesaid, be a good and sufficient discharge as aforesaid. PROVIDED that nothing in this clause contained shall be deemed to prejudice or affect any claim which the Commissioner or Corporation may hereafter have against the legal representatives of any Tenderer/s so dying or in respect of any breach of any of the conditions hereof. PROVIDED ALSO that nothing in this clause contained shall be deemed to prejudice or affect the respective rights or obligations of the Tenderer/s and of the legal representatives of any deceased Tenderer/s inter se.</p>
29.	<p><u>Dissolution of the Contract:-</u></p> <p>The Tenderer/s shall not at any time dissolve partnership in respect of this contract or otherwise, change or alter their respective interests therein or assign, sublet or make over the present contract or the benefit thereof or any part thereof to any person/s whomsoever without the previous consent in writing of the Municipal Commissioner for the time being. In case the Tenderer/s shall at any time commit any breach of this covenant then the Earnest Money Deposit / Contract Deposit shall be forfeited to the Corporation and shall be retained by the Corporation as and for liquidated damages.</p>
30.	<p><u>Termination of Contract:</u></p> <p>These presents in every clause matter and thing herein contained shall cease and terminated either on the expiry of the contract period or exhaustion of the quantities allotted to the Tenderer, whichever is earlier (Unless the same shall have been previously determined by the Commissioner as hereinbefore provided) except only as to the rights and remedies of the parties hereto in respect of any clause or thing herein contained which may have been broken or not performed.</p>
31.	<p><u>Jurisdiction of Courts:-</u></p> <p>In case of any claim, disputes or differences arising in respect of the contract, the cause of action there at shall be deemed to have arisen in Mumbai and all legal proceedings in respect of any such claim, disputes or differences shall be instituted in a Competent Court in the City of Mumbai only.</p>
32.	<p><u>Governing Language:</u></p> <p>English language version of the contract shall govern its Interpretation</p>
33.	<p><u>Singular – Plural:-</u></p> <p>Words in the Singular number shall include the plural and plural the singular.</p>
34.	<p><u>Meaning:-</u></p> <p>The Word the Municipal Commissioner or Commissioner wherever they occur in this Tender or in the Contract shall be construed to mean Additional Municipal Commissioner.</p>
35.	<p><u>Saving clause:-</u></p> <p>No suits, prosecution or any legal proceedings shall lie against BMC or any person for anything that is done in good faith or intended to be done in pursuance of bid</p>

36.	<p><u>Applicable Laws:-</u> The contract shall be governed in accordance with the law prevailing in India, Act, Rules, Amendments and orders made there on from time to time.</p>
37.	<p><u>Indemnification:-</u> The contractor shall indemnify the purchaser against all actions, suit, claims and demand or in respect of anything done or omitted to be done by contractor in connection with the contract and against any losses or damages to the BMC in consequence of any action or suit being brought against the contractor for anything done or omitted to be done by the contractor in the execution of the contract. The contractor shall submit an indemnity bond to this effect.</p>
38.	<p><u>Operation of the Contract Clauses:-</u> The DMC (CPD) or his / her successor/s for the time being holding the office of the DMC (CPD) shall be the competent officer to operate the various clauses under this contract and to sign and serve notices under the various clauses of the said contract. All such notices signed by the DMC (CPD) shall be deemed to have been signed by the Municipal Commissioner or the Additional Municipal Commissioner</p>
39.	<p><u>Miscellaneous :-</u></p> <p>a) Care to be taken while working at BMC Office Service Provider should follow instructions issued by concerned Competent Authority from time to time for carrying out work at designated places. Service Provider should ensure that there is no damage caused to any private or public property. In case such damage is caused, Service Provider shall immediately bring it to the notice of concerned organization and BMC in writing and pay necessary charges towards fixing of the damage. Service Provider shall ensure that its employees! Representatives don't breach privacy of any citizen or establishment during the course of execution or maintenance of the project.</p> <p>b) Compliance with Labor Regulations: - The Service Provider shall pay fair and reasonable wages to the workmen employed, for the contract undertaken and comply with the provisions set forth under the Minimum wages Act and the Contract Labour Act 1970. The salary of the manpower working on BMC project should be paid using ECS/ NEFT/ RTGS. A record of the payments made in this regard should be maintained by the Service Provider. Upon request, this record shall be produced to the appropriate authority in BMC and/or Judicial Body. If complaints are received by BMC (or any appropriate authority) appropriate action (Liquidation of Security Deposit, Blacklisting, etc.) may be initiated as deemed necessary against the Service Provider. If the Service Provider has less than 20 employees on its pay-roll, then the Service Provider shall submit an undertaking on a stamp paper of Rs. 100/- stating the number of employees. This is as per the requirement of Employee State Insurance Corporation Act 1948. On the other hand if the Service Provider has more than 20 employees on its pay-roll then the Service Provider shall submit the certificate issued by Employee State Insurance Corporation</p> <p>c) <u>Notices :-</u> Any notice or other document, which may be given by either Party under this Agreement, shall be given in writing in person or by pre-paid recorded delivery post. In relation to a notice given under this Agreement, any such notice or other document shall be addressed to the other Party's principal or registered office address as set out below BMC: Tel: Fax: Service Provider: Tel: Fax: Any notice or other document shall be deemed to have been given to the other Party when delivered (if delivered in person) if delivered between the hours of 9.30 am and 5.30 pm at the address of the other Party set forth above or on the next working day thereafter if delivered outside such hours, and 7 calendar days from the date of posting (if by letter).</p> <p>d) <u>Personnel / Employees:-</u> i) Personnel / Employees assigned by Service Provider to perform the services shall be employees of Service Provider and/or its sub-service providers, & under no circumstances will such personnel be considered as employees of BMC. Service Provider shall have the sole responsibility for supervision & control of its personnel & for payment of such personnel's employee's entire compensation, including salary, legal deductions</p>

	<p>withholding of income taxes & social security taxes, worker's compensation, employee & disability benefits & the like & shall be responsible for all employer obligations under all laws as applicable from time to time. BMC shall not be responsible for the above issues concerning to personnel of Service Provider.</p> <p>ii) Service Provider shall use its best efforts to ensure that sufficient Service Provider personnel are employed to perform the Services & that, such personnel have appropriate qualifications to perform the Services. BMC or its nominated agencies shall have the right to require the removal or replacement of any Service Provider personnel performing work under this Agreement. In the event that BMC requests that any Service Provider personnel be replaced, the substitution of such personnel shall be accomplished pursuant to a mutually agreed upon schedule & upon clearance of the personnel based on profile review & upon schedule & upon clearance of the personnel based on profile review & personal interview by BMC or its nominated agencies, within not later than 30 working days. Service Provider shall depute quality team for the project & as per requirements BMC shall have the right to ask Service Provider to change the team.</p> <p>iii) Management (Regional Head/ VP level officer) of Service Provider needs to be involved in the project monitoring & should attend the review meeting at least once in a month.</p> <p>iv) The profiles of resources proposed by Service Provider in the technical bid, which are considered for Technical bid evaluation, shall be construed as 'Key Personnel' and the Service Provider shall not remove such personnel without the prior written consent of BMC. For any changes to the proposed resources, Service Provider shall provide equivalent or more experienced resources in consultation with BMC. Replacement of 'Key Personnel' within first six months of the contract shall not be allowed. Any such replacement would attract financial penalty as deemed appropriate by BMC at that time. The penalty applicable for replacement of "Key Personnel" within the first six months of the contract shall be Rs 50,000/- per change in resource, Maximum one replacement is permissible in the first six months.</p> <p>v) Except as stated in this clause, nothing in this Agreement will limit the ability of Service Provider freely to assign or reassign its employees; provided that Service Provider shall be responsible, at its expense, for transferring all appropriate knowledge from personnel being replaced to their replacements. BMC shall have the right to review and approve Service Provider's plan for any such knowledge transfer. Service Provider shall maintain the same standards for skills and professionalism among replacement personnel as in personnel being replaced.</p> <p>vi) Each Party shall be responsible for the performance of all its obligations under this Agreement and shall be liable for the acts and omissions of its employees and agents in connection therewith.</p> <p>e) Variations & Further Assurance</p> <ol style="list-style-type: none"> No amendment, variation or other change to this Agreement shall be valid unless made in writing & signed by the duly authorized representatives of the Parties to this Agreement. Each Party to this Agreement agree to enter into or execute, without limitation, whatever other agreement, document, consent & waiver & to do all other things which shall or may be reasonably required to complete & deliver the obligations set out in the Agreement
40.	The Municipal Corporation reserves its right to inspect the premises of the company as and when required

SECTION 8: SPECIAL CONDITIONS OF CONTRACT AND SPECIAL INSTRUCTIONS FOR SERVICE PROVIDER

1.	<p><u>Housekeeping – an Introduction</u></p> <p>It may be simply be defined as “Provision of clean, comfortable, safe & aesthetically pleasing environment”. “Housekeeping is a support service in a hospital, which is responsible for cleanliness, maintenance & aesthetic upkeep of patient care areas, public areas and staff areas”. It is also known as sanitation services etc.</p> <p>Housekeeping services in a hospitals is entrusted with maintaining a hygienic and clean environment conducive to the public care. The Hospital housekeeping services comprises of the activities related to cleanliness, maintenance of hospitals environment and good sanitation services for keeping premises free from pollution. Housekeeper literally means "keeper of the house". Hospitals housekeeping management may be defined as that branch of general management which deals with cleanliness of the hospitals, general environmental hygiene, sanitation and disposal of waste using appropriate methods, equipment and manpower. The housekeeping services can be summarized as "All the activities directed towards a clean, safe and comfortable environment".</p>
2.	<p><u>Principles of Cleaning in a Health Care Environment</u></p> <p>Health care organisations are complex environments that contain a large diversity of microbial flora, many of which may constitute a risk to the patients, staff and visitors in the environment. Transmission of microorganisms within a health care organisation is complicated and very different from transmission outside health care settings; and hence the consequences of transmission may be more severe. High-touch environmental surfaces of the health care organisation hold a greater risk due to the nature of activity performed in the health care organisation and the transient behaviour of employees, patients and visitors within the health care organisation, which increases the likelihood of direct and indirect contact with contaminated surfaces.</p> <p>Hospital component is the area of the facility that is involved in direct patient care; this includes patient bed space/room (including nursing stations); procedure rooms; bathrooms; clinic rooms; and diagnostic and treatment areas. Areas designated in the hospital component are cleaned with a “Hospital Clean” regimen.</p>
3.	<p>The persons deployed by the service provider should be properly trained, have requisite experience and having the skills for carrying out a wide variety of housekeeping work using appropriate materials and tools/equipments. There should be one supervisor per shift in each Hospital</p>
4.	<p>The service provider should study carefully the locations, site conditions, safety & security conditions, specifications, schedule of quantities, the frequencies of different operations and services to be provided as per the tender documents to fully appreciate the scope of work before quoting his rates. BMC will not, in any way, be responsible for the inadequacy, correctness or insufficiency of information as regards to the site information mentioned in the tender. It is advisable that the service provider visits and surveys the actual site conditions to understand, satisfy and appreciate the scope of work as mentioned in the tender document to arrive at his best optimum quote. It is also required for the prospective bidder to download the tender forms from BMC web site before his site visit, without which he may not be entertained or allowed to enter the premises and survey the site. The information & site data mentioned in the tender documents are being furnished for general information & guidance only. The authority/officer in-Charge in no case shall be held responsible for the accuracy thereof or any interpretations or conclusion drawn there from. The service provider shall verify such data to his entire satisfaction before quoting the rates.</p>

5.	The service provider shall have to provide the services as per minimum frequencies mentioned in the tender document to maintain clean environment. However, the work shall have to be done more frequently if required upon the instructions of the authority/officer in-Charge, for which nothing extra shall be paid.
6.	The work shall be carried out in the 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 Building in-charge & nothing extra shall be paid on this account.
7.	The service provider shall comply with proper & legal orders & direction of the local or public authority or Municipal Corporation and abide by these rules & regulations & pay all fees & charges which may be liable.
8.	The service provider shall give due notice to Municipal Corporation, Police and / or other authorities that may be required under the Law / Rules under force & obtain all requisites licenses for temporary obstructions / enclosures and pay all charges which may be levied on account of the execution of the work under the agreement. Nothing extra shall be paid on this account.
9.	To use mechanized housekeeping is mandatory for cleaning work in hospitals. In large hospitals, it will be mandatory to have at least 2 cleaning machines on each floor and for small hospitals 1 cleaning machine on each floor.
10.	Similarly, in addition to general equipment, the use of vacuum gun to remove the dust, germs and fine particles will be mandatory on every floor of hospitals. Vacuum guns should be used in highly sensitive area of hospitals such as OT, ICU's and small spaces
11.	To continuously review the quantity of service, the contractor will need to develop an effective feedback mechanism. This mechanism should be used to obtain regular feedback from patients, relatives and staff through QR code.
12.	The service provider shall be responsible to arrange at his own cost all necessary tools, plants & machinery required for execution of work.
13.	No assistance of any kind including foreign exchange shall be made available by the department for the purchase of equipments, plants, machinery, materials of any kind or any other items required to be carried out in execution of work. Payment will be made in Indian currency only.
14.	The service provider shall execute his services in such a manner that no damage is made to the existing structures, plant & machinery and any type of equipment.
15.	The service provider shall conduct his work so as not to interfere with or hinder with the operations of other service providers, or he shall arrange his work with that of the others in an acceptable & co-ordinate manner & shall perform it in proper sequence to the complete satisfaction of Building in-charge.
16.	Any person or party who is a minor or who has been adjudged adolescent or who has been convicted in a Court of Law for an offence under the Indian Penal Code or an offence involving turpitude or other criminal activities or detained under any preventive law, for the time being in force such as TADA, F.E.R.A., etc. or who has been black listed by the Central/State Government or any Corporations, is not eligible to submit any Tender. Tender, if submitted by such person or party shall be treated as invalid.
17.	Materials and chemicals of approved quality and standard shall be used.
18.	The man power services should be available in all 3 shifts in a day as per the requirement of user department. These services are also be made available on holiday or any public holiday as per the need of user department
19.	Machinery / equipment procured by agency are the property of the service provider and will be maintained by agency at his own cost. For maintaining the machinery in running condition, the service provider shall preferably carry out the AMC for the machines which he has procured for

	the purpose of carrying out the work from the manufactures of the machines.
20.	Utmost care shall be taken to keep the noise level during the services to the bare minimum so that no disturbance as far as possible is caused to the people nearby.
21.	No inflammable materials shall generally be allowed to be stored at site. However, reasonable quantity may be permitted for storage subject to the compliance of all rules / instructions issued by the competent authorities and as per the direction of Building in-Charge.
22.	In the event of any restriction being imposed by the Police agency, BMC, Traffic or any other authority having jurisdiction in the area on the working or movement of labour / material, the service provider shall strictly follow such restrictions and nothing extra shall be payable to the service provider on this account. General Security restriction are given as under :
23.	The service provider should ensure the Health and Safety measures of the employees, deputed for the works at his end, BMC may also conduct health checkup of the staff deployed at regular intervals at the service provider cost if required.
24.	The service provider will be responsible for supply / installation / refilling / maintenance of all such items/equipments used in wash rooms and other areas of the hospital for housekeeping purposes as per brands mentioned in given in Annexure 14
25.	The service provider must employ adult labour only. Employment of child labour will lead to the termination of the contract. The service provider shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The service provider shall be fully responsible for the conduct of his staff.
26.	The service provider at all times should indemnify BMC against all claims, damages or compensation under the provisions of payment of wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act 1938 the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961 or any modification thereof or any other law relating thereof and rules made hereunder from time to time, BMC will not own any responsibility in this regard. Minimum wages will have to be paid as per State or BMC circular (amended time to time).
27.	The initial period of contract shall be for 12 months, which may be extended by further years, one year at a time depending upon the performance of agency and at discretion of BMC. BMC however, reserves the right to terminate the contract by serving one month notice, in writing if the BMC administration is not satisfied about the services of the service provider. The service provider may also ask for the same by giving three month notice but he has to provide the housekeeping facility till the next agency takes over.
28.	In case of breach of any terms and conditions attached to the contract, the Performance Guarantee of the service provider will be liable to be forfeited by BMC besides annulment of the contract.
29.	The service provider has to provide standard liveries on his part to its housekeeping staff. The staff shall be in proper uniform provided by the service provider but approved by BMC administration with their identity properly displayed, samples of liveries will have to be submitted by the Service provider for the approval of competent authority. Hospital will provide the space for setting up a control room for the service provider in the premises of the concerned building/hospital from where the service provider and his own supervisory or office staff can control the housekeeping labour force working in the hospital. The service provider will arrange for all items needed for his staff viz., time keeping machine, Computerized inventory of stores, computerized daily duty roster chart, etc. The housekeeping staff will first report to the control room and subsequently deployed for duty after having been checked for liveries, upkeep, issue of materials and equipment's, etc.

30.	Once the housekeeping staff is allotted an area of work he or she will be under supervision of the BMC Officer of that area and in addition to the instructions issued by the service provider, they have to follow all instructions and orders given by the concern BMC Officer. All instruction given by concern BMC Officer should be considered in the scope of work if it is for the benefit of the patients.
31.	<p>The Service provider shall:</p> <ol style="list-style-type: none"> Ensure Animal (quadrupeds), honey bee, bats, bees, pigeon, Flies free environment in the premises of BMC. Provide all items and consumables to their users as per list if in his scope. Ensure that their managers/supervisors are equipped with mobile phones. Arrange for a garbage disposal vehicle, and other equipment required for segregation and Disposal of waste in a professional manner to designated place. Plan; manage collection, mechanized screening / segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco friendly manner. The service provider will arrange for required resources, including manpower, machinery, disposables etc which is used by the housekeeping staff. The service provider will also ensure that the garbage collection / disposal work does not adversely affect the surroundings or personnel deputed for the work. Protective gear including boots, gloves etc. shall be provided by the service provider to the housekeeping staff
32.	Intending tenderers are advised to inspect and examine the site and its surroundings and satisfy themselves before submitting their tenders to the nature of the site. The nature of the site, the means of access to the site, and in general shall themselves obtain all necessary information as to risks, contingencies and other circumstance which may influence or effect their tender. A tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. Submission of tender by a tenderer implies that he has read this notice and all other contract documents has made himself aware of the scope and specifications of the work to be done and of conditions and rates at which stores, tools and plants etc., will be issued to him by the Government and local conditions and other factors having a bearing on the execution of the work.
33.	The service provider shall be wholly responsible for the conduct/integrity of each supervisor/sweeper deputed by him. The service provider shall also be responsible for any act of omission or commission on the part of his sweepers and supervisors and he will keep a regular watch on their conduct and behavior. Any damage done/caused to the existing structure/furniture/fittings by the workers of the service provider's firm shall be got rectified by the service provider at his own risk and cost.
34.	In case of pecuniary and material loss suffered by the Department on account of negligence attributable to the Service provider or his employees, the BMC will have the right to forfeit the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Department, the balance, as may be necessary shall be recovered from the contractual charges due to the service provider's firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf.
35.	The service provider himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages/claim of the service provider on this account shall be entertained.
36.	All the Tools and materials, viz. Scrubbing machine, trolley, buckets, mugs, pipes, ladders etc. shall have to be transported by the service provider himself. The BMC shall not entertain any extra claim/expenditure on account of these tools and materials.
37.	The service provider will supply sufficient sets of uniforms, badges, and other safety measures to each sweeper, who shall invariably working hours, any sweeper is found to be without uniform/badges, he/she will be marked absent and necessary recovery as per condition will be made from the service provider's bills.

38.	The standard of sanitation will always be up to the satisfaction of the authorized representative or the officer-in charge whose decision in this regard shall be final and binding on the service provider.
39.	The sweepers and supervisor shall be under the direct control of the officer in-charge or his/her authorized representative for day-to-day maintenance operations.
40.	Electricity will be supplied free of cost to the service provider but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the service provider and nothing extra shall be paid on this account.
41.	The service provider shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the currency of the contract, comply with all relevant labour laws as may be applicable or modified from time to time by the concerned authorities and in no case the BMC would compensate for the losses and damages of material/manpower.
42.	The service provider shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.
43.	The material for daily use like vim powder, liquid soap, Naphthalene balls, Hydrochloric Acid, Odonil balls/stick, fresheners, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, Homocol liquid soap, Harpic, pochha, hand duster, toilet brush, plastic seekh brooms, jail brush, calanzo, platform brush, wiper, soft brooms, surf etc. shall be arranged by the Agency for which he has to quote in the financial bid. The material being used by the agency would be of superior quality/standard and of prominent brand as stated.
44.	While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety any possible electric shock due to use of water or otherwise
45.	<p><u>Manpower</u></p> <ol style="list-style-type: none"> Any misconduct/misbehavior on the part of the manpower deployed by the Service provider will not be tolerated and such person will have to be replaced by the service provider at his own costs, risks and responsibilities immediately, with written intimation to hospital authority. <i>The service provider should ensure to maintain adequate no. of manpower and also arrange a pool of stand by housekeeping staff in case any housekeeping staff absences from the duty, the reliever of equal status shall be provided by the service provider from an existing pool of housekeeping staff.</i> The housekeeping staff deployed through service provider in the BMC Hospitals shall not claim any benefit, compensation, absorption or regularization of their services in the establishment either under the provision of Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970. The service provider should have to obtain an undertaking from the deployed persons to the effect that the deployed persons is the employee of the service provider (agency) and shall submits the said undertaking to the BMC. In the event of any litigation on the status of the deployed persons, the BMC shall not be a necessary parties, however, in any event, either the deployed persons or to the order of the Court, the BMC is made necessary parties in dispute to adjudicate the matter, the service provider has to reimburse the expenditure that would be borne by BMC The housekeeping staff deployed by the service provider shall not divulge or disclose any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters to any third person, as all of that are confidential and secret in nature. In the event of being found that the official secrecy has been

	<p>disclosed and for the purpose of security arrangement and or for other purpose, it is desirable to remove the said person, the Institute has every right to remove the said person, immediately and responsibility if any to be borne by the service provider.</p> <p>e. The service provider shall ensure that the person deployed are disciplined and conduct in office premises, be best suitable and is entailed on enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work and engaging in gambling, satta or any immoral act.</p> <p>f. The personnel deployed shall be employees of the Service Provider and all statutory liabilities such as ESI, EPF, Workmen's compensation as per relevant statutory Act, etc shall be paid by the bidder. The list of personnel to be deployed shall be made available to BMC and if any change is required on part of BMC, a fresh list of personnel shall be made available by the bidder after each and every change. The bidder shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum wages Act, Contract Labour (Regulation and abolition) Act, ESI, EPF and various other Acts as applicable from time to time with regard to the personnel engaged by the bidder for the BMC.</p>
46.	<p>Risk Clause</p> <p>a. The service provider shall at all times have standby arrangements for carrying out the work under the contract in case of any failure of the existing arrangement. BMC reserve the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other selected tenderer at the risk & cost and responsibilities of existing service provider and excess expenditure incurred on account of this will be recovered by the BMC from the service providers Security Deposit or pending bill or by raising a separate claim.</p> <p>b. All necessary reports and other information will be supplied on a mutually agreed basis and regular meetings will be held with designated officer of BMC. Service provider and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the Hospital, and shall not knowingly lend to any person or company any of the effects or assets of the Hospital, under its control.</p> <p>c. In the event of loss/damage of equipments etc. at the premises of the BMC, due to negligence/carelessness of service provider staff, if established after a joint enquiry, then the service provider shall compensate the loss to BMC The service provider or its representative/s shall meet Hospital representative/s regularly to take feedback regarding the Housekeeping Services.</p> <p>d. The service provider will also maintain a suggestion book for comments on the services rendered by it.</p> <p>e. The service provider shall, in performing its part of this Agreement, ensure the safety of the building and the persons working in or visiting the BMC premises, for any loss or damage caused by any act of the service provider or its employees or staff etc.</p> <p>f. The service provider shall not assign or sublet this Agreement or any part thereof to any third party.</p> <p>g. Training on behavior aspects and ethics must be done regularly, BMC way of working should be communicated to all contract staff. Training report of the same must be submitted once in a month.</p> <p>h. Licenses if any required for Housekeeping Services at the site will be made available by the service provider.</p>

47.	<p>Daily Service</p> <p>Housekeeping in the hospital conditions is different than the housekeeping services in other commercial organizations. Housekeeping staff has to work with the infected patients and has to handle dangerous infected materials and waste. Along with the routine housekeeping activities the housekeeping staffs has to show his / her humanitarian concern towards the patient and provide him/her all types of required help and services. Such services may be need based and might not been included in the general scope of work but they have to be provided by the housekeeping staff if needed. In view of the above, any work assigned by the sister I/C/Supervisor/Officers for the patient benefit like cleaning of vomits, urine, stool, blood or any undesired material produced by the ill patient or helping him/her in changing of soiled cloths/Linen or any type of need in emergency and helping the ill patient in any type of need ,transportation is included in the scope of work. The housekeeping staff shall maintain cleanliness in the patient rooms/ ward throughout the day and shall clean the room thoroughly on patient's discharge and keep it ready for the next arrival.</p> <p>Housekeeping / cleaning services should be provided round the clock on all days including holidays so that all areas are neat and clean all the time. Service provider will arrange manpower for special VIP visits, if required and provide full support and cooperation during functions, seminars, conferences organized by the Institute. Housekeeping staff has to do following activities for all of the Hospital rooms of all the departments, stores, canteen, kitchen, consultants chambers, wards, ICUs, Operation Theatres, CSSD, Laundry, Labs, Blood Bank, Electrical/ mechanical rooms all corridors and all covered and open areas of HOSPITAL.</p>
48.	<p>Scope of Cleaning</p> <ul style="list-style-type: none"> • Cleaning, scrubbing and disinfecting bathrooms, toilets, wash basins, sanitary fittings, floors etc. of all the areas including wards, ICUS, OT and all other departments at regular intervals as prescribed on daily basis. • Cleaning sweeping, mopping with disinfectant stair cases, cabins, lobbies, reception, pantries, kitchen, canteen, CSSD, Laundry, Corridors Ceilings, Academic Block, Office Rooms, training rooms at regular intervals on daily basis as prescribed. • Vacuum cleaning of all carpets and upholstered furniture. • Cleaning, dusting electrical switch boards, light fixtures, fans, air conditioner vents, name plates, door mats, firefighting equipments, computer systems, phones, doors, windows, furniture, window glasses, grills, curtains etc. • Cleaning of dust bins, waste paper baskets, cobwebs etc. and disposing off all collected refuse on daily basis at regular intervals i.e. 3 times. • The dust bins shall be washed and garbage bags need to be placed in all garbage bins to avoid stains and clear them when it is full time to time. • Collect garbage in specified colour coded bags from all dust bins and garbage bins existing inside the premises and shall dispose at the designated area within the hospital. • Refilling, replacing and emptying of sharp containers at all stations. • Spraying room fresheners in all rooms on daily basis at regular intervals. • Cleaning, mopping, disinfecting OT floors, walls, ceilings / OT lights in morning before starting the case, in between cases and terminal cleaning at the end of the day as prescribed (as per instruction & direction of OT In charge). • Clean the patient's bed, lockers, trolleys, wheel chairs and surrounding areas twice a day or when patient is discharged or when soiling occurs. • Cleaning and disinfecting of ICU beds, OT beds between cases (as per instruction & direction of OT In charge) as prescribed.

	<ul style="list-style-type: none"> • Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet Seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check -ups in the morning, afternoons and on call basis during daytime. • Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains, Pump Rooms, AC Plants, Electrical Substation, Auditorium R&T, Nursing College, Main Gates, etc. as directed. • Any additional work assigned by the ward of the area where the housekeeping staff has been placed on duty. Once assigned an area the housekeeping staff will be under the control and supervision of the sister I/C/Supervisor/Officer on duty of the area. • Cleaning the patients who have soiled themselves with stool, urine, vomitus with assistance of Patient attendant / nursing orderly / staff nurse / nursing sister. • All waste material including Malba etc. lying in corridors, verandahs, staircases etc. shall be removed and thrown in the dustbin located outside the building premises. It will be the responsibility and duty of the service provider to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.
49.	<p><u>Waste Disposal Management (Including Bio-Medical Waste)</u></p> <p>The Housekeeping Department's manpower shall collect garbage in specified colour coded bags from all dustbins and garbage bins existing inside the premises and shall dispose the garbage at the designated area within the hospital.</p> <p>❖ <u>Categories of waste</u></p> <p>Anatomical waste – Tissues, organ, body parts.</p> <p>Soiled waste (Solid waste) – blood and body fluids, stained dressings, swabs, cotton etc. solid plaster casts.</p> <p>Plastic Waste – IV sets and tubing, gloves, catheters, vacutainers and syringes (without needles), urine bags, blood bags.</p> <p>Microbiology waste – lab cultures. –Sharps – Syringes with needles, burnt needles, stylets, scalpels, lancets, blades, broken ampoules.</p> <p>Liquid waste – waste from laboratory and washing, cleaning and disinfection.</p> <p>Expired Medicines.</p> <p>General waste – paper, cardboard, unbroken glass bottles.</p> <p>❖ <u>Standard Method And Procedure For Collecting Hospital Waste In Various Colour Coded Garbage Bins:-</u></p> <ul style="list-style-type: none"> • Anatomical waste will be collected in yellow bag and will be given to centralized waste management of Housekeeping department. • Soiled waste (Solid waste) – will be segregated and collected in red bags and will be given to centralized waste management of Housekeeping department. • Plastic waste will be collected in blue bags and will be autoclaved chemically disinfected and then shredded. Sharps will be collected in puncture proof container and will be given to centralized waste management Housekeeping department. • Microbiology waste will be autoclaved. Liquid waste will be disinfected with hypochlorite solution before disposal. • Expired Medicines will be sent to pharmacy for return. • General waste will be collected in black bag and will be disposed as normal waste.

	<p><u>The following guidelines shall be followed:-</u></p> <ul style="list-style-type: none"> • Segregation will be done at source. • Bins will have bio-hazardous sign on them. • Housekeeping personal will wear gloves and masks before collecting the garbage. • Bags will be secured when they are 3/4th full and will be clearly labeled with the date, time and respective floor. • While handling the bag it must be held at the closed top and away from the body. • If a bag is found broken or not completely sealed then it should be double bagged into a second bag. • Garbage will be transported in designated trolley to the storage area. • Cleared daily at designated time. • Access to waste storage area is limited to authorized Housekeeping personals. • Waste storage area must be inspected every week for spills and contained deterioration and the inspection must be documented. • Before the collection by the outside vendor the garbage bags has to be weighed and the details like date, time floor, weight will be entered in the garbage register by the housekeeping boy in the presence of security, • If for any reason, it becomes necessary to store the waste beyond such period, the authorized Housekeeping person must take permission from the authorities and take measure to ensure that the waste doesn't adversely affect human health and environment. Bio-Medical Waste Management and Handling Rules, 1998 amended in 2000 shall and subsequent amendments, if any be adhered to.
50.	<p><u>Weekly Services :-</u></p> <ul style="list-style-type: none"> • The deep cleaning of the entire area will be done by the service provider once a week as under • Dusting of entire area including windows / windowpanes / doors / ledges, etc. • Thorough cleaning / sweeping / washing / mopping with disinfectant cleaning of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on walls, cleaning of roofs, porches etc. • Cleaning of sanitary fitting, toilet drain pipes etc. in the toilets with standard cleaning material. • Cleaning of all windows glasses and grill with detergent/ cleaning agents. • Washing of outside area with High Pressure Jet Machine. • Clean all chrome fittings, glass frames, soap holders etc. to a shiny finish.
51.	<p>The service provider will work in the specified area mentioned in the scope of work. The tenderer will make a cleaning program and submit to BMC for weekly cleaning so that BMC concerned official / In-charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work.</p>
52.	<p><u>Housekeeping Monitoring and Control</u></p> <p>For better management and smooth services, the following monitoring mechanism will be adopted by the service provider:-</p> <p>The service provider will make a cleaning programme and submit to Authorities of BMC for</p>

	weekly cleaning, so that concerned official / In charge for the particular area can be deputed on the day of cleaning to make the area available and supervise the cleaning work. Management / Housekeeping Service Requirements / Complaints Report- This is to be filled up by the management and administrative staff of the Department, who receive / observe the complaints / requirements for any of the services. All suggestion, complaints related to services or staff deployed by the service provider will be registered at the on the computer and reported to Incharge of Department of BMC . The service provider will take immediate action to resolve the complaints within the specific period of time.																														
53.	<u>Housekeeping Services Complaints Register.</u> This register is to be completed on the basis of information received by the Housekeeping Manager from various departments of BMC through the inspection of the various sites, material on sites, attendance sheet of the staff, weekly report, e-mail of various departments, verbal complaints from various departments, etc. and necessary action is to be taken.																														
54.	<u>Liquidated damages:</u> Whenever and wherever it is found that the cleanliness is not up to the mark it will be brought to the notice of the supervisory staff of the contractor by sister I/C or officials of BMC of the area and if no action is taken within ONE hour, liquidated damages @ Rs.200/- per complaint shall be imposed. The decision of BMC Officer In-charge shall be final, in this regard. The penalties will be imposed on violation of terms and conditions of agreement as per the list given below: <table><tr><th>S.N</th><th>Description of Irregularities</th><th>Penalty</th></tr><tr><td>1</td><td>If the garbage is not lifted as per defined mode & scheduled</td><td>@ Rs. 500/- on each failure occasion</td></tr><tr><td>2</td><td>Staff not in Uniform/ without I Card</td><td>@ Rs. 100/- per worker /day</td></tr><tr><td>3</td><td>If it is found that no action is been taken within One hour after the complaint of Un-clean premises and improper housekeeping</td><td>@ Rs. 200/- per complaint</td></tr><tr><td>4</td><td>If any un-cleanliness is found at any time</td><td>@Rs. 5000/- per incident or equivalent amount calculated based on unclean sq. ft area per day per shift whichever is maximum</td></tr><tr><td>5</td><td>Toilets /washrooms not cleaned.</td><td>@ 1000 per complaint</td></tr><tr><td>6</td><td>If prescribed detergents & cleaning agents not used</td><td>@Rs. 1000/-when noticed</td></tr><tr><td>7</td><td>Cleaning Equipments such as automatic polishing machine, cleaning machines, motorized spray in toilets should be working and functional. If not functional</td><td>@Rs 5000/- per week</td></tr><tr><td>8</td><td>Misbehavior by the housekeeping staff to BMC Employees or patient/ patient relative/ visitors.</td><td>@ Rs. 5000/- per incident</td></tr><tr><td>9</td><td>Recurring of irregularities given at Sr.No. 1,2,3 & 4</td><td>Double the penalties amount mentioned in Sr. No. 1 to 4</td></tr></table>	S.N	Description of Irregularities	Penalty	1	If the garbage is not lifted as per defined mode & scheduled	@ Rs. 500/- on each failure occasion	2	Staff not in Uniform/ without I Card	@ Rs. 100/- per worker /day	3	If it is found that no action is been taken within One hour after the complaint of Un-clean premises and improper housekeeping	@ Rs. 200/- per complaint	4	If any un-cleanliness is found at any time	@Rs. 5000/- per incident or equivalent amount calculated based on unclean sq. ft area per day per shift whichever is maximum	5	Toilets /washrooms not cleaned.	@ 1000 per complaint	6	If prescribed detergents & cleaning agents not used	@Rs. 1000/-when noticed	7	Cleaning Equipments such as automatic polishing machine, cleaning machines, motorized spray in toilets should be working and functional. If not functional	@Rs 5000/- per week	8	Misbehavior by the housekeeping staff to BMC Employees or patient/ patient relative/ visitors.	@ Rs. 5000/- per incident	9	Recurring of irregularities given at Sr.No. 1,2,3 & 4	Double the penalties amount mentioned in Sr. No. 1 to 4
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<u>Special Instructions and Conditions for Service Provider (Qualification ,Descriptions and Specifications)</u>																															
1.	The Service Provider should possess the registration/ certificate/license/permit as required under relevant statutes.																														
2.	Tender shall remain open for acceptance subject to the provisions of Clause above for a period of 180days from the date of opening of the tender and during this period, no tenderer shall be																														

	allowed to withdraw his tender. Any such withdrawal during the said period will entail forfeiture of the Earnest Money Deposited with the Tenderer.												
3.	The rates quoted will be inclusive of all statutory payments ,GST and all other applicable taxes.												
4.	The service Charges to be provided for cleaning services to hospital.												
5.	The Tenderer shall maintain biometric attendance for all the man power deployed by them in the BMC Hospitals.												
6.	a. The contract will be for a period of two years, subject to annual performance appraisal The contract will be automatically stand terminated as soon as the period of contract or contract value is over. No separate notice will be issued for the termination of the contract. b. The Municipal Commissioner Reserves right to extend the contract period for further period of 6 months on the same terms and conditions. The successful tenderer is bound to accept such extension orders.												
7.	The payment towards services provided shall be made to the successful Tenderer on monthly basis (after completion of the month) and on submission of bill in triplicate along with the certification in the prescribed format within 30 days from the date of submission of bills. Payment will be subject to verification of proof of payment of Tenderers of services provided and statutory dues and observance of other statutory compliance. No other charges or claims on any account shall be payable by the BMC and also shall try to release the payment as stipulated above, however, no interest shall be payable if the payments are delayed on any ground which may please be noted.												
8.	The services of manpower to be provided are in the form of contract basis and will not create any right for employment in BMC of whatsoever nature.												
9.	After award of contract service provider has to submit total manpower required or to be provided for cleaning services per zone per day Chart shown is only for indicative purpose												
	<table><tr><td>Sr. no</td><td>Zone</td><td>No of Hospital</td><td>No of Manpower required for cleaning per day</td></tr><tr><td>1</td><td>West Zone</td><td>6</td><td></td></tr><tr><td>2</td><td>East Zone</td><td>5</td><td></td></tr></table>	Sr. no	Zone	No of Hospital	No of Manpower required for cleaning per day	1	West Zone	6		2	East Zone	5	
Sr. no	Zone	No of Hospital	No of Manpower required for cleaning per day										
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2	East Zone	5											
10.	In case of any dispute regarding interpretation of terms and conditions, the decision of the Municipal Commissioner shall be final and binding to the contractor.												
11.	Necessary action regarding delay in service/ Incomplete service / Short of manpower or any dispute if any with contractor during service contract will be resolved by user department with help of competent authority												
12.	Travelling and any other expenses, Allowance will not be paid by the BMC to the manpower/persons for attending the works.												
13.	All type of payments such as salary, ESIC, Provident Fund, Bonus, Contract Labour (Regulation and Abolition) Act, 1970 etc., to the persons provided shall be borne by Contractor, and The contractor shall be responsible for all sort of statutory regulations. The contractor should register with the provident fund, Employee state Insurance authority, the Commissioner of Labour under Contract Labour (Regulation & Abolition) Act,1970. The documentary proof of PF, Insurance etc., paid to the Govt./Statutory authority, of the persons should be provided if asked by the concerned Municipal Authority by contractor during submission of monthly bills to BMC (user Department).												
14.	a. The Municipal Commissioner reserves the right to reject or discontinue the services without any notice at any time during the contractual period at the risk and cost of agency, if the performance of the persons provided is found unsatisfactory. b. In case the services provided does not satisfy the basic norms of good work and conduct/integrity, the said panel (Team) will be removed immediately and suitable substitute should be arranged with immediate effect												

15.	The Tenderer shall be liable for payment of minimum wages, Bonus, PF, Gratuity, ESI, Encashment of Leave, safety equipment, Workman's Compensation for accidents etc., as applicable from time to time to the persons provided. Further, tenderer should submit documentary proof to BMC if asked for whenever payment on account of the tender subject will be released during tenure of contract.
16.	The persons deputed to the premises of the BMC shall be available in the said premises for the work entrusted to them and no person of the Tenderer shall remain in the said premises after the working hours or as per instructions of controlling authorities.
17.	The Tenderer shall ensure that all his personnel, while in the premises of the BMC comply with the BMC's rules and regulations regarding safety, security, discipline and good conduct.
18.	The Tenderer shall not sub-let this contract.
19.	<p>The Tenderer shall pay to his employees all dues (including Wages/Salary) and shall ensure that the wages paid to them are not less than the prescribed Minimum Wages as revised from time to time. In case of any increase in Minimum Wages or any other component or deduction or other statutory benefits by the concerned Govt. Authority, Service Provider shall remain liable to comply with all statutory formalities and provides authentic proof to BMC if asked for.</p> <p>The service provider shall be responsible for compliance of all applicable laws, local/state/Central Governments' laws, Rules etc., and shall take all necessary steps for obtaining registrations, licenses, renewal thereof, maintaining proper records/registers and also submitting necessary returns to the authorities concerned. In the event of non-compliance or contravention of any of the provisions of any laws due to failure or negligence of the Service Provider, he shall remain fully liable and shall also keep the BMC fully indemnified against any risk, consequences, and/or cost arising thereof.</p>
20.	The Tenderer shall have to ensure safety at the work place. It is necessary that the manpower/ persons who are deputed by the Tenderer to provide the said services to the BMC should be in good health, have proper eyesight and Physically fit and should not have any medical problems which may endanger his life and the life of BMC Personnel and its property.
21.	The Tenderer should have valid registration under GST/Works Contract Act, Contract Labour (Regulation and Abolition) Act, 1970, Provident Fund, ESIC, Shops and Establishment Act, Professional Tax, etc.
22.	Income Tax as per rules will be deducted from the bill of the agency.
23.	The Tenderer should enter into an agreement with BMC separately covering the conditions mentioned in Tenderer documents.
24.	If admissible all persons provided should be covered under the Employees State Insurance Scheme (ESIC) against the liability in Accidents.
25.	The terms and conditions stated above are not exhaustive. All the terms and conditions stipulated in the standard terms and conditions for works also form part of the tenderer conditions and the tenderers are bound to accept the same. If any condition appearing above contradicts the standard terms and conditions for works, the above said conditions will supersede the standard conditions.
26.	Person deputed at the work place must carry his C.V.(Curriculum Vitae) duly verified by Service Provider Agency, medical fitness certificate and his photo identity card issued by Service Provider Agency as per format attached.
27.	The manpower to be provided by the agency shall always remain the employee of the agency for all intends and purposes and the service provider / the agency shall alone be liable for any dispute amongst their employees and the agency, which may arise in any court of law. The staff/ manpower engaged by the contractor shall never have any claim for Municipal job. He shall have no rights to claim appointment in Municipal service based on the services rendered by him/her as per the tender. Neither the service provider nor the staff/ employee / manpower will ever express knowingly or unknowingly themselves to be Municipal servant.
28.	The staff deployed will be issued identity card by the service provider which will be required to be displayed at the time of duty. In case of pilferage, theft, breakage, the agency will be respon-

	<p>sible. The agency shall keep the BMC indemnified against all claims arising out of his agreement including any loss, theft or damage.</p> <p>The Municipal Commissioner will be at liberty to deduct the amount of such loss from agency after holding an enquiry. The decision of the Municipal Commissioner to this effect shall be final and binding upon the parties. In case of unsatisfactory performance and violation of any condition of the contract / service agreement, the contract shall be liable to be cancelled and security deposit will be forfeited. The personnel so deployed on the job for the various activities will be changed by the agency only with the approval of the concerned department.</p>
29.	The antecedents of the personnel's deployed by the service provider should be credible with good character. All persons engaged by the service agency / provider should be healthy, physically fit and free from communicable diseases.
30.	In case, the contractor discontinues the contract before the expiry of the periods his security deposit shall be forfeited.
31.	To execute this contract in required manner the work will be carried out by using manpower. Thus it is prime responsibility of the service provider to pay minimum wages along with all statutory required payments to the man power engaged with this contract. Hence while bidding the service provider has to consider all statutory provisions which will be meeting the provision incorporated under Minimum Wages Act throughout the contract period.

Section 9 :- Scope of Work (Descriptions and Specifications)			
Details of the scope of work and Details of Equipment to be used and liveries to be used at each of the premises for housekeeping job are enclosed as below			
Casualty, ICU & Operation Theatre and other High risk Areas			
DAILY			
	Activity	Frequency	Method
1	Wet Mopping & drying of floor	Continuous / as and when required	Auto scrubber drier / Wet and Dry Mopping
2	Reception area cleaning	Once a shift	Wet & Dry wiping
3	Water Cooler cleaning - Outside and surrounding area	Daily once in a shift	Manually
4	Telephone & Computers cleaning	Daily once	Dry & Semi Wet wiping.
5	Glass cleaning	Daily once	Glass cleaning kit
6	Cleaning of Nurse station	Twice a shift	Wet & dry Wiping
7	Doctors room	Once a shift	Single disc / wet & dry Wiping
8	Cleaning of medicine prep. Area	Once a shift	Wet & dry Wiping
9	Recovery room area cleaning	Twice a shift	Mechanized / wet & dry Wiping
10	Garbage Removal and Dustbin movement	Twice a shift	Manual
11	Dusting of doors and windows in OT corridor	Daily Once	Manual
12	Washroom & wash basins cleaning	Twice a shift	Manual
13	Mopping of floor with disinfectant.	Every 2 hours / as and when required.	Mop & disinfectant
WEEKLY			
Sr. No.	Activity	Frequency	Method
1	Partition cleaning	Ones in a Week	Dusting, Wet & Dry wiping.
2	Furniture ,Window channel etc.	Ones in a Week	Wet Wiping
3	Electric Panel & Instruments cleaning	Ones in a Week	Dry Cloth Wiping
4	Man height Column, Side-Walls cleaning	Ones in a Week	Dusting, Wet & Dry wiping.
5	Fans, Tube lights, A/c Unit etc. cleaning	Ones in a Week	Wet & Dry wiping.
6	Reception, Dr's.Room & Nurse station area	Ones in a Week	Wet & Dry wiping.
Cleaning and Housing Keeping of Hospital WARDS			
DAILY			
Sr. No.	Activity	Frequency	Method
1	Reception area cleaning	Continuous / as and when required	Wet & Dry Wiping
2	Scrubbing and Drying of Floors	Every 2 hours/ As and When Required	Wet & Dry Wiping
3	Change of linen	Once in a day/ As required	Manual
4	Doors & handles	Daily once	Wet & dry Wiping
5	Water Cooler cleaning – outside	Daily Twice	Wet & dry Wiping

6	Wash Basin cleaning	Twice per shift / as and when required	Wet & Dry Wiping
7	Toilet cleaning	Thrice a shift /as and when required	H.P Jet, Manual Cleaning
8	Telephone, Chairs, furniture etc cleaning	Daily once	Dusting, Wet/Dry wiping.
9	Mopping of floor with disinfectant	Twice / shift	Easy mops & disinfectant
10	Garbage & Dustbin movement	Twice / shift	Manual
PASSAGES, LIFT ENTRY LOBBY, CORRIDORS & WAITING AREAS			
DAILY			
Sr. No.	Activity	Frequency	Method
1	Mopping of floor with disinfectant.	Every 2 hours/ As and When Required	Easy mops & disinfectant
2	Reception area cleaning	Twice a shift	Wet & Dry Wiping / mechanized
3	Stair Case And Railing Cleaning	Daily once / shift	Wet & Dry Wiping
4	Telephone, Computers, decorative items etc	Once a Day	Wiping
5	Water cooler cleaning – outside	Daily Twice / week	Wet & Dry Wiping
6	Furniture Items	Once a Day	Dusting, Dry Wiping
7	Staircase cleaning	Once a Shift / as and when required	Mopping
8	Lift capsule cleaning	Twice a shift	Mopping & Wet & Dry Wiping
9	Dustbin movement	Twice a shift	Manual
Weekly			
Sr. No.	Activity	Frequency	Method
1	OPD Cash counter & Information desk cleaning	Ones in a Week	Wiping
2	Glass Cleaning	Ones in a Week	Glass Cleaning Kit
3	Partition Cleaning	Ones in a Week	Wiping
4	Furniture, Window Channel etc cleaning	Ones in a Week	Wiping
5	Electric Panel & Instrument Cleaning	Ones in a Week	Wiping
6	Man height Column, side-Walls Cleaning	Ones in a Week	Wiping
7	Fans, Tube lights etc cleaning	Ones in a Week	Dusting & Wiping
8	Waiting Areas Chairs cleaning	Ones in a Day	Dry Cleaning
PUBLIC AREA WASHROOM			
1.	Floor Cleaning	Every 2 hours/ As and When Required	Easy mops & disinfectant
2.	Washroom & wash basins cleaning	Twice per shift / as and when required	Wet & Dry Wiping

SECTION 10 : DETAILS OF AREA OF HOSPITALS (SQ. FT) UNDER EACH ZONE

West Zone Hospitals		
Sr no	Name of Peripheral Hospital	Total area of cleaning (Sq. ft)
1	K.B.Bhabha Hospital, Bandra (W)	99433
2	V.N. Desai Hospital, Santacruz(E)	29400
3	S.K.PATIL Hospital, malad(E)	22800
4	M.W.Desai Hospital, Malad (E)	17600
5	Bharatratna Dr. Babasaheb Ambedkar Hospital, Kandivali	261005
6	Krantijyoti Savitribai Phule Hospital, Borivali	34132
Total area of Cleaning for west Zone (Sq. ft)		4,64,370

East Zone Hospitals		
Sr no	Name of Peripheral Hospital	Total area of cleaning (Sq. ft)
1	K.B. Bhabha Hospital, Kurla(W)	23500
2	Divaliben Mehata (Maa) Hospital, Chembur	16900
3	PT. Madanmohan Malviya Centenary Hospital, Govandi	33600
4	Rajawadi Hospital, Ghatkopar(W)	105356
5	V.D.Sawarkar Hospital, Mulund	16900
Total area of Cleaning for East Zone (Sq. ft)		1,96,256

Grand total

<u>Sr. No</u>	<u>Name Of Zone</u>	<u>No of Hospitals</u>	<u>Cleaning Area in Sq. feet</u>
1	West Zone	6	4,64,370
2	East Zone	5	1,96,256
Grand total of Western and Eastern		11	660626

SECTION 11 : BILL OF QUANTITY/ ITEM DATA
(Rates to be filled by Bidders)

Sr. No	Name Of Zone	Cleaning Area (Sq. feet)
1	West Zone	4,64,370
2	East Zone	1,96,256

Note :

1. Bidder can quote for one zone or multiple zone but rate quoted should be per sq. ft per month basis only.
2. Area mentioned is for information, however to get clear cut idea of nature of work , different activities, services and their quantum of work to be provided bidder has to visit individuals hospital before quoting the rates.

SECTION 12 .FORCE MAJEURE- OBLIGATIONS OF THE PARTIES.

“Force Majeure” shall mean any event beyond the control of BMC. or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- i. War, hostilities, invasion, act of foreign enemy and civil war;
- ii. Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorists acts;
- iii. Strike, sabotage, unlawful lockout, epidemics, quarantine and plague
- iv. Earthquake, fire, flood or cyclone, or other natural disaster.

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail;

The date of commencement of the event of Force Majeure;

The nature and extent of the event of Force Majeure;

The estimated Force Majeure Period.

Reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.

The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.

Any other relevant information concerning the Force Majeure and/or the rights and obligations of the Parties under the Contract.

Annexure -1
(Particulars about the tenderer)
(To be uploaded in PACKET A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

Following information to be submitted along with tenders (**in PACKET A**) as detailed herein below on the letterhead of the tenderer. (Put a tick mark where applicable/ Write N.A. where not applicable)

1. Name & Address of the tenderer./ Service Provider
2. Names and addresses of all the partners.
3. E-mail address of the firm
4. Name & address of the Bidder(s)
 - a. Registered Head Office with Postal Address and Telephone Numbers
 - b. Mumbai Office address with Telephone Numbers.
5. ~~Name & address of the manufacturer~~
 - a. ~~Places of Manufacturer (In case of firms having more than one place, mention the nearest).~~
 - b. ~~Registered Head Office with Postal Address and Telephone Number~~
 - c. ~~Mumbai Office address with Telephone Number.~~
6. Total annual turnover in the last three Financial Year of the tenderer.
7. Is the tenderer registered under the Indian Companies Act-1 of 1956 or any other Act, in force?
 - a. If so, furnish photo state copy of Certificate of Registration.
 - b. In case of Limited Companies furnish a copy of the memorandum of Articles of Association.
 - c. In case of Proprietorship / Partnership firms, name of proprietors / Directors with address. (Two in order of % of shares).
 - d. Ownership status of the Firm. (Maharashtra Govt. / Other state Govt. / Central Govt. / Joint Sector / Co-Operative / B.S.I. / Private / Foreign Company etc.)
8. ~~Whether tenderer is Manufacturer/Distributor/Dealer (State your category and upload document to this effect in 3 a/3 b formats.)~~
9. Name and post of the Officer / Address, Phone Number who should be contacted by this office in case of emergency.
10. Location of other works owned by the firm/Service Provider (if any).

1/We have carefully gone through the tender documents and the terms and conditions mentioned therein & are all acceptable & agreeable in its entirety to me/us.

Full Signature of the tenderer with
Official Seal & Address

Annexure 2
(Tender Form)
(To be uploaded in PACKET A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

To

The Municipal Commissioner
Brihanmumbai Municipal Corporation

Sir,

I / We.....(full name in capital letters starting with surname of the Bidder/ Service Provider), the Proprietor /Managing Director / Holder of the business for the establishment / firm / registered company named herein below do hereby state that I / We have read, examined and understood the contents of following documents relating to

- 1) Invitation to Tenderers
- 2) Instructions to Vendors participating in e-Tendering Process
- 3) Flow of activities of tender
- 4) General Instructions to the tenderers
- 5) Items Descriptions
- 6) Scope of Supply.
- 7) Contract Agreement form
- 8) Annexures
- 9) Details of the Item Data in BOQ :- (Rate to be filled by tenderer in commercial offer)
- 10) Minutes of pre bid meeting,
- 11) Corrigendum if any

2. I / We have examined the details/ Scope of work of service specifications of supply to be made and noted all the terms and conditions and accordingly hereby e-tender for execution of the supply of Man Power referred to in the aforesaid documents, at the rate quoted for respective item in BOQ.

3. I/ We have paid the Earnest Money Deposit (E.M.D.) through on line payment and we are aware that this EMD shall not bear any interest till it is with BMC.

4. I / We also agree to keep this e-tender open for acceptance for a period of **180 days** from the date for opening the same and not to make any modifications in its terms and conditions which are not acceptable to the Corporation.

5. I/We hereby further agree to execute agreement in the prescribed pro-forma and shall bear all the charges of whatsoever nature in connection with the preparation, Stamp Duty and execution of the said contract.

6. I / we have offered our rates in the prescribed format and uploaded it along with the bid document.

7. I/We further state that I/We have separately furnished an undertaking / declaration in the form of Affidavit on the stamp paper of Rs.500/- (Rupees Two Hundred only) with regards to agreeing to the terms and

conditions incorporated in the bid documents and various declarations as per requirement of BMC and I/We shall abide by them all respect throughout the period of contract.

Yours faithfully,

Address:

.....
.....
.....
.....

**Full Signature of the tenderer with
Official Seal and Address.**

1.
2.
3.
4.

Full Names and Residential Address
of all the partners constituting

The firm:

1. A/c. No.
..... Name of the Bank.
..... Name of the Branch.
2.
.....
.....
3.
.....

Annexure – 3a

(Undertaking to be signed by the Manufacture /Bidders)

(To be uploaded in PACKET A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

AFFIDAVIT

To
The Municipal Commissioner
Brihanmumbai Municipal Corporation

Sir,

I / We.....(full name in capital letters starting with surname), the Proprietor/ Partner /Managing Director / Holder of power of attorney of the business, establishment / firm / registered company do hereby, in continuation of the terms and conditions underlying the Tender Form and agreed to by me/us, give following undertaking.

1. I / we hereby confirm that I / we will be able to carry out the supply offered by me /us at the quoted rates and as per scope of work specifications/drawings indicated in the tender after compliance of all the required formalities within the specified time.
2. I/We..... do hereby state and declare that I/We, whose names are given herein below in detail with the addresses, have not filled in this e- tender under any other name or under the name of any other establishment/ firm or otherwise, nor we are in any way related to or concerned with the establishment/ firm or any person, who have filled in the e-tender for the aforesaid work.
3. I/We also admit that if the relevant conditions forbidding submission of tender under different names of the firm is found violated, the Municipal Commissioner is at liberty to take necessary action against me/us.
4. I /We do hereby undertake that we have offered best price for the subject supply as per the present market rates and that I/We have not offered less price for the subject supply to any other outside agencies including Govt. / Semi Govt. agencies and within BMC also in similar conditions.
5. I / We hereby request you not to enter into a contract with any other person/s for the execution of the works/supply until notice of non-acceptance of this e-tender has first been communicated to me/us, and in consideration of your agreeing to refrain from so doing I/We agree, not to withdraw the offer constituted by this e-tender before the communicating me/us the decision of the MC/ Mayor/ Standing Committee or of the Education Committee, as may be required under Municipal Corporation Act.
6. I / We agree to comply with fulfill the requirements of all labour laws or other enactments applicable to this supply and abide them throughout the period of contract.
7. I / We agree to abide the regulations of the BMC premises now in force or which may come into force, during the currency of the contract. I / We accept the right of BMC to stop any supervising staff/ labour employed by me / us from entering in the BMC premises if it is felt that the said person is an

undesirable element or is likely to create nuisance. BMC will not be required to assign any reason while exercising this right and I/We shall abide by such decision being binding on us.

8. I / We shall not sublet the work to any agency without prior approval of the BMC.
9. I / We understand and accept that our e-tender/contract is liable for rejection/ termination and EMD paid by me/us shall be liable for forfeiture by the BMC if-
- I / We fail to keep the e-tender open as aforesaid,
 - I / We fail to execute the formal contract or make payment of contract deposit when called upon to do so,
 - I / We do not commence the supply on or before the date specified by officer/engineer in his work order/incent.
 - I / We fail to produce required information, testimonials or a letter in original whenever called upon to do so or I/We fail to give satisfactory reason for non-production of such information, testimonials, letter etc. within a period of 6 days from receipt of such demand.
- ~~10. I / We understand that the quantity in the tender is approximate. The grand total of quantity mentioned in item data may increase or decrease by 10%. I / We accept that the Corporation agrees to purchase the articles valued at not less than 25 percent of the total amounts of the contracts.~~
11. I/We..... hereby further state and declare that-
I/We are
- not declared insolvent any time in the past.
 - not debarred/ black listed by either BMC. / central Govt. / state Govt. / Public sector undertaking/any other Local body from start date of tender notice.
 - not convicted under the provision of IPC or Prevention of Corruption Act., nor any criminal case is pending against me/us in any court of law.
12. I / we do hereby agree that if in future, it comes to the notice of BMC/ if it is brought to the notice of BMC that any disciplinary/penal action due to violation of terms and conditions of the tender which amounts to cheating /depicting of malafide intention during the completion of the contract anywhere in BMC. or either by any of central Govt. / state Govt. / Public sector undertaking/any other Local body, BMC will be at discretion to take appropriate action as it finds fit.
13. The acceptance of this tender by BMC. shall constitute a binding contract between me / us and BMC.
14. I/we further confirm that the information/document submitted by me regarding TIN No. (If applicable) is true and correct as per record of Sale Tax Department and in the event if it is revealed subsequently after opening of tender or after allotment of work/contract to me/us that any information given by me/us is false or incorrect, I/we shall be debarred from participating in the tenders for BMC for 10 years.
15. I / We Have filled in the accompanying e-tender with full knowledge of liabilities and therefore we will not raise any objections or disputes in any manner relating to any action including forfeiture of deposit and blacklisting for giving any information, which is, found to be incorrect and against the instructions and directions given in this e-tender.
16. I/We,_____ hereby declare that on our establishment there are less than 20 employees/ Labourers and as such it is not mandatory to register our firm under EPF & MP Act 1952.
- OR
- I/We,_____ hereby uploaded the copy of registration and latest paid challan for contribution under EPF & MP Act 1952 as our establishment consists equal to or more than 20 employees/ Labourers.
17. I/We -----hereby declare that we are using the energy for production purpose. However there are less than 10 employees / Labourers on our establishment.
- OR
- I/We -----hereby declare that we are not using the energy for

production purpose. There are less than 20 employees / Labourers employed in production activity.

As such, the provisions of ESIC Act 1948 are not applicable to our firm and it is not mandatory for us to register the firm under ESIC Act 1948.

OR

I/We, _____ hereby uploaded the copy of registration and latest paid challan for contribution under provisions of ESIC Act 1948 as this act is applicable to our firm.

(Note:- In future if nos.of employee/persons on our establishment will increase as stated above, the valid registration certificate under EPF & MP Act 1952 and ESIC. Act 1948 will be submitted immediately.)

18. I / We further confirm that the information/ documents submitted by me is true and correct to best of my/our knowledge and belief that in the event it is revealed subsequently after the opening of the tender or after the allotment of work / contract to me / us that any information given by me / us or any document uploaded / submitted by me/us in this e-tender is false or incorrect, I / We shall compensate the Brihanmumbai Municipal Corporation for any such losses or inconvenience caused to the Corporation in any manner and will not resist any claim for such compensation on any ground whatsoever. I / We agree to undertake that I / We shall not claim in such case any amount by way of damages or compensation for cancellation of the contract given to me / us or any work assigned to me / us or is withdrawn by the Corporation.

"I/We do hereby further undertake that, we have offered the best prices for the subject supply work as per the present market rates. **Further, we do hereby undertake and commit that we have not offered/supplied the subject product / similar product / systems or sub systems in the past one year in the Maharashtra State for quantity variation up to - 50% or + 10% at a price lower than that offered in the present bid to any other outside agencies including Govt. /Semi Govt. Agencies and within BMC. also.** Further, we have filled in the accompanying tender with full knowledge of the above liabilities and therefore we will not raise any objection or dispute in any manner relating to any action including forfeiture of deposit and blacklisting, for giving any information which is found to be incorrect and against the instruction and direction given in this behalf in this tender.

I/We further agree and undertake that in the event, if it is revealed subsequently after the allotment of work/ contract to me/us that any information given by me/us in this tender is false or incorrect, I/We shall compensate the Brihanmumbai Municipal Corporation for any such losses or inconveniences caused to the Corporation, in any manner and will not raise any claim for such compensation on any grounds whatsoever. I/We agree and undertake that I/We shall not claim in such case any amount, by way of damages or compensation for cancellation of the contract given to me/us or any work assigned to me/us or is withdrawn by the Corporation."

However, in case of price difference, if it is a result of differential tax structures, different Dollar value of Rupee, considering this aspect, before invoking the penalty, blacklisting etc., I/we will be given a reasonable opportunity of being heard by representing our case as to why such price variation/differential has arisen.

I/We _____ (Full Name in the Capital Letters starting with surname) the Proprietor / Managing Partner / Managing Director / Holder of the Business / Authorized Distributors for the Establishment / Firm / Registered Company named herein below do here offer to **Providing Cleaning/ Housekeeping Services in BMC's Peripheral hospital on Outsource Basis.** the as mentioned in the tender & in accordance with the specifications therein.

I/We do hereby undertake that, we will keep our full quality control over **Providing Cleaning/ Housekeeping Services in BMC's Peripheral hospital on Outsource Basis.** as mentioned in the tender & in accordance with the specifications therein.

In case, if the explanation submitted by me/us is unsatisfactory then action as stated above including forfeiture of deposit & blacklisting may be taken against me/us.

I/we solemnly confirm the compliance of all the requirements/ Conditions of the tender documents.

yours faithfully,

Full name and complete address with
Tel. Nos. & E-mail address of
all partners
Signature of Tenderer
Trading under the name and style of

Office Stamp

WITNESS:

(1) Full Name
And Address
Signature

(2) Full Name
And Address
Signature

Note :- To be filled in and signed by the tenderer and to be submitted on non judicial paper of Rs, 500/-
duly notarized by Notary Public / First Class Magistrate

BMC Portal

Copy

Annexure – 3b

Not Applicable

BMC Portal Copy

Annexure – 4 a

(Pro-Forma For Service provider Manufacturer's Letter if Bidder is self manufacturer)
(To be uploaded in PACKET B)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

To,
Municipal Commissioner,
BMC. Mumbai.

Dear Sir,

Reference: - Your E-Tender Document No. _____ dated _____.

1. We, M/s _____ are an established and reputed ~~manu-~~
~~facturer~~-service provider having office factory/factories at _____.
2. We, ourselves, are submitting this tender, process the same further and enter into a contract with you against your requirement as contained in the above referred tender document for the above goods.

Yours faithfully,

(Signature with Date, Name, & designation)
For and on behalf of M/s. _____

Note: 1) This letter should be on the letter head and should be signed by a person competent and having the power of attorney to legally bind. The service provider

2) Scanned copy of Original letter shall be uploaded.

Annexure-4 b

Not Applicable

BMC Portal Copy

Annexure-4 c

Not Applicable

BMC Portal Copy

Annexure 5a
Experience Certificate
(To be uploaded in PACKET B)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

(The following certificates which must be valid and current on the due date should be uploaded.)

Experience Certificate in respect of supply/Services of _____ To _____ State
Government / Central Government or their undertaking / Semi Government Local Bodies / Large
Corporate (without disclosing rates therein) should be uploaded

Signature and designation of the
authorized officer issuing performance certificate

NOTE:

- 1) Experience Certificate should be in the name of Bidder or Service Provider.**
- 2) Scanned copies shall be uploaded in the PACKET B.**
- 3) Bidder/ Service Provider shall provide certified copies of the Executed purchase orders along with completion certificates in support of the experience.**

Annexure 5 (b)
Pro-Forma For Statement Of Experience Certificates
(For the period of last five years)
(To Be Uploaded in PACKET B)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

Specify how much quantities of products were supplied to the State Government / Central Government or their undertakings / Semi Government / Local Bodies/ Large Corporate as shown below. (Use separate sheet, if necessary)

Tender No. : _____

Name& Address of the Tenderer: _____

Name & Address of manufacturer: _____

Order placed by (Full address of Purchase/ Consignee)	Description and quantity of ordered goods and of services	(attached documentary proof)**
1	2	3

Signature & seal of the Tenderer

****The documentary proof will be a certificate from the consignee/end user with cross-reference of order no. and date in the certificate. If at any time, information furnished is proved to be false or incorrect, the Earnest Money Deposit furnished will be forfeited.**

Note: - Experience Certificate should be in a name of the bidder or Service Provider.

Annexure – 6
(Authorization Letter For Attending Tender Opening)
(To be uploaded in PACKET A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

No. _____

To,
The Municipal Commissioner,
BMC.

Subject: Tender No. _____ due on _____

Sir,

Mr..... has been authorized to be present at the time of opening of above tender due on _____ at 16:00Hrs on my/our behalf.

Yours faithfully,

Signature & seal of the Tenderer

Annexure-7
(Authorization Letter of Authorized Representative For Downloading And Uploading Tender)
(To be uploaded in PACKET A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Date:-.....

No. _____

To,
The Municipal Commissioner,
BMC.

Subject: Tender No. _____ due on _____

Sir,

Mr..... has been authorized representative for downloading and uploading above tender on my/our behalf.

Yours faithfully,

Signature & seal of the Tenderer

Annexure – 8
(Pro-Forma of Article of Agreement for Purchase of material/Equipments)
(To be Uploaded in Packet A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Standing Committee Resolution No _____ Dated _____/Mayor's/ Addl. Municipal
Commissioner's/DMC's Sanction No. _____
Dated _____

Contract for the Supply / work of: _____

During the period from _____ **to** _____

This agreement made this day of

Two thousand

Between

inhabitants of Mumbai, carrying on business at.....

in Mumbai under the style and name of Messrs

(Hereinafter called "the contractor of the one part and Shri

the Deputy Municipal commissioner (CPD) in which expression are included unless the inclusion is inconsistent with the context, or meaning thereof, his successor or successors for the time being holding the office of Deputy Municipal commissioner (CPD) of the second part and the Brihanmumbai Municipal Corporation (hereinafter called "the Corporation") of the third part, WHEREAS the contractor has tendered for the construction, completion and maintenance of the works described above and his tender has been accepted by the Commissioner (with the approval of the Standing Committee/Education Committee of the Corporation NOW THIS

THIS AGREEMENT WITNESSETH as follows:-

1) In this agreement words and expressions shall have the same meanings as are respectively assigned to them in the General Conditions of Contract for works hereinafter referred to:-

2) The following documents shall be deemed to form and be read and constructed as a part of this agreement viz.

1. Letter of Acceptance
2. The Contractor's Bid
3. Addendum to Bid, if any
4. Tender Document

5. The Bill of Quantities / Price Packet
6. The specifications
7. Detailed engineering drawing, where applicable
8. The General conditions of Contract
9. The Special conditions of Contract
10. Final written submissions made by the contractor during negotiations, if any
11. All correspondence documents between bidder and BMC

3) In consideration of the payments to be made by the Commissioner to the contractor as hereinafter mentioned the contractor hereby covenants with the Commissioner to construct, complete and maintain the works in conformity in all respects with the provision of the contract.

4) The Commissioner hereby covenants to pay to the Contractor in consideration of the construction, completion and maintenance of the works the contract sum, at times and in the manner prescribed by the contract.

IN WITNESS WHERE OF the parties hereto have caused their respective common seals to be herein to affixed (or have hereunto set their respective hands and seals) the day and year above written.

SIGNED, SEALED AND DELIVERED

By _____

Of _____

In the presence of

1) _____

2) _____

CONTRACTOR

SIGNED, SEALED AND DELIVERED

By _____

D.M.C.(C.P.D.) in the presence of

1) _____

2) _____

D.M.C.(C.P.D.)

The Common Seal of the Municipal Corporation of Greater Mumbai was

Affixed on this _____ day of _____

Two Thousand _____ in the presence of

1) _____

2) _____

SEAL

Two members of the Standing Committee Of the Municipal Corporation of Greater Mumbai.

Witness _____

Municipal Secretary _____

Contract examined with the Tender and Resolution of the Standing Committee No. _____ of _____ and found correct.

Annexure – 9
(To be uploaded In PACKET A)

Internal Grievance Redressal Mechanism

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

BMC has formed a Grievance Redressal Mechanism for redressal of bidder's grievances. Any Bidder or prospective bidder aggrieved by any decision, action or omission of the procuring entity being contrary to the provisions of the tender or any rules or guidelines issued therein, in Packet "A", "B" & "C" can make an application for review of decision of responsiveness in Packet "A", 'B' & 'C' within a period of 7 days or any such other period, as may be specified in the Bid document.

While making such an application to procuring entity for review, aggrieved bidders or prospective bidders shall clearly specify the ground or grounds in respect of which he feels aggrieved.

Provided that after declaration of a bidder as a successful in Packet A (General Requirements), an application for review may be filed only by a bidder who has participated in procurement proceedings and after declaration of successful bidder in Packet 'B' (Technical Bid). an application for review may be filed only by successful bidders of Packet A. Provided further that, an application for review of the financial bid can be submitted by the bidder whose technical bid is found to be acceptable/responsive.

Upon receipt of such application for review, BMC may decide whether the bid process is required to be suspended pending disposal of such review. The BMC after examining the application and the documents available to him, give such reliefs, as may be considered appropriate and communicate its decision to the Applicant and if required to other bidders or prospective bidders, as the case may be.

BMC shall deal and dispose off such application as expeditiously as possible and in any case within 10 days from the date of receipt of such application or such other period as may be specified in pre-qualification document, bidder registration document or bid documents, as the case may be.

Where BMC fails to dispose off the application within the specified period or if the bidder or prospective bidder feels aggrieved by the decision of the procuring entity, such bidder or prospective bidder may file an application for redressal before the "Internal Procurement Redressal Committee within 7 days of the expiry of the allowed time or of the date of receipt of the decision, as the case may be. Every such application for internal redressal before Redressal Committee shall be accompanied by fee of Rs 25,000/- and fee shall be paid in the form of D.D. in favour of BMC.

1st Appeal by the bidder against the decision of C.E/ HOD/ Dean can be made to concerned DMC/Director who should decide appeal in 7 days.

If not satisfied, 2nd Appeal by the bidder can be made to concerned A.M.C. for decision.

Grievance Redressal Committee (GRC) is headed by concerned D.M.C Director of particular department for the first appeal! grievances by the bidder against the decision for responsiveness / non- responsiveness in Packet 'A', Packet 'B' or Packet "C" and if not satisfied, concerned A.M.C will take decision as per second appeal made by the bidder

This Grievance Redressal Committee (GRC) will be operated through DMC (CPD) office where appeals of aggrieved bidder will be received with fee of Rs 25,000/- from aggrieved bidder. The necessary correspondence in respect of said applications to the aggrieved bidder & concerned department, issuing notices, arranging of Grievance Redressal Committee (GRC) with D.M.C. and further proceeding will be carried out through registrar appointed by BMC.

No application shall be maintainable before the redressal Committee in regard of any decision of the BMC relating to following issues:

Determination of need of procurement

The decision of whether or not to enter into negotiations.

Cancellation of a procurement process for certain reasons.

On receipt of recommendation of the It will be communicate his decision thereon to the Applicant within 10 days or such further time not exceeding 20 days, as may be considered necessary from the date of receipt of the recommendation and in case of non-acceptance of any recommendation, the reason of such non-acceptance shall also be mentioned in such communication.

Additional Municipal Commissioner and/or Grievance Redressal Committee, if found, come to the conclusion that any such complaint or review is of vexatious, frivolous or malicious nature and submitted with the intention of delaying or defeating any procurement or causing loss to the procuring entity or any other bidder, then such complainant shall be punished with fine, which may extend to Five Lac rupees or two percent of the value of the procurement, whichever is higher.

**Full Signature of the tenderer
with Official Seal and Address**

Annexure – 10
(Declaration by the Tenderer Regarding the items quoted)
(To be uploaded In PACKET A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Sr. No.	Item Description	HSN Code Eight Digit	GST (%Rate) i.e.SGST ,CGST & IGST	Whether quoted (Yes/No)
1	West Zone			
2	East Zone			

This annexure - 10 shall be submitted in Packet “A”.

Note:

- Bidders /Service Provider has to visit at individual site / Location to get the clear cut idea of nature of the work of the different activities and services and their quantum of work to be provided in the different hospital well before submitting the Amount in the BOQ.
- As these services fall under “ Pure Service” hence GST is exempted (As per the circular no CA(F)/FRT/31 Dt. 29.11.2017). However if GST is applicable for these services bidder shall point out in this annexure.

Tenderer’s Full Signature
With Full Name & Rubber Stamp

ANNEXURE – 11
(Form Of Integrity Pact)
(To be uploaded In PACKET A)

Dy. Ch E / CPD/16/TDR/ AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

This Agreement (hereinafter called the Integrity Pact) is entered into on -----day of the ----- month of 20---- between Brihanmumbai Municipal Corporation acting through Shri ----- (Name and Designation of the officer) (hereinafter referred to as the "BMC." which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s. ----- (Name of the company) represented by Shri -----, Chief Executive Officer / Authorized signatory (Name and Designation of the officer) (hereinafter called as the "Bidder / Seller" which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS THE BMC invites for the -----
----- (Name of the Stores / Equipment / Service, Tender No. & Date) and the Bidder /Seller is willing to submit bid for the same and

WHEREAS the BIDDER is a private Company / Public Company/ Government Undertaking / Partnership Firm / Ownership Firm / Registered Export Agency, constituted in accordance with the relevant law in the matter and the BMC is Urban Local Body.

NOW, THEREFORE

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:-

Enabling the BMC to obtain the desired said stores / equipment / services / works at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement, and

Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BMC will commit to prevent corruption, in any form, by its officials by following transparent procedures. In order to achieve these goals, the BMC will appoint an external independent monitor who will monitor the tender process and execution of the contract for compliance with the principles mentioned above.

The parties hereto agree to enter into this Integrity Pact and agree as follows:-

1. COMMITMENTS OF THE BMC.

- 1.1. BMC. commits itself to take all measures necessary to prevent corruption and follow the system, that is fair, transparent and free from any influence / prejudice prior to, during and subsequent to the currency of the contract to be entered into to obtain stores / equipments / services at a competitive prices in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement.

- 1.2. The BMC. undertakes that no employee of the BMC, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.3. BMC. will during tender process treat all bidders with equity and reason. The BMC. before and during tender process provide to all bidders the same information and will not provide to any bidder any confidential / additional information through which the bidder could obtain an advantage in relation to the tender process or execution of contract.
- 1.4. In case any such proceeding misconduct on the part of such official(s) is reported by the Bidder to the BMC with full and verifiable facts and the same is prima facie found to be correct by the Brihanmumbai Municipal Corporation, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BMC and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BMC the proceedings under the contract would not be stalled.

2. COMMITMENTS OF THE BIDDERS / CONTRACTORS

- 2.1. The Bidder commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract states in order to secure the contract or in furtherance to secure it.
- 2.2. The Bidders will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BMC, connected directly or indirectly with the bidding process or to any BMC person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 2.3. The Bidder further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favor, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BMC or otherwise in procuring the contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with BMC for showing or forbearing to show favor or disfavor to any person in relation to the contract or any other contract with BMC.
- 2.4. The Bidders/ Contractors will not enter with other bidders into any undisclosed agreement or understanding, whether formal or informal, in particular regarding prices, specifications, certifications, subsidiary contracts, submission or non-submission of bids or any other actions to restrict competitiveness or to introduce cartelization in the bidding process.
- 2.5. The Bidders / Contractors will not commit any offence under relevant anti corruption laws of India. Further, the bidders will not use improperly, for purposes of competition for personal gain or pass on to others, any information or document provided by BMC as part of the business relationship regarding plans, technical proposals and business details including information obtained or transmitted electronically.
- 2.6. The Bidders/ Contractors of foreign origin shall disclose the names and addresses of agents / representatives in India, if any, and Indian bidder shall disclose their foreign principals or associates.
- 2.7. The Bidder shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BMC.
- 2.8. The Bidder will not bring any Political, Governmental or diplomatic influence to gain undue advantage in its dealing with BMC.

- 2.9. The Bidder will promptly inform the Independent External Monitor (of BMC.) if he receives demand for a bribe or illegal payment / benefit and If he comes to know of any unethical or illegal practice in BMC.

The Bidders / Contractors will disclose any and all payments he has made, is committed to or intends to make to agents, brokers or any other intermediaries in connection with the award of the contract while presenting his bid.

- 2.10. The Bidders / Contractors shall not lend to or borrow any money from enter into any monetary dealings directly or indirectly, with any employee of the BMC. or his relatives.
- 2.11. The Bidder will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 2.13 The Bidders / Contractors will undertake to demand from all sub contractors a commitment in conformity with this Integrity Pact.
- 2.14 The bidders / Contractors will not instigate third persons to commit offences outlined above or be an accessory to such offences.

3. PREVIOUS TRANSGRESSION

- 3.1. The Bidder declares that no previous transgressions occurred in the last 3 years immediately before signing of this Integrity Pact, with any other company in any country or with Public Sector Enterprises in India in respect of any corrupt practices envisaged hereunder that could justify BIDDER's exclusion from the tender process.
- 3.2. If the Bidder makes incorrect statement on this subject, he can be disqualified from the tender process or the contract if already awarded, can be terminated for such reasons.

4. DISQUALIFICATION FROM TENDER PROCESS ANDEXCLUSION FROM FUTURE CONTRACTS

If the Bidders/ Contractors or anyone employee acting on his behalf whether or without the knowledge of the Bidder before award of the contract has committed a transgression through a violation of aforesaid provision or in any other form such as put his reliability or credibility into question, the BMC. is entitled to exclude the bidder from the tender process or to terminate the contract if already signed and take all or any one of the following actions, wherever required. To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the Bidder. Further, the proceedings with the other Bidders would continue.

- 4.2. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit / Performance Bond (after the contract is signed) shall stand forfeited either fully or partially, as decided by the BMC. and BMC. shall not be required to assign any reasons therefore.
- 4.3. To immediately cancel the contract, if already signed, without giving any compensation to the Bidder.
- 4.4. To recover all sums already paid with interest thereon at 5% higher than the prevailing Base rate of State Bank of India.
- 4.5. If any outstanding payment is due to the Bidder from BMC. in connection with any other contract, such outstanding payment could also be utilized to recover the aforesaid sum and interest.
- 4.6. To encash any advance Bank Guarantee and performance bond/warranty, if furnished by the Bidder, in order to recover the payment already made by BMC. along with interest.

- 4.7. To cancel all other contracts with the Bidder. The Bidder shall be liable to pay compensation for any loss or damages to the BMC. resulting from such cancellation / rescission and the BMC. shall be entitled to deduct the amount so payable from the money due to the Bidder.
- 4.8. Forfeiture of Performance Bond in case of a decision by the BMC. to forfeit the same without assigning any reason for imposing sanction for violation of the Pact.
- 4.9. The decision of BMC. to the effect that the breach of the provisions of this Pact has been committed by the Bidder shall be final and conclusive on the Bidder.
- 4.10. The Bidder accepts and undertakes to respect and uphold the absolute right of BMC to resort to and impose such exclusion and further accepts and undertakes not to challenge or question such exclusion on any ground including the lack of any hearing before the decision to resort to such exclusion is taken.
- 4.11. To debar the Bidders/ Contractors from participating in future bidding process of BMC. for a minimum period of three years.
- 4.12. Any other action as decided by Municipal Commissioner based on the recommendation by Independent External Monitors (IEMs).

5. FALL CLAUSE

- 5.1. The Bidder undertakes that it has not supplied similar products / systems or subsystems in the past six months in the Maharashtra State for quantity variation upto -50% or +10%, at a price lower than that offered in the present bid in respect of any other Ministry / Department of the government of India or PSU or BMC and if it is found at any stage that similar products / systems or sub systems was supplied by the BIDDER to any other Ministry / Department of the Government of India or a PSU or BMC at a lower price, then that very price will be applicable to the present case and the difference in the cost would be refunded by the BIDDER to the BMC, if the contract has already been concluded, else it will be recovered from any outstanding payment due to the bidder from BMC.

B. EXTERNAL INDEPENDENT MONITOR / MONITORS

The BMC. Appoints competent and credible external independent Monitor for this Pact. The task of the Monitor is to review independently and objectively, whether and to what extent the Parties comply with the obligations under this Agreement.

- 6.1. The Monitor is not subject to instructions by the representatives of parties and perform his functions neutrally and independently and report to the Municipal Commissioner / concerned Additional Municipal Commissioner.
- 6.2. Both the parties accept that the IEM has the right to access, without restriction, to all documentation relating to the project / procurement, including minutes of meetings.
- 6.3. The Bidder shall grant the IEM upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to sub contractors.
- 6.4. The IEM is under contractual obligation to treat, the information and documents of the Bidder/Contractor/sub-contractor, with confidentiality.
- 6.5. The BMC will provide to the IEM sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the IEM the option to participate in such meetings.

- 6.6. As soon as the IEM notices, or believes to notice, a violation of this Agreement, he will so inform the Additional Municipal Commissioner. The IEM can in this regard submit non-binding recommendations. If Additional Municipal Commissioner has not, within a reasonable time, taken visible action to proceed against such offence, the IEM may inform directly to the Municipal Commissioner.
- 6.7. The IEM will submit a written report to the Municipal Commissioner / Additional Municipal Commissioner within 8 to 10 weeks from the date of service or intimation to him by BMC./ Bidder and should the occasion arise, submit the proposal for correcting problematic situations.
- 6.8. The word "IEM" would include both singular and plural.
- 6.9. Both parties accept, that the recommendation of IEM would be in the nature of advise and would not be legally binding. The decision of Municipal Commissioner in any matter/ complain will be the final decision.

7. VALIDITY OF THE PACT

- 7.1. The validity of this Integrity Pact shall be from the date of its signing and extend upto two years or the complete execution of the contract to the satisfaction of the BMC. and BIDDER / Seller, including warranty period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 7.2. If any claim is made/ lodged during the validity of this contract, such claim shall be binding and continue to be valid despite the lapse of this pact unless it is discharged / determined by the Municipal Commissioner / Additional Municipal Commissioner of the BMC.

8. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the BMC or its agencies OR Independent External Monitor shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible health for the purpose of such examination.

9. MISCELLANEOUS

- 9.1. This Agreement / Pact is subject to the Indian Laws, place of performance and jurisdiction is the registered office of the BMC. i.e. Mumbai and the actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extent law in force relating to any civil or criminal proceedings.
- 9.2. If the Contractor is a partnership or a consortium, this Agreement must be signed by all partners or consortium members.
- 9.3. Should one or several provisions of this Agreement turn out to be invalid, the remainder of this Pact remains valid. In this case, the Parties will strive to come to an Agreement to their original intentions.
- 9.4. The Parties hereby sign this Integrity Pact at -----on-----

BIDDER/SELLER

Signature -----

Name of officer -----

Designation -----

Name of Company -----

Address -----

Dated -----

Witness-1(BIDDER/SELLER)

Signature -----

Name of officer -----

Designation -----

Name of Company -----

Address -----

Dated -----

Note: This **FORM OF INTEGRITY PACT** should be given on Rs.500/- stamp paper duly notarized by Notary with red seal and registration Number.

Annexure – 12
(Details Of Litigation History)
(To be uploaded In PACKET B)

Dy. Ch E / CPD/TDR/16/AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

1. I M/s participating in the above subject Bid, here by declared that there is no litigation history against me during the last 5 years, prior to due date of the tender.

Or

I M/s participating in the above subject Bid, here by declared that the litigation history against me during the last 5 years, prior to due date of the tender, is as under

Sr.no	Year	Action taken	Name of the Organization	Remarks
1.				
2.				
3.				
4.				
5.				

I further declared that information furnished above is correct, and in future, if BMC finds that information disclosed is false or incomplete, then BMC can directly disqualify my bid and can initiate penal action including blacklisting of the firm.

**Full Signature of the tenderer with
Official Seal and Address**

(The above undertaking shall be submitted by the bidder on Rs.500/-stamp paper)

Annexure – 13
Undertaking to be signed by service provider
(To be uploaded In PACKET A)

Dy. Ch E / CPD/TDR/16/AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Tender ID : 2024_BMC

To,
Municipal Commissioner,
Municipal Corporation of Greater Mumbai.

Sir,

I/We _____ (Full Name in the Capital Letters starting with surname of the service provider) the Proprietor / Managing Partner / Managing Director / Holder of the Business / Authorized Distributors for the Establishment / Firm / Registered Company named herein below do here offer for **“Providing Cleaning/Housekeeping Services to BMC’s peripheral hospital on Outsource Basis”**

I/We do hereby undertake that, we will keep our full control over quality of the services for **“Providing Cleaning/Housekeeping Services to BMC’s peripheral hospital on Outsource Basis”** in accordance with the scope of work therein. As mentioned in the tender

**TENDERER’S FULL SIGNATURE
WITH FULL NAME & RUBBER STAMP**

Note: This undertaking should be given on Rs.500/- stamp paper duly notarized by Notary with red seal and registration Number.

**Full Signature of the tenderer with
Official Seal & Address**

Annexure –14
(Brands of the consumable material to be specified by the)
(On Rs. 100/- Stamp Paper)
(To be uploaded In PACKET A)

Dy. Ch E / CPD/TDR/16/AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

Sr.No	Name of Material	Brands Approved by BMC	Brands to be specified by Bidders (Minimum 3 Brands)
1	Floor Cleaning	Taski, Gogo, Shevron, Diversy Brand (R2), Ross FCS	
2	Toilet Cleaning	Taski, Gogo, Shevron, Diversy Brand (R6), Ross FCS	
3	Glass Cleaning	Taski, Gogo, Shevron, Diversy Brand (R3), Ross FCS	
4	Metal Cleaning	Taski, Gogo, Shevron Diversy Brand (D7), Metapol	
5	Furniture Cleaning	Taski, Gogo, Shevron Diversy Brand (R4), Buz Finesse	
6	Anti-bacterial Disinfectants	Dettol, Sevolon, Lysol, Virus 256, Ross FCS	
7	Detergents	Wheel, Surf Excel, Tide ,Virus 256, Clean wash	
8	Bleaching Powder	Grasim, Aditya Birla, DCN Shriram, Virus 256	
9	Phenyl	Sunny, Lizol, Virus 256, FCS Phenyl,	
10	Air Fresheners	Airweak, Arik, Odonil, Diversy Brand (R5), Buz RO Fresh Mahagany	
11	Liquid Soap	Dettol, Ferry, Herbal care, Rose Aqua Diversy Brand	
12	Any other material (Bidder has to specify)		

This annexure shall be submitted in Packet “A”.

TENDERER’S FULL SIGNATURE
WITH FULL NAME & RUBBER STAMP

Annexure –15
(Undertaking Cum Indemnity Bond)
(To be uploaded In PACKET A)

Dy. Ch E / CPD/TDR/36/AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

We,

(1) Mr. _____ Aged _____ Yrs

(2) Mr. _____ Aged _____ Yrs

(3) Mr. _____ Aged _____ Yrs

Proprietor / Partner / Directors / Power Of Attorney Holder of the firm
_____ having it's office _____

here by gives an UNDERTAKING CUM INDEMNITY BOND as under:

AND WHERE AS we are register vendor's with Brihanmumbai Municipal Corporation and / or (Name of other authority) having register No ----- Valid up to----- AND WHERE AS Brihanmumbai municipal corporation has published the tender / noticed for the work/supply of ----- in BMC.

AND WHERE AS we want to participate in the tender / procedure. I/We hereby give an Undertaking- Cum- Indemnity Bond as hereinafter appearing we hereby agree and undertake that my/our firm is not under any penal action such as Demotion, Suspension, Blacklisting, De-registration etc. by any Government, Semi-Government and Government Under-taking etc.

I/We hereby further undertake to communicate if my/our firm comes under any penal action such as Demotion, Suspension, Blacklisting, De-registration etc. by any Government, Semi-Government and Government Under-taking etc.

I/We hereby further agree and undertake that, at any stage of tendering procedure if the said information is found incorrect, it should be lawful for the BMC to forthwith debar me/us from the tendering procedure and initiate appropriate penal action.

The undertaking-cum-Indemnity Bond is binding upon us/our heirs, executor's administrators and assigns and/or successor and assigns.

Place :

Dated :

Proprietor/ Partners/Directors/POA
(Seal of Firm / Co.)

Identified by me,

BEFORE ME

(The above undertaking shall be submitted by the bidder on Rs.500/- stamp paper in packet A)

Annexure –16
(Declaration Regarding manpower to be supplied)
(To be uploaded In PACKET A)

Dy. Ch E / CPD/TDR/36/AE-4 of 2025-26
Tender Id No 2025_MCGM_1181939_1

I. Shri./Smt.aged..... years
Indian Inhabitant. Proprietor/Partner/Director of
M/s..... resident at
..... do hereby declare that for each
hospital manpower that will be provided for housekeeping as under;

Sr. no	Name of Hospital	No of Manpower will required for each hospital in each shift			Number of supervisor will be required for each hospital in each shift			No of Manpower will be provided for each hospital in each shift			Number of supervisor will be provided for each hospital in each shift		
		1 st Shift	2 nd shift	3 rd Shift	1 st Shift	2 nd shift	3 rd Shift	1 st Shift	2 nd shift	3 rd Shift	1 st Shift	2 nd shift	3 rd Shift
	West Zone Hospital												
1	K.B.Bhabha Hospital, Bandra (W)	10	10	5	1	1	1						
2	V.N. Desai Hospital, Santacruz(E)	3	3	1	1	1	1						
3	S.K.PATIL Hospital, Malad(E)	3	3	1	1	1	1						
4	M.W.Desai Hospital, Malad (E)	2	2	1	1	1	1						
5	Bharatratna Dr. Babasaheb Ambedkar Hospital, Kandivali	26	26	13	1	1	1						
6	Krantijyoti Savitribai Phule Hospital, Borivali	4	4	2	1	1	1						
	East Zone Hospital												
7	K.B. Bhabha Hospital, Kurla(W)	3	3	2	1	1	1						
8	Divaliben Mehata (Maa) Hospital, Chembur	2	2	1	1	1	1						
9	PT. Madanmohan Malviya Centenary Hospital, Govandi	4	4	2	1	1	1						
10	Rajawadi Hospital, Ghatkopar(W)	11	11	5	1	1	1						
11	V.D.Sawarkar Hospital, Mulund	2	2	1	1	1	1						

- II. I/we further declared that information furnished above is correct. If not supplied quoted model then BMC can reject my bid, can reject supply and can terminate contract and can initiate penal action including blacklisting of our firm.

**Full Signature of the Tenderer/Manufacturer
with Official Seal and Address**

(The above undertaking shall be submitted by the bidder and his manufacturer on Rs.500/- stamp paper in packet B)

BMC Portal

Copy

**Annexure –A
(Irrevocable Undertaking)
(On Rs. 500/- Stamp Paper)
(To be uploaded In PACKET A)**

Dy. Ch E / CPD/TDR/16/AE-4 of 2024-25
Tender Id No 2025_MCGM_1181939_1

I Shri./Smt.aged..... years Indian Inhabitant. Proprietor/Partner/Director of M/s..... resident at do hereby give Irrevocable undertaking as under;

1. I say & undertake that as specified in section 171 of CGST Act, 2017, any reduction in rate of tax on supply of goods or services or the benefit of input tax credit shall be mandatorily passed on to BMC by way of commensurate reduction in prices.
2. I further say and undertake that I understand that in case the same is not passed on and is discovered at any later stage, BMC shall be at liberty to initiate legal action against me for its recovery including, but not limited to, an appeal to the Screening Committee of the GST Counsel.
3. I say that above said irrevocable undertaking is binding upon me/my partners/company/other Directors of the company and also upon my/our legal heirs, assignee, Executor, administrator etc.
4. If I fail to compliance with the provisions of the GST Act, I shall be liable for penalty/punishment or both as per the provisions of GST Act.

Whatever has been stated here in above is true & correct to my/our own knowledge & belief.

Solemnly affirmed at

DEPONENT

This day of

Interpreted Explained and identified by me.

BEFORE ME