

REQUEST FOR PROPOSAL (RFP)

FOR

**SELECTION OF SERVICE PROVIDER
FOR MECHANISED AND MANUAL
HOUSEKEEPING SERVICES OF
SABARMATI RIVERFRONT (WEST
SIDE) IN CITY OF AHMEDABAD**



**Sabarmati Riverfront Development Corporation Limited (SRFDCL),
2nd Floor, “Riverfront House”, Behind H. K. Arts College, Between
Gandhi & Nehru Bridge, Puja Pramukh Swami Maharaj Marg
(Riverfront - West), Ahmedabad – 380009**

● Tel: 079-26580430 ● Email: office@srfdcl.com

Website: www.sabarmatiriverfront.com, www.ahmedabadcity.gov.in

SEPTEMBER 2026

ABSTRACT

Name of Work:	Selection of Service Provider for Mechanized and Manual Housekeeping Services of Sabarmati Riverfront (West Side) in City of Ahmedabad.
Bidding Document Available From	(Download the document from websites https://www.nprocure.com OR www.sabarmatiriverfront.com From: 10-09-2026 to 05-10-2026
Pre-Bid Meeting	Pre-bid meeting shall be held on 18-09-2026 at 11:00 AM at the office of Authority at 2nd floor, Riverfront House, Behind H.K. College, Pramukh Swami Marg, Riverfront, Ahmedabad, Gujarat 380009 Participation is not mandatory. However, if a bidder chooses not to (or fails to) participate in the pre-bid conference or does not submit a written query in time, it shall be assumed that they have no issues regarding the techno/ commercial conditions
Last date of receiving of pre bid queries.	Queries should be submitted in the word format on or before 17-09-2026 by 04:00 PM on office@srfdcl.com only. <u>Hard copy of queries will not be accepted.</u>
Response to Queries	28-09-2026 will be uploaded on the website
Last Date and Time for Online Submission of Bids	Date: 05-10-2026 before 04:00 PM The bidder must submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process. SRFDCL 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. The bidder must read all the terms and conditions of RFP and accept the same to proceed further to submit the bid
Physical submission of RFP Fee, EMD and other RFP documents	06-10-2026 before 05:00 PM at the 2nd floor, Riverfront House, Behind H.K. College, Pramukh Swami Marg, Riverfront, Ahmedabad, Gujarat 380009. <u>Financial Bid is not to be submitted in the physical form, and it has only to be submitted online. License Fees should not be quoted in the Technical Bid. In case of default, the entire Bid shall be rejected.</u> The bidder must read all the terms and conditions of RFP and accept the same to proceed further to submit the bid.
Time & Date of Opening of Technical Bids	07-10-2026 at 11:00 AM in office of the Authority at Riverfront House, Behind H.K. College, Pramukh Swami Marg, Riverfront, Ahmedabad, Gujarat 380009.

Time & Date of Opening of Financial Bid	It shall be informed to the qualified bidders through e-mail
Validity of Bids	180 days from the bid due date.
Cost of RFP document	Rs. 10,000/- payable as per this RFP fees in form of DD in favor of SRFDCL.
EMD/ Bid Security	Rs. 4,14,387/- (1% of Estimated Cost) in the form of DD / Bank Guarantee
Performance Security	Rs. 20,71,938/- (5% of estimated cost) in the form of DD/ Bank Guarantee in favor of Sabarmati Riverfront Development Corporation Limited and payable at Ahmedabad

Disclaimer

Sabarmati Riverfront Development Corporation Limited (herein after called “SRFDCL” or “Authority”) has prepared this RFP solely to assist prospective Bidders in making their decision of whether to bid. While Authority has taken due care in the preparation of information contained herein and believes it to be accurate, neither the Authority nor any of its representatives, officers, employees, agents or advisors gives any warranty or make any representations, express or implied as to the completeness or accuracy of the information contained in this document or any information which may be provided in association with it.

The information is not intended to be exhaustive and interested parties are required to make their own inquiries that it may need to submit the bid. The information is provided on the basis that it is non-binding on the Authority, any of its authorities or agencies or any of their respective officers, employees, agents or advisors.

Authority reserves the right to not proceed with the bidding process at any stage without assigning any reasons thereof, to alter the timetable reflected in this document or to change the process or procedure to be applied. It also reserves the right to decline to discuss the bid further with any party submitting a bid.

No reimbursement of any type will be paid to people or entities submitting the Bid.

Details to be furnished along with Application

Interested Bidders can view these RFP documents online but bidders who are interested in bidding in this RFP can download RFP documents as mentioned above and Bidder who wishes to submit their offer shall pay RFP document fee in the form of Account Payee Non-refundable Demand Draft payable at Ahmedabad drawn on any Nationalized Bank/Scheduled Bank.

RFP Documents are only available in Electronic Form. Bidders shall upload the RFP documents after submitting the DD details for RFP Document, bid document Fees and EMD details online.

The Bidder shall submit the RFP document along with all the forms electronically as well as physically.

Bidders who wish to participate in this RFP will have to register on www.nprocure.com. Further, Bidders who wish to participate in online tender process will have to procure Digital Certificate as per Information Technology Act-2000 using which they can sign their electronic bids. Bidders can procure the same from the above-mentioned address, and they will assist them in procuring the same. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

CEO,
Manager (Marketing),
(n) Code solution –A division of GNFC Ltd.
403, GNFC Info Tower, S.G. Road, Bodakdev,
Ahmedabad: 380054 (Gujarat) .
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Fax: +9179 - 40007533/26857321

CONTACTING OFFICER:

In case bidders need any clarification or if training required for participating in online RFP, they can contact the (n) code solution – A division of GNFC Ltd. at the above address.

DOWNLOAD OF RFP DOCUMENT: -

The RFP document is available only in electronic format which Bidder can download after paying the necessary fees of RFP document as explained above.

SUBMISSION OF RFP: -

The bidder shall submit the Technical Bid and Tender Fees & EMD amount in a separate sealed cover duly super-scribed and these two sealed covers are to be put in a bigger cover which should also be sealed and duly subscribed before last date of submission as mentioned in the RFP notice.

Financial Bid is not to be submitted in the physical form and it shall be submitted online only. In case of default, the entire Bid shall be summarily rejected. The bidder must read all the terms and conditions of RFP and accept the same to proceed further to submit the bid.

The Bid should consist of the following documents:

RFP fee amount (non-refundable) of Rs. 10,000/- (Rupees Ten Thousand Only) & Bid Security (Earnest Money Deposit) for an amount of 1% of the Estimated value **Rs.4,14,38,775/-** crores in the form of Demand Draft/Pay order from nationalized/ scheduled bank/ Banks as per GoG/AMC circular drawn in favor of “Sabarmati Riverfront Development Corporation Limited” and payable at Ahmedabad. Tenders submitted without EMD and Tender Fees will be disqualified.

Submission of Technical Bid online:

The bidder shall submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process. SRFDCL shall 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.

The bidders should upload the scanned copies of all relevant certificates, documents etc. including earnest money deposit / Tender Fees etc. as per the requirements contained in the RFP in support of their technical bids. The bidder should sign all statements, documents etc. uploaded by him, owing responsibility for their correctness /authenticity.

Opening of Technical Bid only

The Technical Bid will be opened on 7th October 2026 at 11AM.

Opening of Financial Bid:

It shall be informed by the technically qualified bidders through e-mail. Financial proposals for the eligible and responsive offers will be opened.

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1 PREAMBLE

Sabarmati Riverfront Development Corporation Limited (SRFDCL) invites Bids from interested Bidders for the Mechanized and Manual Housekeeping services for Lower Walkway, Viewing Galleries, Ghats, Ramps, Upper Promenades/Upper Walkway area, all Gardens, Event Centre, Atal Bridge, toilets, Open grounds, Footpaths, Divider, Roads, Riverfront House, Approach roads and nearby areas on Westside from Vasna Barrage to Torrent Power, SRFDCL boundary of Sabarmati Riverfront project area being implemented by it in city of Ahmedabad.

The Bids shall be prepared in English, and all entries must be typed and written in blue / black ink. Initials of the authorized representative of the bidder must attest all alterations made, if any, while filling the Bids. Failure to comply with any of these conditions may render the Bid invalid.

A copy of this RFP document with all pages duly stamped and signed must accompany the bid.

Authority shall not be responsible for any costs or expenses incurred by the Bidders in connection with the preparation and delivery of bids, including costs and expenses related to visits to the sites. SRFDCL reserves the right to cancel, terminate, change or modify this RFP process and/or requirements of bidding stated in the RFP, without assigning any reason or providing any notice and without accepting any liability for the same.

The bid evaluation shall be done based on the technical evaluation process specified in Instruction to Bidder section of this RFP. Only those proprietors/firms/companies who qualify based on this evaluation process will be qualified Bidders for the purpose of opening of Financial Bids and its evaluation. The date of opening of Financial Bids will be communicated to qualified bidders later.

2 DEFINITIONS

“SRFDCL” shall mean Sabarmati Riverfront Development Corporation Limited, a Special Purpose Vehicle (SPV) of Ahmedabad Municipal Corporation (AMC), an entity incorporated as a company under the Indian Companies Act, 1956.

“Authority” means the Sabarmati Riverfront Development Corporation Limited (SRFDCL) as the context may require or admit.

“Bid” or **“Detailed Bid”** shall mean the detailed Bid submitted by the Bidder in response to this RFP including clarifications and/or amendments, if any.

“Bid Security” shall mean the Security furnished by the Bidder, as part of the Detailed Bid submission.

“Due Date” shall mean the last date for submission of RFP.

“Month” shall mean generally a period of 30/31 days for billing cycle.

“Firm” shall mean a single legal entity, which is a registered body, Government agency or statutory body.

“Housekeeping Service/s” and/or **“Cleaning & Housekeeping Service/s”** unless the contexts suggest otherwise, shall mean the Services covered under this RFP Document.

“Work Order” shall mean the letter to be issued by Authority to the successful bidder indicating the acceptance of his offer in accordance with the conditions of this RFP document.

“Performance Security” shall mean the Bank Guarantee furnished by a successful Bidder as per terms and conditions of this RFP.

“Service Provider” or **“Contractor”** or **“Agency”** shall mean the proprietor/firms/companies /firm/company which is the successful/Preferred bidder and has been selected by the Authority for the work as per the terms and conditions of this RFP.

“Taxes and Duties” shall mean all taxes, duties, fees etc. payable as per applicable laws in India in connection with the discharge of responsibilities as per the scope of work envisaged.

“Service Agreement” or **“Agreement”** or **“Contract”** shall mean the Agreement between the SRFDCL (hereinafter to be referred as “SRFDCL/Authority”) and the Successful Bidder (here in after referred as the “Service Provider”) which allows the Service Provider for Mechanized and Manual Housekeeping service for Lower Walkway, Viewing Galleries, Ghats, Ramps, Upper Promenades/Upper Walkway area, Gardens, Event Centre, Atal Bridge,

toilets, Open grounds, Footpaths, Divider, Roads, Riverfront House, Approach roads and nearby areas on West side from Vasna Barrage to Torrent, Power SRFDCL boundary of Sabarmati Riverfront project area. The RFP document, Work Order, any amendment and any communication by SRFDCL shall be deemed to form and be read and construed as part of this Agreement.

“Applicable Law(s)” shall mean and include all applicable Indian statutes, enactments, Acts passed by the State Legislature or by the Parliament, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Government (Central or State), Statutory Authority, tribunal, board or court as may be applicable from time to time for Mechanized & Manual House Keeping services for West Side;

“Applicable Permits” or “Applicable Approvals” shall mean any and all permissions, clearances, developments, authorizations, consents, no-objections, approvals and notifications for and in respect of the Mechanized & Manual Cleaning & House Keeping for West Side from any Concerned Authority as may be applicable but for the purposes of this Agreement excludes the applicable permits required to be obtained by the SRFDCL under this Agreement;

“Commencement Date” means the date of commencement of Service Period for Mechanized, Manual Cleaning & Housekeeping service on the West side Sabarmati Riverfront project area Ahmedabad.

“Concerned Authority” or “Applicable Authority” or “Competent Authority” shall mean Government of India, Government of Gujarat, any other Government Authority, Ahmedabad Municipal Corporation (“AMC”), Central or State, Statutory Body, Local Authority, Planning Authority or any Authority designated under any enactment or rules made thereunder for approving and regulating the Mechanized & Manual Cleaning & House Keeping for West Side.

“Damages” shall mean any claim of the SRFDCL against the Service Provider for breach of this Agreement, including but not limited to damages of facility, dues, arrears any or all present and future outgoings, municipal corporation taxes, rates, levies, or by any other name etc. against which the Service Provider shall be entitled to claim and adjust the Performance Security. The type/nature/amount of the breach/damages shall be decided by the Competent Authority after the assessment of the damage.

“Performance Security” shall mean 5% of the estimated cost (i.e. **Rs. 4,14,38,775/-**) in terms of the total fees payable in two years for the scope of work in the form of DD in favor of SRFDCL / Bank Guarantee from Nationalized/Scheduled Bank/Banks as per GoG/AMC Circular. This shall be payable on or before signing of Agreement. The Performance Security shall be valid up to the end of Contract period and an additional period of 90 (ninety) days thereafter. The Bank Guarantee as Performance Security shall be encashable in any branch of that Bank at Ahmedabad.

“Service Charges” means the charges payable by the Authority to the Service Provider as per Terms and Conditions of the Agreement, RFP and Work Order exclusive of any kind of Central or State Taxes, local levies, statutory dues, etc. that may be as per prevalent law.

“Service Period” shall mean the tenure of mechanized and manual housekeeping services initially for 2 years from the date of issuing the Work Order which may be extended for further 2 years’ subject to satisfactory performance of the Service Provider and on mutual agreement.

“INR”, “Rs.” or “Rupees” refers to the lawful currency of the Republic of India.

"Taxes" shall mean all taxes, duties, fees etc. payable as per applicable laws in India in connection with the Mechanized and Manual House Keeping services for West Side.

“Termination of the Service Agreement” means termination of this Agreement by efflux of time or sooner determination in accordance with the provisions of this Agreement.

“Effective Date” shall mean the date of execution of this Agreement.

Note: Above is not intended to be an exhaustive list of definitions and is given only for guidance.

BID SUMMARY

Sr. No.	Key Information	Details
1.	RFP for	Selection of Service Provider for Mechanized and Manual Housekeeping service for Lower Promenades/ Walkway, Viewing Galleries, Ghats, Ramps, Upper Promenades/Upper Walkway area, Gardens on west side, Event Centre, Atal Bridge, toilets, Open grounds, Footpaths, Divider, Roads, Riverfront House, Approach roads and nearby areas on West side from Vasna Barrage to Torrent Power, SRFDCL boundary of Sabarmati Riverfront project area being implemented by it in city of Ahmedabad.
2.	Nodal Department	Sabarmati Riverfront Development Corporation Limited (SRFDCL)
3.	Estimated Cost	Estimated Amount of Work Rs. 4,14,38,775/- Per year (Excluding GST)
4.	Project Site and Area on Westside	Project site for the mechanized and manual housekeeping services is the Lower Walkway, Viewing Galleries, Ghats, Ramps, Upper Promenades/Upper Walkway area, all Gardens, Event Centre, Atal Bridge, toilets, Open grounds, Footpaths, Divider, Roads, Approach roads and nearby areas on West side from Vasna Barrage to Torrent power, SRFDCL boundary of Sabarmati Riverfront project area in the city of Ahmedabad. The length of this stretch is approx.11.5 km (one side) Housekeeping Service son west of project which majorly includes the following: A. Lower Walkway, Viewing Galleries, Ghats, Ramps B. Upper Walkway & Upper Promenade C. Open ground on Upper Promenade D. All Footpaths, Divider, Main Roads, Approach roads and open surface falling under Riverfront boundary. E. Riverfront House F. Public Toilets (Upper side) G. Gardens& Garden's toilets

Sr. No.	Key Information	Details
		H. Event Centre & Event Centre Toilets I. ATAL Bridge More details are mentioned in scope of work.
5.	Tenure of Service Contract	The tenure of the mechanized and manual housekeeping services shall initially be for a period of two (2) years from the date of issuance of the Work Order. Thereafter, the contract may be extended for a further period of up to two (2) years, in two successive terms of one (1) year each, subject to the satisfactory performance of the Service Provider, fulfillment of contractual obligations, and mutual agreement of the parties.
6.	RFP Submission Format	Online: The bidders should upload the scanned copies of all relevant certificates, documents etc. including earnest money deposit / Tender Fees etc. as per the requirements contained in the RFP in support of their technical bids. The bidder should sign all statements, documents etc. uploaded by him, owing responsibility for their correctness /authenticity. Bidders are required to sign and stamp on all the pages of RFP and submit the Hard Copy / Offline in following two envelopes. a) Envelope 1: “RFP Fee and Bid Security Deposit (EMD)”. Bid Security Deposit and RFP fees are provided in points 10 and 11 respectively of this Bid Summary. b) Envelope 2: “Eligibility and Qualification Details” 1. Annexure 1- Forwarding Letter 2. Annexure 2- Bidder Information 3. Annexure 3- Bidder’s Experience 4. Annexure 4- Bidder’s Turnover. 5. Annexure 5 –Undertaking for true information. 6. Annexure 6- Anti blacklisting certificate. 7. Annexure 7- Authorization of Signatory

Sr. No.	Key Information	Details
		of the bidder (not applicable in case of proprietorship firm). 8. Annexure 8- Format for Performance Security in the form of bank guarantee. 9. Entire RFP document signed & stamped on each page by the bidder/ its authorized representative. All the information/Documents specified in above annexure. <u>Financial Bid is not to be submitted in the physical form and it shall be submitted online only. In case of default, the entire Bid shall be summarily rejected.</u>
7.	Eligibility and Qualification Criteria	a) <u>Turnover Criteria:</u> Average Annual Turnover (excluding taxes) of bidder over last three years starting from 2023-24 to 2025-26 should be equal to or more than Rs. 3,10,79,081/- (Approx. 75% of estimated cost) from Cleaning and Housekeeping Services. The bidder must submit below mentioned details along with technical bid. - Copies of Audited Annual reports for the last 3 financial years (i.e. 2023-24 to 2025-26) as stated above. - Turnover certificate specifying the bidder's Turnover for the last three financial years for cleaning & housekeeping work, signed by practicing Chartered Accountant. b) <u>Work Execution Experience:</u> i). The agency should have minimum Five years' experience in Mechanized, manual Cleaning & House Keeping services. Out of which, the agency should have

Sr. No.	Key Information	Details
		minimum three years' experience in Public Sector Unit, Government or Semi-Government Departments. ii). Experience in housekeeping service; Mechanized or semi mechanized MSW related work of service providing as demonstrated through a single contract value of 80% of the estimated cost OR Two similar completed work costing not less than the amount equal to 50% of the estimated cost OR three similar completed work costing not less than the amount equal to 40% of the estimated cost with either a Public Sector Unit, Government or Semi-Government Department, any company, Corporation, in any one year during the last three financial years(i.e. 2023-24 to 2025-26) as demonstrated by signed contract/ agreement/ evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect. iii).Bidder must provide written binding stating that (1) bidder is fully capable of providing the required number of staff as per RFP for providing satisfactory services as per the contract requirements. (2) bidder will be solely responsible for deployment of properly trained and qualified staff for the execution of the service contract iv). The Bidder should possess valid ISO-9001:2015 or above certification for housekeeping services. Latest Copy of certificate must be attached with the Technical Bid. c) <u>Registration:</u>

Sr. No.	Key Information	Details
		The bidder shall have the following registrations and details of the same be provided in the Technical Bid: (a) Registration certificate under: i. Contract labour (R&A) Act 1970 ii. ESI iii. EPF iv. Income Tax v. GST/Service Tax vi. Professional Tax vii. Certificate of Incorporation / Partnership deed (Not applicable in case of proprietor) (b) ESIC/ EPF payment certificate for last three years from concern authority. (i.e. 2023-24 to 2025-26) (if not final than provisionally duly certified by Chartered accountants)) (c) Income Tax Return of the company/firm /proprietor for the past three years should be enclosed. (i.e. 2023-24 to 2025-26) (d) GST/Service Tax Return of the Company/firm for the past three years should be enclosed. (i.e. 2023-24 to 2025-26)- (if not final than provisional duly certified by Chartered accountants)) (e) No Due certificate from CA for PF, ESIC, PT (upto April 2026) and any other statutory dues payment which are mandatory and applicable to the company. (f) Details of their offices in Ahmedabad as well as Gujarat and India (D)CHECK LIST: For Eligibility Criteria (Following Details are compulsory to be filled) Please find the details in Annexure 10.

Sr. No.	Key Information	Details
8.	Award Criteria	The Authority will accept a bid which is best suited as per the evaluation/eligibility and qualification criteria. The decision of the Authority shall be deemed final and binding in this regard. The Authority also reserves the right to accept or reject any part of bid or the entire bid without assigning any reason thereof without any kind of liability.
9.	Bid Validity	180 Days from the due date of bid submission.
10.	Earnest Money Deposit (EMD)	1% of the Estimated value Rs. 4,14,38,775/- crores in the form of Demand Draft/Pay order from nationalized/ scheduled bank/ Banks as per GoG/AMC circular drawn in favour of “Sabarmati Riverfront Development Corporation Limited” and payable at Ahmedabad.
11.	Performance Security	5% of the estimated cost (i.e. Rs. 4,14,38,775/-) in terms of the total fees payable in three years for the scope of work as described above in the form of Bank Guarantee from nationalized/ scheduled bank / Banks as per GoG/AMC circular (To illustrate, Rs.4,14,38,775/- *5%). This shall be payable on or before signing of Agreement. The said bank guarantee should be encashable at Ahmedabad. Also note that there will be escalation in performance security by 10% every year for the whole tenure of service period and fresh performance security must be provided before 30 days of expiration of the current performance security. The general format of the bank guarantee for Performance Security is set forth in Annexure 8 of this RFP. The Performance Security shall be valid up to the end of Contract period and an additional period of 90 (ninety) days thereafter.
12.	RFP Fee	Rs.10,000/- (Rupees Ten Thousand only) on non-refundable basis in the form of Demand Draft from nationalized/ scheduled bank drawn in favour of “Sabarmati Riverfront Development

Sr. No.	Key Information	Details
		Corporation Limited” and payable at Ahmedabad.
13.	Pre bid meeting.	Pre-bid meeting shall be held 18-09-2026 at 11:00 AM in the office of Authority at Riverfront House, Behind H.K. College, Pramukh Swami Marg, Riverfront, Ahmedabad, Gujarat - 380009. Bidders are required to send their queries in English for pre-bid meeting in MS Word format only through email to office@srfdcl.com on or before dt. 17-09-2026 before 4.00PM.
14.	Payment basis	Payment shall be made to the bidder on monthly basis on submission of the details and invoice as per the Financial Bid format. Furthermore, Service provider should keep three months working capital. The regular payments, statutory obligations of govt. must be paid before due time regardless of the release of the payment from the authority.
15.	Damages	In case of non-performance of housekeeping service by the Service Provider against scope of work or its failure to meet the obligations, the damages would be charged as mentioned in Clause 5.3
16.	Taxes	The bidders are required to quote for the mechanized and manual housekeeping services as specified in Annexure 9. Only Goods and Service Tax as may be applicable at the time of the bill payment will be reimbursed based upon rates prevailing at the time of payment.
17.	Last Date of receipt of Physical bid (Due Date)	Upto 05:00 PM on 6-10-2026 at office of the 2 nd Floor, Riverfront House, Behind H.K. College, Pramukh Swami Marg, Riverfront, Ahmedabad, Gujarat 380009
18.	Date of Technical bid opening of Bid	At 11:00 AM on 7-10-2026 in office of the Authority at 2 nd Floor, Riverfront House, Behind H.K. College, Pramukh Swami Marg,

Sr. No.	Key Information	Details
		Riverfront, Ahmedabad, Gujarat 380009
19.	Signing of Agreement	The agreement shall be executed within 1(one) month from the date of work order incorporating the terms of the RFP, as directed by Authority.
20.	Yearly increase in payment	PART A : SRFDCL would revise rates due to modification in Minimum Wages under relevant law. PART B: SRFDCL would reasonably revise rates if any changes in fuel cost by the Govt. It may be considered at that time The decision of SRFDCL shall be deemed final and binding in this matter. Please refer the Annexure 9 for the details of part A, B and C.
21.	MSME Exemption	SRFDCL is a Public Limited Company incorporated under the Indian Companies Act. <u>MSME exemption is not applicable.</u>

3 INSTRUCTION TO BIDDERS

3.1 About the Contract

It is explicitly understood that the Authority is not contracting out the supply/outsourcing of manpower. This is a contract for cleaning of specified assets of project area of SRFDCL on Westside.

The Contract for mechanized and manual housekeeping service shall be awarded to the successful bidder for the tenure as mentioned in the Bid Summary of this document. The bidder shall have to specify the monthly service fee payable by the Authority in the format as per Annexure 9- Financial Bid. The Service Provider shall be paid on monthly basis. The Contract would initially cover the scope of work for Mechanized and Manual Housekeeping service for Lower Walkway, Viewing Galleries, Ghats, Ramps, Upper Promenades/Upper Walkway area, Gardens, Event Centre, Atal Bridge, toilets, Open grounds, Footpaths, Divider, Roads, Riverfront House, Approach roads and nearby areas on West side from Vasna Barrage to Torrent Power, SRFDCL boundary of Sabarmati Riverfront project area specified in the Bid Summary but can be extended through mutual consent if there is any future expansion or management's requirements on the exact same rate given by authority at that time.

3.2 Award of RFP

The Authority will accept a Bid which is the best suited as per the evaluation/eligibility and qualification criteria. The agency must bid as per the minimum wages rate prevailing as per the minimum wages act. The agency is bound to follow all the rules and regulations and its amendments from time to time of the concerned govt. or applicable authority for the payment of statutory dues. The bid below the minimum wages rate will be rejected. The decision of the Authority shall be final in this regard. The Authority also reserves the right to accept or reject any or part of any Bid or all the Bids without assigning any reason and without any kind of liability.

In case a single bidder submits bids for both sides and is declared as the Lowest Bidder (L1) for both sides, SRFDCL reserves the right that SRFDCL may reject any one of the bids at its sole discretion, without assigning any reason and without incurring any liability. The allocation and award of work for each side shall be at the sole discretion of the Managing Director, SRFDCL, which shall be final and binding.

3.3 Documents Constituting Bid

The Biddocuments comprise the following and are to be read together.

- (i) This RFP document; and
- (ii) Other documents constituting the bid and acceptance thereof shall be deemed to include any amendments, modifications to the bid document or its constituent document.

3.4 Bid Submission Format

The Bidders will submit the Bid online as well as in physical form in two envelopes, the details for which are specified below:

Online:

The bidders should upload the scanned copies of all relevant certificates, documents etc. including earnest money deposit / Tender Fees etc. as per the requirements contained in the RFP in support of their technical bids. The bidder should sign all statements, documents etc. uploaded by him, owing responsibility for their correctness /authenticity.

Hard Copy / Offline:

Bidders are required to sign and stamp on all the pages of RFP and submit the Hard Copy / Offline in following two envelopes

➤ **Envelope 1:**

(i) Bid Security Deposit (EMD) and

(ii) RFP Document Fee in the form and of amount specified in Bid summary section.

- The envelope shall be titled “**Envelope 1 – Document Fee and Bid Security Deposit (EMD)**”.

➤ **Envelope 2:**

- Following details shall be sealed separately in an envelope.
 - a) Annexure 1- Forwarding Letter.
 - b) Annexure 2- Bidder Information
 - c) Annexure 3- Bidder’s Experience
 - d) Annexure 4- Bidder’s Turnover.
 - e) Annexure 5 – Undertaking.
 - f) Annexure6– Anti blacklisting certificate.
 - g) Annexure 7- Format for Authorization of Signatory of the bidder (not applicable in case of proprietorship firm).
 - h) Annexure 8 –Format for Performance Security in the form of Bank Guarantee
 - i) Annexure 9- Format for Financial Bid
- Entire RFP document should be signed on each page by the bidder/bidder’s authorized representative along with company stamp.
- All the information/Documents specified in above annexure should be included in the Envelope. The envelope shall be titled “**Envelope 2 – Eligibility and Qualification Details**”

All these two envelopes shall be placed in one single outer envelope titled “**RFP for Selection of Service Provider for Mechanized& Manual Housekeeping of Sabarmati Riverfront Project Area (Westside)in city of Ahmedabad** “and submit to the address specified in Clause no.21of Bid Summary section on or before the Bid Submission Date. The Bid Submission Date is specified in Bid Summary section. The bidder is also required to place its name and contact details on the envelope.

3.5 RFP Opening Process

3.5.1 Opening of Technical Bid

All Bids received by the Authority in response to this RFP shall be opened by the Authority in the presence of Bidders' representatives who choose to attend the opening of Technical Bids at the date, time and address specified in Bid Summary Section.

The Bidders' representatives who are present at such opening shall sign a register evidencing their attendance as a witness to the Bids' opening process. In the event of the specified date of Bid opening being declared a holiday for the Authority, the Bids shall be opened at the appointed time and location on the next working day.

3.5.2 Announcements of Bids

The Bidder's names, bid modifications or withdrawals (as applicable) and the presence or absence of requisite Bid Security, RFP Document Fee and such other details as Authority in its sole discretion may be considered appropriate, will be announced at the opening of the Technical Bids.

3.5.3 Opening of Price Bid

- a) After the evaluation of RFP Fee and Bid Security criteria, Eligibility and Qualification criteria have been completed, the Authority shall open the Financial Bids of only those Bidders who have submitted RFP Document Fee and Bid Security in the form and are of the amounts specified in Bid Summary section, have submitted all documents specified and whose bids meet the eligibility and qualification criteria specified in Bid Summary section.
- b) Price Bids shall be opened, in the presence of Bidders' representatives who choose to attend the Financial Bid opening on such date and time which shall be communicated to the Bidders who meet Evaluation Criteria. The Bidder's representatives who are present at such opening of Financial Bids shall sign a register evidencing their attendance as a witness to the Bid opening process. The name of Bidder, Financial Bid of each Bidder, etc. will be announced at such opening.

3.6 Completeness of Bids & Rectification of Errors

Authority will examine the Bids to determine whether these are complete, whether these meet all the conditions of the RFP Document and whether the documents have been properly signed and the Bids are generally in order. If there is a discrepancy between words and figures, the amount in words shall prevail.

3.7 Clarification of Bids

During evaluation of Bids, Authority may, at its own discretion, ask the Bidder for the clarification/additional information of its Bid. The request for clarification and the response shall be in writing or email. If the response to the clarification is not received by the Authority before the expiration of the deadline prescribed in the written request for

clarification, Authority reserves the right to make its own reasonable assumptions at the total risk and cost of the Bidder.

3.8 Rejection of Bid

- (a) A Bid is likely to be rejected by the Authority without any further correspondence, as non-responsive, if-
 - (i) Bid is not submitted in the manner prescribed in the Instructions to Bidders Section of this RFP and is otherwise not in conformity with the terms and provisions of this RFP Document; or
 - (ii) Bid is submitted by telex, fax or email; or
 - (iii) Bid Security and RFP Document Fee does not conform to the provisions set forth in this RFP; or
 - (iv) Each bidder shall submit only one bid. A bidder who submits or participates in more than one bid under this RFP will be disqualified.
- (b) Failure of anyone (or more) of the conditions set forth herein above shall result in rejection of Bid.
- (c) RFP document fee and/or bid security is not provided.
- (d) Bid is submitted late (after the stipulated time limit)
- (e) In addition to the foregoing, in the event a Bidder tries to influence the Authority in its decisions on Bid evaluation, Bid comparison or selection of the Successful Bidder, it may result in rejection of such Bidder's Bid.
- (f) Even though the Bidders may pass in the Eligibility and Qualification Criteria set forth in Clause no. 07 of the Bid summary of RFP, they are subject to be disqualified for any of the following reasons:
 - (i) Misleading or false representation in the forms, statements and attachments submitted under this RFP.
 - (ii) Records of poor performance such as abandoning the work, rescinding of contract for which the reasons are attributable to the non-performance of the Bidder, consistent history of litigation awarded against the applicant or financial failure due to bankruptcy.
 - (iii) Bidder is blacklisted by any Government Agency in India.
 - (iv) Joint Venture and Subcontracting will not be allowed, and such bidders will be disqualified.
 - (v) The bidder and/or its manpower shall not be involved in any misappropriation of funds with any Government Agency/Organization/ corporation/ SPV etc.

3.9 Evaluation of Eligibility and Qualification Criteria

The Bidder should pass the Bid Security criteria and RFP Document Fee specified in Clause 10 and 12, meeting the Eligibility and Qualification criteria specified in Clause no. 07 of Instruction to Bid Summary of this RFP, to qualify for Financial Bid Opening.

3.9.1 Evaluation of RFP Fee and Bid Security criteria

Assessment based on Pass/Fail for Bid Security and RFP Document Fee, timely submission, marking and sealing as specified in Bid Summary Section.

3.9.2 Evaluation of Eligibility criteria

The Bidder should meet with the Eligibility criteria as specified in Clause no. 07 of Bid Summary Section as described below of this RFP.

A) Turnover Criteria:

Average Annual Turnover (excluding taxes) of bidder over last three years starting from 2023-24 should be equal to or more than **Rs. 3,10,79,081/-** (Approx. 75% of estimated cost) Crores from Cleaning and Housekeeping Services. The bidder must submit below mentioned documents.

1. Copies of Audited Annual reports for the last 3 financial years (2023-24 to 2025-26) as stated above.
2. Turnover certificate specifying the bidder's Turnover for the last three financial years for cleaning & housekeeping work, signed by practicing Chartered Accountant.

B) Work Execution Experience:

- (i) The agency should have minimum Five years' experience in providing cleaning and housekeeping service out of which, the agency should have minimum three years' experience in Public Sector Unit, Government or Semi-Government Department. Experience certificates from respective department are required for validation.
- (ii) Experience in housekeeping service; Experience in housekeeping service; Mechanized or semi mechanized MSW related work of service providing as demonstrated through a single contract value of 80% of the estimated cost OR Two similar completed work costing not less than the amount equal to 50% of the estimated cost OR three similar completed work costing not less than the amount equal to 40% of the estimated cost with either a Public Sector Unit, Government or Semi-Government Department, any company, Corporation, in any one year during the last three financial years (2023-24 to 2025-26) as demonstrated by signed contract/ agreement/ evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect.
- (iii) with either a Public Sector Unit, Government or Semi-Government Department, Corporation, any company in any one year during the last three financial years (2023-24 to 2025-26) as demonstrated by signed contract/agreement/ evidence of satisfactory service record as demonstrated by Work order/letter/certificate to this effect.
- (iv) Bidder must provide written binding stating that:

- a. Bidder is fully capable of providing the required number of staff as per RFP for providing satisfactory services as per the contract requirements.
 - b. Bidder will be solely responsible for deployment of properly trained and qualified staff for the execution of the service contract
 - c. Agency should appoint supervisors with sanitary educational background with minimum 1 year experience in supervisory work in housekeeping field only. The authority reserves the right to modify it.
- (v) The Bidder should possess valid ISO-9001:2015 or above certification for housekeeping. Latest Copy of certificate (Not issued before 2022) must be attached with the Technical Bid.

C) Registration:

- The bidder shall have the following registrations certificate and details of the same be provided in the Technical Bid:
 - Minimum Wages Act 1948,
 - Industrial Disputes Act, 1947;
 - Employees State Insurance Act, 1948;
 - Employees Provident Fund and Miscellaneous Provisions Act, 1952;
 - Payment of Wages Act, 1936;
 - Payment of Gratuity Act, 1972;
 - Shops and Establishment act
 - Professional Tax Act;
 - Contract Labour (Abolition & Regulation) Act, 1970;
 - Bonus Act
 - Workman Compensation Act, 1923
 - Any other related labor laws
 - IncomeTax
 - GST
 - Certificate of Registration or equivalent.
 - Any other necessary/applicable Act
- ESIC/EPF payment certificate for last three years.
- Income Tax Return of the company/firm/proprietor for the past three financial years (2023-24 to 2025-26) duly signed and stamped should be enclosed.
- GST Return of the Company/firm for the past three financial years (2023-24 to 2025-26) should be enclosed.
- Details of their offices in Ahmedabad as well as Gujarat and India

(D) CHECK LIST: For Eligibility Criteria (Following Details are compulsory to be filled)
Please find the details in Annexure 10.

3.9.3 Document checks and Evaluation of Qualification criteria

Bidder should also submit all documents specified. Bidders are required to submit evidence in the form of supporting documents/client certificates along with the Technical Bid.

3.9.4 Evaluation of Financial Bid and determination of Preferred Bidder for award of project

- (a) The Bidder quoting the lowest prices for Service the Contract Period shall be considered for award subject to the conditions that it shall not be seriously unbalanced in relation to the market rate and Authority's estimate. That Bidder who is fulfilling all conditions shall be considered as preferred Bidder.
- (b) Authority may hold further negotiations with the Preferred Bidder before the assignment of Letter of Acceptance
- (c) Any Bid which is below the Minimum Wages as per the Minimum Wages Act shall be disqualified.

3.10 Bid Security

Bid submitted in response to the RFP Document shall be accompanied by a Bid Security as mentioned in Clause no. 10 of Bid Summary of this RFP document. The bid security furnished by the successful bidder shall be refunded after the acceptance of Performance Security. Bids not accompanied by Bid Security as mentioned in Bid Summary shall be summarily rejected. Bid security is a non-interest-bearing deposit.

The bid security shall be returned to the bidder without any interest whose bid has not been accepted by the Authority.

Bid security shall be forfeited in the following situations:

- (1) Bid security shall be forfeited in case of revision and/or modification of terms of bid or withdrawal of bid during the validity period.
- (2) In case of unclear offer and/or conditional offer. Such bid shall not be acceptable, and the bid security shall be forfeited.
- (3) If bidder withdraws the Bid before Work Award and before the end of validity period of Bid.
- (4) For the successful bidder, if the performance security is not deposited within stipulated period, and/or cheque of performance security cannot be cleared.
- (5) If the Agreement is not executed within stipulated time for reasons attributable to the bidder, whether the performance security has been paid.
- (6) If the bidder, after the issue of communication of acceptance of his bid by the Authority, fails/refuses to execute the work as herein the bidder shall be deemed to have abandoned the work/contract and such an act shall amount to and be construed as the bidder calculated and willful breach of contract, the cost and consequences of which shall be to the sole account of the bidder and in such an event the Authority shall have full right to claim damages thereof in addition to the forfeiture of the Bid security deposited in terms of this bid documents.

3.10.1 Discharge of Bid Security of unsuccessful Bidder(s)

The Bid Security of Unsuccessful Bidders will be discharged / returned as promptly as possible after the Work Order given to the successful bidder without any interest.

3.10.2 Discharge of Bid Security of Preferred/successful Bidder

The Preferred/Successful Bidder shall furnish a Performance Security within 30 days (Thirty days) from issue of Work Order. The Successful Bidder's Bid Security shall not be adjusted against the Performance Security.

3.11 Performance Bank Guarantee (Performance Security)

- (1) The Service Provider shall, for due and punctual performance of its obligations during the Contract Period, deliver to the Authority, simultaneously with the execution of this Contract an unconditional and irrevocable bank guarantee from a nationalized/ scheduled bank / Banks as per GoG/ AMC circular acceptable to the Authority, (the "Performance Security") for a sum mentioned in Clause 11 of the Bid Summary Section.
- (2) The Performance Security shall be valid up to the end of Contract Period plus 90 days.
- (3) Performance security shall not bear any interest, and the Service Provider shall not have any claim for the interest on Performance security.
- (4) Provided that if the Contract is terminated due to any Event of Default other than the Service Provider's Event of Default, the Performance Security, shall, subject to the Authority's right to receive amounts, if any, due from the Service Provider under this contract, be duly discharged and released to the Service Provider.
- (5) Performance security shall be encashable at any branch of Ahmedabad in case of dispute.

Fresh Performance Security

In the event of the encashment of the Performance Security by the Authority pursuant to Encashment Notice issued, the Service Provider shall within 10 (ten) days of the Encashment Notice furnish fresh Performance Security to the Authority failing which the Authority shall be entitled to terminate this Contract in accordance with the provisions herein.

Performance Security shall be forfeited in following situations:

- (1) If the Service Provider found guilty of not following any of the RFP terms and conditions.
- (2) If the Service Provider fails to pay the penalty applied to him for breach of performance obligations
- (3) If the contract is terminated in event of Service Provider event of default.
- (4) If Service provider has failed to pay the statutory obligations and if any labor issue arises, the authority shall not bear any cost. In such event, the whole responsibility would be for the service provider, and the service provider shall bear the

consequences. In the event of any default by the service provider, the Authority shall have the right to forfeit the Performance Security. Further, where the amount attributable to such default exceeds the value of Performance Security, the Authority may recover the excess amount by way of penalty or through any other remedy available under the contract."

3.12 Authorization of Bidder's signatory

Bidder shall appoint a signatory to sign, discuss, and represent in every way the bidding firm for the purposes of this RFP and shall provide legal and statutorily valid documentation authorizing the representative to act on behalf of the bidder firm. The authorization shall be in the format specified in Annexure 07 of this RFP document. If and as required, this Power of Attorney must be supplemented with supporting documents like Board Resolution or Other documents.

3.13 Validity Period

Bids shall remain valid for a period of 180 days (One hundred and eighty days) after the due date of bids. Authority reserves the right to reject a Bid as non-responsive if such Bid is valid for a period which is less than specified and Authority shall not be liable to send an intimation of any such rejection to such Bidder.

3.14 Extension of Period of Validity

In exceptional circumstances, Authority may solicit the Bidder's consent for an extension of the period of Bid validity. Any such request by the Authority and the response thereto shall be made in writing and such extension of Bid validity period by the Bidder shall be unconditional.

3.15 Modification of Bid

No bid may be Modify once submitted for bid under any circumstances.

3.16 Right to call for more information /documents

If during bid evaluation, the SRFDCL finds certain information or documents not having been submitted by the bidder, of being made available partially only, SRFDCL may, at its sole and absolute discretion retains the right to

- a) evaluate the bid based on submitted documents only, or,
- b) ask for the missing information or documents from the bidders

The decision of SRFDCL in this regard shall be deemed final and binding.

3.17 Amendment of RFP

- a) SRFDCL, at its sole discretion, whether on its own initiative or in response to a query raised or clarifications requested by a Bidder in writing or at the Pre-Bid Meeting, may modify the RFP by issuing an Addendum before the Bid Due Date.
- b) Any Addendum issued before Bid Due Date shall form part of the RFP and shall be published on www.sabarmatiriverfront.com/tenders/, www.ahmedabadcity.gov.in

- c) To afford the Bidder a reasonable time for taking an Addendum into account, or for any other reason, SRFDCL may, at its own discretion, extend the Bid Due Date.
- d) Each Addendum shall be binding to the Bidders and SRFDCL will assume no responsibility for non-receipt of the Addendum by any Bidder.
- e) SRFDCL may, at its sole discretion, extend the Bid Due Date.
- f) Any oral statements made by SRFDCL regarding the Bidding Process, the RFP, the draft Service Agreement or on any other matter, including oral clarifications or information provided by or on behalf of SRFDCL at the Pre-Bid Meeting or the minutes of the Pre-Bid Meeting shall not be considered as amending the RFP.
- g) Any Addendums to the RFP, must be considered by the Bidder in its Bid.
- h) SRFDCL assumes no responsibility for the failure of a Bidder to submit the Bid in accordance with the terms of the RFP or for any consequent losses suffered by the Bidder.

3.18 Work Order & Agreement

As the first step for the assignment, Authority will issue Bidder the Work Order to the service provider. This letter will refer to the proposal and confirm its acceptance. The parties agree to enter into a detailed Agreement in due course which shall consist of these Project Terms and Conditions- as mutually agreed between the parties. The Agreement constitute a contract shall between the Authority and the Service Provider under the Indian Contracts Act, 1872. The Agreement shall be executed within 1 (one) month from the date of Work Order.

3.19 Tax liability

The bidders are required to quote for mechanized and manual housekeeping services and taxes applicable must be shown with clarity and separately. Only Goods and Service tax will be reimbursed based on rates prevailing at the time of payment. The Authority shall be entitled to deduct tax at source and any other applicable taxes, if any. The TDS certificate (s) shall be submitted as per the due date specified in the Income Tax Act.

3.20 Formation of Consortiums or Joint Ventures

The Bidders shall not be permitted to form consortium or joint ventures. Only registered single entity in the form of company, firm, co-operative societies and proprietorships may apply.

3.21 Understanding of terms

By submitting a proposal, each Bidder shall be deemed to acknowledge that it has carefully read all parts of this RFP, including all forms, schedules and annexure hereto, and has fully informed itself as to all existing conditions and limitations.

3.22 Conflict of Interest

Bidder shall furnish an affirmative statement as to the existence of, or potential for conflict of interest on the part of the Bidder or any prospective Service Provider due to prior, current contracts, engagements, or affiliations with Authority in case such a situation arises. Additionally, such disclosure shall address all potential elements (time frame for service

delivery, resources, financial or other) that would adversely impact the ability of the Bidder to complete the requirements as given in the RFP.

3.23 Authority's right to accept any proposal and to reject any proposal

Authority reserves the right to accept or reject any proposal/bid, and to annul the bidding process and reject all proposals/bid at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or Bidders of the grounds for Authority's action.

3.24 Notification of Award and Signing of Contract

Prior to the expiration of the validity period, Authority will notify the successful Bidder in writing or through email, to be confirmed in writing by letter, that its proposal has been accepted. The Performance Security shall be payable on or before signing of Agreement. The Agreement shall be executed within 1 (one) month from the date of Work Order. The Contract period shall commence from the date of handover of the sites to the Service Provider for the purposes of discharge of its obligations.

The Agreement above shall incorporate all correspondence between Authority and the successful Bidder. Additionally, it may contain other provisions that the Authority may like to include, and unless they can reasonably be said to be of a nature that would have materially impacted on the bid value, otherwise the successful bidder shall not refuse to include them.

3.25 Failure to agree with the terms and conditions.

Failure of the successful Bidder to agree/comply with the Terms & Conditions of the RFP shall constitute sufficient grounds for the cancellation of the work award, in which event Authority may award the Contract to the next best value Bidder or call for new proposals/bids. In this regard, the decision taken by the authority shall be deemed final.

3.26 Corrupt or Fraudulent Practices:

Authority shall reject a proposal/bid for award if it determines that the successful bidder has engaged in corrupt or fraudulent practices in competing for the contract in question. Authority shall declare the service provider ineligible, either indefinitely or for a stated period, to be awarded a contract by the Authority if it at any time determines that the firm has engaged in corrupt or fraudulent practices in competing for the contract, or during execution.

i) **“corrupt practice”** means behavior on the part of officials in the public or private sectors by which they improperly and unlawfully enrich themselves and/or those close to them, or induce others to do so, by misusing the position in which they are placed, and it includes the offering, giving, receiving, or soliciting of anything of value to influence the action of any such official in the procurement process or in contract execution; and

ii) **“fraudulent practice”** means a misrepresentation of facts to influence a procurement process or the execution of a contract to the detriment of the Borrower

and includes unlawful practice among bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition.

3.27 Commencement And Tenure of Service Period:

1. Tenure of housekeeping services shall be for 2 years from the date of issuing the Work Order, which may be extended for further 2 years' subject to satisfactory performance of the Service Provider and on mutual agreement.
2. The tenure of the mechanized and manual housekeeping services shall initially be for a period of two (2) years from the date of issuance of the Work Order. Thereafter, the contract may be extended for a further period of up to two (2) years, in two successive terms of one (1) year each, subject to the satisfactory performance of the Service Provider, fulfillment of contractual obligations, and mutual agreement of the parties.
3. After completion of two years and which may be further extendable for two years or upon early termination, the Service Provider shall not reserve any rights for Mechanized and Manual Housekeeping service for Lower Walkway, Viewing Galleries, Ghats, Ramps, Upper Promenades/Upper Walkway area, Gardens, Event Centre, Atal Bridge, toilets, Open grounds, Footpaths, Divider,Roads,Riverfront House, Approach roads and nearby areas on West side from Vadaj Approach to Ambedkar Ridgeon Westside of Sabarmati Riverfront in the city of Ahmedabad
4. The Service Provider shall remove his assets on the designated location on the Westside of the Sabarmati Riverfront, Ahmedabad on the expiry of Service Period or on termination of the Agreement at his own cost and vacant the designated location.4. In case of breach of Service Agreement or if the Service Provider is desirous of terminating the agreement without serving any intimation/notice period or shorter intimation/notice period than 30 days', the agreement shall have deemed to be terminated on completion of such improper intimation period. In such cases, Service Charges shall be withheld and Performance Security paid by the Service Provider shall be forfeited. Service Provider shall have no claim for compensation of consideration/ damages in this regard.

3.28 Service Charges:

1. The Service Provider shall raise regular monthly invoice with all necessary attachments and certifications as may be prescribed by the Authority, at the end of every calendar month and submit it to Authority.
2. Upon receipt of the invoice, the Authority shall verify the invoice against the records indicating satisfactory mechanized and manual housekeeping services provided by the Service Provider.
3. Upon confirming satisfactory work and after pre auditing done by the Auditor, Authority shall make payment for housekeeping services to Service Provider. Such payment shall be subject to the Authority's right to deduct appropriate amount as damages/performance penalties.

4. The Authority shall be entitled to deduct tax at source and other applicable taxes, if any. The TDS certificate shall be submitted as per the due date specified in the statutes.
5. No Interest payment will be made for any delay in payment of bills by the authority in any circumstances.
6. The authority is entitled to ask for valid documents/supporting/statements duly certified for processing of the bill, if required.
7. Service Provider should keep two months working capital. The regular payments, statutory obligations of govt. must be paid before due time regardless of the release of the payment from the authority.
8. In case the activity must be stopped due to any administrative reasons by any authority, in such case the Service Provider shall not claim dues from SRFDCL for the same.

4 SCOPE OF WORK OF THE SERVICE PROVIDER

With the objective of providing a clean, hygienic and presentable look to the entire Riverfront area, Service Provider shall be responsible for complete mechanized and manual housekeeping of Westside of Sabarmati Riverfront from VasnaBarrageto Torrent Power in the city of Ahmedabad as per the detailed scope of work provided hereunder. The general scope is described in Table, and the specific details are mentioned here under the table. All the tasks are to be performed by the Service Provider at its own cost.

Project site for the housekeeping services is for theMechanized and Manual Housekeeping service for Upper Promenades/Upper Walkway area,Gardens, Event Centre, Atal Bridge, toilets, Open grounds, Footpaths, Divider,Roads, Approach roads and nearby areas on West side from Vadaj Approach to Ambedkarbridge, SRFDCL boundary of Sabarmati Riverfront project area in the city of Ahmedabad.

The List of Areas/ locations along with an estimate of Manpower required for providing the Housekeeping /Cleaning Services is given in the following Table:

West Side: -

No.	Area/ Item	Approximate Manpower per Day (All Shifts)
1	Lower Walkway, Viewing Galleries, Ghats, Ramp	180
2	Upper Walkway & Upper Promenade	
3	Open ground on Upper Promenade	
4	All Footpaths, Roads, Divider, Approach roads and open surface	

	falling under Riverfront boundary.	
5	Riverfront House	
6	Gardens (Usmanpura Garden, B.J.Park, Flower Park, Biodiversity Park)	
7	Event Centre	
8	ATAL Bridge	
9	Public Toilets	
10	Facility Supervisors	06
	Total	186

Terms and Conditions for Deployment of Manpower and Execution of Work:

1. Deployment of Manpower and Locations:

The locations and manpower indicated in the table are approximate and for reference only. The manpower may be increased, decreased, or interchanged as per the requirements and directions of the Authority. Payment for any additional requirement shall be processed separately.

2. Deployment of Additional Manpower:

The Agency shall deploy additional sweepers / manpower during special programs, events, and festivals as and when required. The Authority may direct the Agency to deploy additional manpower on a temporary basis, and payment for the same shall be made separately after obtaining due approval.

3. Biometric Attendance System:

- As the execution of work and disbursement of payment are directly linked to manpower deployment, it shall be mandatory for the Service Provider to record the attendance of all deployed personnel exclusively through a Biometric Attendance System. The biometric machines shall be installed at suitable and mutually accessible locations. SRFDCL shall extend necessary assistance and guidance in finalizing the installation sites. The entire cost towards procurement, installation, operation, maintenance, and replacement of biometric machines and associated infrastructure shall be borne solely by the Service Provider. The Service Provider shall submit biometric attendance reports to the Authority as and when required. Submission of a consolidated monthly biometric attendance report along with the monthly bill shall be mandatory for processing and release of payment.
- The Service Provider shall develop and maintain a mobile application based Biometric Attendance System with Face Recognition feature. The use of the said application for marking attendance of all deployed personnel shall be mandatory. The

Service Provider shall ensure that there is no lapse whatsoever in the deployment of the required manpower as directed by the Authority.

4. Waste Collection and Disposal:

The collected waste shall be regularly emptied and disposed of only at the designated collection site or at a site as instructed by the Authority, through proper garbage collection vehicles such as Tractor. The trolley / vehicle shall be fully covered from all sides to ensure that garbage does not spill onto the road during transportation.

5. Transportation of Waste:

The Agency shall ensure that waste is collected and transported to the dumping site only in properly covered and closed vehicles.

6. Provision of Machinery:

The Agency shall provide all machinery and equipment as mentioned under the 'Required Machinery' section for maintaining cleanliness of the entire area. The number of machines shall be increased if so required as per site conditions. Payment for any additional requirement shall be processed separately.

7. Emergency and Additional Services:

The Authority may require additional services beyond the scope specified in the Contract, in case of emergencies or special requirements during various events organized at the Sabarmati Riverfront. The Agency shall provide such additional services within 24 hours of receiving notice from the Authority.

8. Working Shifts:

The Bidder shall provide services in three shifts as per the requirement and instructions of the Authority.

9. Maintenance of Equipment and Vehicles:

All necessary equipment and vehicles required for execution of the scope of work shall be maintained by the Agency in good working condition throughout the contract period.

10. Following is the basic minimum requirement for equipment/machines*: -

West Side

<u>Sr.No</u>	<u>Details of Vehicles</u>	<u>Qty.</u>
1	Tractor trolley (with Driver and labor)	05
2	Truck mounted / Tractor mounted (as requirement by authority) Nuisance tanker	01

	Total	06
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Extra tractor trolley closed body vehicle, tanker etc. needs to be arranged if there is any requirement by the authority.

11. Compliance with Laws and Regulations:

The Service provider shall strictly abide by and comply with all applicable rules, regulations, by-laws, and prevailing laws of the Central Government, State Government, and Local Authorities.

12. Scope of Road Cleaning:

The Agency shall be responsible for fulfilling all requirements necessary for maintaining cleanliness of the roads within the assigned area.

13. Additional Cleaning Work:

Any additional work required for ensuring proper cleanliness and upkeep of the roads shall be carried out by the Service provider as directed by the Authority, without any extra claim.

14. Collection of Religious Waste (Nirmalya Kalash):

For the collection of religious waste, the Agency shall ensure regular cleaning of all Nirmalya Kalash installed on both sides of the riverfront. The collection and transportation of such waste shall be carried out exclusively through closed-body vehicles.

SCOPE OF WORK FOR LOWER WALKWAY & GHATS(West):

- **Area:** 11.5 kms length of West bank and avg. width is 10 mtrs. and All Ghats and ramp on West Bank of River.
- **Daily Services:**
 1. Sweeping, cleaning stains (including marks of gutka, tobacco etc.), Emptying of Dustbins, cleaning of dustbins, Viewing Galleries Street Furniture, lamp posts, railings, retaining wall etc.
 2. Litter picking, sweeping of dry leaves and any other incident of dirtying of the promenade by the public during the day.
 3. Sweeping, litter picking of Ghats, ramps, stairs and surrounding area daily.
- **Weekly Services: -**
Washing of railings in lower promenade

SCOPE OF WORK FOR UPPER WALKWAY & UPPER PROMENADE(West):

- **Area:** West side Vadaj Approach to Ambedkarbridge to Vasna barrage.

Daily Services:

1. Sweeping, cleaning stains (including marks of gutka, tobacco etc.), Emptying of Dustbins, cleaning of dustbins, Viewing Galleries Street Furniture, lamp posts, railings, retaining wall etc.
2. Litter picking, sweeping of dry leaves and any other incident of dirtying of the promenade by the public during the day
3. Sweeping, litter picking of Ghats, ramps, stairs and surrounding area daily.

- **Weekly Services: -**

Washing of dustbins

SCOPE OF OPEN GROUND(West):

- **Area:** Throughout the Riverfront west side stretch of 11.5 Kms
- **On requirement basis Services:**
Litter picking/sweeping of garbage/ plastic or any other type of waste

SCOPE OF WORK FOR FOOTPATHS, DIVIDER,ROADS(West):

- **Area:** West side Vadaj Approach to Ambedkarbridge.
- **Daily services:**
 1. Sweeping, Cleaning, Litter picking footpaths, Divider, roads.
 2. Emptying of dustbins in vehicles

SCOPE OF WORK OF RIVERFRONT HOUSE (West) :-

- **Area:** Riverfront House and its surroundings
- **Major Scope includes the following:**
 1. Housekeeping work on the 2nd floor office space of SRFDCL. Cleaning of common areas and toilets of Riverfront house. The service provider should ensure that all toilets/washrooms are thoroughly cleaned, disinfected, and kept in a hygienic and usable condition **before 9.30A.M.** on all working days. No cleaning activity shall be carried out by the housekeeping staff, and the housekeeping staff shall strictly always maintain the office decorum.
 2. Cleaning of Exhibition Hall and its surrounding area
 3. Cleaning of total 3 parking basements
 4. Surrounding areas of SRFDCL house

5. Staircase, common area, lifts etc.any area SRFDCL house as per the requirement of authority.

- **Daily Services:**

Housekeeping / cleaning services should be done daily round the clock from Monday to Sunday at regular intervals, so that the areas covered under the contract remain spick and span all the time, working hours should be adjusted in such a manner that cleaning work in the morning **shall be completed well before 9.30 A.M.** before the staff arrives.

The specific components of the Housekeeping Services are broadly stated as under;

1. Cleaning, dusting, vacuuming and disinfecting floors, walls and ceilings, removal of waste and any other garbage from the entire area covered under the contract (such as conferences rooms, committee rooms, office rooms, cabins, cubicles, basements, storeroom, pantry, outer area of the house etc.)
2. Sweeping, cleaning, mopping with disinfectant cleaner of area covered under the contract including all staircases, cabins, lobbies, reception, office rooms, meeting rooms, security office, and other areas as covered in the contract.
3. Cleaning of baskets, wastepaper baskets, cobwebs, etc. and disposing of all the collecting waste at designated site on daily basis.
4. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc. and cleaning of all window glasses and grills. Cleaning and dusting of windowpanes / Venetian blinds.
5. Spraying Room Fresheners in all rooms/ Cabindaily at regular intervals.
6. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
7. Cleaning and disinfecting all vitreous fixtures including toilets, 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.
8. Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipment, nameplates, plant boxes, doormats etc.
9. Placing garbage bags in all garbage bins to avoid stains and stinks and clear them on daily basis.
10. Check and remove hair, dust, dirt or any such object from anywhere in area covered under the contract.
11. Cleaning of all open areas between the building and boundary including sweeping of roads, lawns, paths, cleaning open drains etc. as directed by the SRFDCL officials in charge.

12. Hand sanitizers, toilet paper, fresheners and the necessary toiletries needs to be provided and refill them periodically.

NOTE: The housekeeping manpower deployed by the Agency shall strictly not use the washroom located on the second floor for personal activities, including but not limited to changing into or out of their uniforms. The said area shall not be used for sitting, gathering, or engaging in non-work-related discussions. The Agency shall ensure strict compliance with this requirement by its manpower. In the event of any violation, SRFDCL reserves the right to impose appropriate penalties on the Agency. In this regard, the decision of SRFDCL shall be deemed final.

- **Weekly Services:**

The deep cleaning of the entire area will be done by the service provider once a week as under:-

1. Dusting of entire area including windows / windowpanes / doors / ledges, etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of all floors, staircases and toilets, scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, toilets drainpipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows, glasses and grills with detergents / cleaning agents.
5. Washing outside area.
6. Clean all chrome fittings, toilet doors, glass frames, soap holders etc. to a shiny finish.
7. Cleaning of all furniture and fittings, plants etc.
8. Cleaning of entire terrace.

SCOPE OF WORK FOR GARDENS(West): -

- **Area:**

1. Usmanpura Garden-West
2. Bikhabhai Garden-West (B. J. Park)
3. Flower Park-West
4. Biodiversity Park-West

- **Daily Services:**

1. Sweeping and cleaning of entire area of the garden including offices/rooms of the garden daily.
2. Emptying dustbins and cleaning them.
3. Cleaning of all toilets – Mopping the floor area, scrubbing, glasses, doors, sanitary fittings, windows etc.

4. Litter picking.

- **Weekly Services:**

1. Weekly washing of entire area and scrubbing of areas like garden main entrance, Food Court etc.
2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of entire area, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls, cleaning of roofs, porches etc.
3. Cleaning of sanitary fittings, pipes etc. in the toilets with standard cleaning material.
4. Cleaning of all windows, glasses and grills with detergents / cleaning agents.

Cleaning of all windows, glasses and grills with detergents / cleaning agents.

SCOPE OF WORK FOR EVENT CENTRE (WEST): -

- **Area:**Event Ground includingtoilet blocks

- **Daily Services:**

1. Sweeping and cleaning of the Entire area of Event Centre.
2. Cleaning of Toilet blocks located in the Event Centre.
3. Emptying dustbins during or after any event
4. Sweeping/Mopping of the office, conference hall & surroundings.
5. The manpower timings may be different from the regular shift timings. This will be communicated to the Agency, and the agency must provide the manpower at the timings instructed by the Authority.

- **Weekly Services:**

Deep cleaning &mopping of entire area.

SCOPE OF WORK FOR ATAL BRIDGE (West):

- ❖ **Area:** Entire area of ATAL BRIDGE

- **Daily services:**

1. Sweeping and cleaning the entire area on walkway of bridge.
2. Emptying of dustbins and cleaning them
3. Mopping the floor area, scrubbing, glasses (if any), cleaning of tobacco and gutka marks, railings, all fittings etc.
4. Litter picking

- **Weekly Services:**
 1. Deep cleaning of entire area
 2. Weekly washing of entire area and scrubbing of areas.
 3. Weekly washing of entire area including upper lower pipe frame and pillars with High pressure jet at least once a week with washing chemicals.

SCOPE OF WORK OF PUBLIC TOILETS (toilets on West side):-

- **Public toilets:** - All toilet blocks on West side (Upper side)
- **Daily services:**
 1. Washing, Cleaning of male, female toilets are and toilets for differently abled people.
 2. Mopping of the floors of the toilet area
 3. Scrubbing / cleaning of toilets, wash basins, sanitary fittings, glasses, toilets, floors, etc.
 4. Cleaning and disinfecting all vitreous fixtures including toilets, 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 like sanitary cubes, naphthalene balls etc. after daily check-ups in the morning, afternoons and on call basis during daytime.
- **Weekly Services:**
 1. Cleaning entire area including windows / windowpanes / doors / ledges, etc.
 2. Thorough cleaning / sweeping / washing / mopping with disinfectant cleaners of the toilets. Scrubbing of all ceramic tiles base. Cleaning of ceiling and high walls, removal of wash stains on walls etc.
 3. Cleaning of sanitary fittings etc. in the toilets with standard cleaning material.
 4. Cleaning of all windows glasses and grills with detergents / cleaning agents.

5 GENERAL RFP CONDITIONS

5.1 Obligation of Service Provider

The Service Provider shall ensure punctual performance of its obligations set out as follows.

1. Performance of Scope of Work:

The Service Provider shall ensure punctual and diligent performance of the entire Scope of Work. Any non-compliance or default shall attract damages and penalties as specified in the RFP or at a discretion of the Authority.

2. Area of Operation:

The Service Provider shall carry out mechanized and manual housekeeping activities as per the instructions of the Authority, within the SRFDCL project area as defined in the Scope of Work.

3. Working Shifts and Attendance:

The work shall be executed in three shifts:

- a) First Shift: 06:00 AM to 02:00 PM
- b) Second Shift: 02:00 PM to 10:00 PM
- c) Third Shift: 10:00 PM to 06:00 AM

The shift timings are subject to change as per the requirements of the Authority. Marking of attendance through Biometric System shall be mandatory and shall be closely monitored. The Service Provider shall submit the biometric attendance report on a weekly basis to SRFDCL or as and when required by the Authority. The housekeeping work shall be carried out at the frequency and in the manner prescribed in the Scope of Work to maintain requisite standards of cleanliness and quality.

4. Frequency of Work:

The housekeeping work shall be carried out at the frequency and methodology specified in the Scope of Work to ensure consistent cleanliness and quality standards.

5. Deployment and Verification of Manpower:

The Service Provider shall furnish complete details of all deployed personnel along with photographs on its official letterhead. Any change in manpower shall be intimated to the Authority in writing with immediate effect. This requirement is mandated for security purposes, considering frequent visits of high dignitaries and delegations at the SRFDCL project site. Police verification of all deployed personnel is mandatory, and copies thereof shall be submitted to SRFDCL within 15 days from the date of execution of the Agreement.

6. Statutory Licenses and Compliance:

The Service Provider shall obtain and possess all requisite permissions / licenses as required under the Contract Labour (Regulation and Abolition) Act, 1970 and any other applicable laws. The Service Provider shall produce the same before the Authority and shall be responsible for keeping such licenses and permissions valid and renewed from time to time. The Service Provider shall be solely responsible for any contravention of local, municipal, state, central or any other applicable laws, rules and regulations.

7. Uniform and Identity:

The Service Provider shall ensure that all deployed staff are dressed in neat, clean, and proper uniform with reflective jackets and Identity Cards at all times during duty hours. All costs in this regard shall be borne by the Service Provider.

8. Labour Laws and Wage Payments:

The Service Provider shall be solely responsible for timely payment of wages as per the Minimum Wages Act, compliance with all applicable labour laws, and timely payment of all statutory dues. The Service Provider shall regularly submit documentary evidence of such compliance to the Authority. The Authority shall have no liability whatsoever in this regard.

9. Age Criteria:

All personnel deployed for housekeeping services shall not be less than 18 years and not more than 60 years of age.

10. Consumables, Tools and Equipment:

The Service Provider shall provide all necessary consumables, tools and equipment required for housekeeping services. This includes, but is not limited to, mops, detergent powder, phenyl, disinfectants, hand gloves, aprons, masks, buckets, vacuum cleaners, air fresheners, toilet brushes, dusting cloths, chemicals, etc. All costs pertaining to the same shall be borne by the Service Provider.

11. Damage to Property:

The Service Provider shall be responsible for any damage caused to the assets of the project area while housekeeping operations due to negligence of its staff or machinery. The Service Provider shall make good such damages or replace the damaged component. In case of failure to do so, the cost of damages shall be recovered from the monthly bill of the Service Provider by the Authority.

12. Safety and Security:

The Service Provider shall be solely responsible for the safety and security of its workers, tools, tackles, equipment and materials. The Authority shall not be responsible for any personal injury, accident, or loss suffered by the Service Provider or its workers.

13. Maintenance of Equipment:

The Service Provider shall be responsible for supply, installation, refilling and maintenance of all items / equipment deployed for housekeeping purposes, and shall keep them in good working condition throughout the contract period.

14. Record Maintenance:

The Service Provider shall maintain a proper record / logbook of all cleaning activities and keep the same updated. The Authority or its authorized representative shall have the right to inspect such records at any time and may prescribe modifications in the format of record-keeping.

15. Overall Obligations:

The Service Provider shall perform and fulfill all obligations in accordance with the Contract Conditions and all matters incidental thereto or necessary for due performance of its obligations under the Contract.

16. Cleaning Programme:

The Service provider shall prepare a detailed weekly cleaning programme and submit the same to SRFDCL for approval, to enable the concerned official / area-in-charge to remain present for supervision and to make the area available.

17. Duty Register:

The Service Provider shall provide and maintain duty registers for all sites of the Riverfront project and submit the same to SRFDCL as and when required, for the purpose of theft prevention and monitoring.

18. Variation in Scope:

The Authority reserves the right to increase or decrease the scope of work / manpower by giving prior intimation to the Service Provider. Such variation may be temporary, for the entire contract period, or for a specific duration, depending upon the requirement of the Authority.

19. Employer-Employee Relationship:

The personnel engaged by the Agency shall not be deemed to be employees of SRFDCL and there shall be no employer-employee relationship between SRFDCL and such personnel. The Agency shall submit an undertaking to SRFDCL to the effect that the staff deployed shall have no claim for employment in SRFDCL. The Agency shall be solely responsible for any

dispute regarding wages or service conditions and shall be fully liable for any compensation or claim raised by its deployed labour.

20. Payment of Dues and Statutory Compliance:

The Agency shall be wholly responsible for making payment of monthly wages and all other admissible allowances to its personnel as per the Minimum Wages Act and other applicable laws. The Authority shall in no way be responsible for such expenditure. As per Government directives, the Agency shall make payment of wages to its employees only through Cheque / Bank Transfer and submit proof thereof to the Administration Department along with the monthly bill. The Agency shall strictly comply with all provisions pertaining to Labour Contract, PF, ESIC, PT and any other applicable laws. It shall be the sole responsibility of the Agency to make payment as per the latest minimum wages and applicable allowances, and such payment shall not be delayed on any ground.

21. Vehicle Safety and Liability:

The Agency shall be fully responsible for any accident or unforeseen event involving its vehicles during service. The Authority shall not be liable for any accident, liability under the Motor Accidents Claims Tribunal (MACT) Act, Workmen's Compensation Act or any other legal consequences. The Agency shall ensure timely maintenance of its vehicles and monitor the conduct of its drivers, and shall maintain necessary records for inspection by the Authority.

22. Recovery of Overpayment:

If any overpayment is detected during post-payment audit in respect of any work executed by the Agency, the same shall be recovered by the Authority from subsequent bills of the Agency, at the sole discretion of the Authority, without requiring consent of the Agency.

23. Penalty for Lapses:

In case of repetitive lapses in performance of duties or any incident adversely affecting the functioning of SRFDCL, a penalty as decided by the Authority shall be deducted from the monthly bill / Performance Guarantee of the Agency.

24. Interchangeability of Manpower and Machinery:

The Authority reserves the right to deploy machinery at any site within SRFDCL and to re-deploy the manpower of that site elsewhere as per operational requirements. Similarly, if machinery is utilized at the upper promenade or any other site, the manpower of that location shall be utilized elsewhere as per the directions of the Authority. The Authority may modify or issue instructions accordingly.

26. Status of SRFDCL and MSME Exemption:

SRFDCL is a Public Limited Company incorporated under the Companies Act. Hence, MSME exemption is not applicable to this tender.

27. Proof of PF Payment:

For proof of PF remittance, only the payment receipt (with clear CRN number) shall be considered valid.

28. Deployment of Supervisors:

The Agency shall appoint Supervisors with educational background in Sanitary / Health Inspector course and with a minimum of one-year experience in supervisory work in the housekeeping field. The Authority reserves the right to modify this requirement.

29. GPS Tracking:

All tractor-trolleys and other all the vehicles deployed shall be equipped with GPS tracking system. The GPS tracking report shall be submitted along with the monthly bill or as and when required by the Authority.

30. Mobile Application for Biometric Attendance:

1. The Service Provider shall develop, deploy and maintain a Mobile Application with Biometric and Face Recognition based attendance system at its own cost with geo mapping. Use of the said application shall be mandatory for marking attendance of all deployed personnel. The Service Provider shall ensure that there is no lapse whatsoever in deployment of requisite manpower as directed by the Authority. The Authority shall have full access to the Mobile application without any condition and after monthly submission in electronics/ manual term, the payment process of the bill will be initiated & other documents as demanded by the Authority.
2. The Service Provider shall designate a minimum of three (03) meeting points on the West Side for assembly of all deployed workers prior to the commencement of each shift.
3. The Authority reserves the right to modify, add, or relocate the meeting points as and when required.

31. Additional Deployment during Events:

In case of any program, event, or function, SRFDCL may require the Contractor to deploy additional manpower or machinery as per requirement. Separate payment for such additional deployment shall be made upon raising a bill for the respective month / event, after obtaining due approval.

32. Computer System: -

The Service Provider shall provide one (01) computer system for administrative and office work. The detailed specifications of the system shall be confirmed / approved by the Authority.

5.2 Mode of payment by the Authority

- (1) The Service Provider shall raise regular monthly invoice with all necessary attachments and certifications as may be prescribed by the Authority, at the end of every calendar month and submit it to Authority.
- (2) Upon receipt of the invoice, the Authority shall verify the invoice against the records indicating satisfactory housekeeping services provided by the Service Provider.
- (3) Upon confirming satisfactory work and after pre auditing done by the auditor, Authority shall make payment for housekeeping services to Service Provider. Such payment shall be subject to the Authority's right to deduct appropriate amount as damages/performance penalties better described in Clause 5.3.2 below.
- (4) The Authority shall be entitled to deduct tax at source and other applicable taxes, if any. The TDS certificate shall be submitted as per the due date specified in the act.
- (5) No Interest payment will be made for any delay in payment of bills by the authority in any circumstances. The agency shall have to keep 2 months' working capital to meet their routine expenses. Authority shall not be liable for any delay in payment of regular statutory dues.
- (6) The authority is entitled to ask for valid documents/ supporting/ statements duly certified for processing of the bill, if required.

5.3 Damages/Performance Penalties:

- (1) In the event of failure by the Service Provider to comply with the Service Levels and obligations prescribed in this RFP, the SRFDCL shall be entitled to levy and recover penalties as liquidated damages as specified in Table below, without prejudice to its other rights and remedies under this Agreement and applicable laws.
- (2) The penalties specified are pre-estimated to be reasonable compensation for the loss and inconvenience caused due to such breach and not as a penalty in the strict sense.
- (3) All penalties shall be deducted directly from the monthly invoices payable to the Service Provider. The decision of the Authorized Officer of SRFDCL regarding the occurrence of a breach and the quantum of penalty shall be final and binding.
- (4) In general, the Authority shall retain the right to demand, by notice, payment of the penalty/ liquidated damages as specified below for non-compliance of scope of work.

Sr. No.	Service Area	Performance Standard	Damages / Penalty Applicable
1	Deficiency in cleaning	Failure to maintain proper cleanliness as prescribed in	First instance - Rs.50 per incident per spot

		the Scope of Work (100% accuracy at all the Sites as prescribed in scope of work)	Second instance - Rs.100 per incident per spot
			Third instance - Rs.500 per incident per spot and necessary action
2	Cleaning Schedule	Non maintenance weekly schedule of cleaning	First instance - Rs.200 per incident per spot
			Second instance - Rs.500 per incident per spot
			Third instance - Rs.1000 per incident per spot and necessary action
3	Negligence	Overall cleanliness not maintained for more than 3 days continuously in a month in a particular area	Minimum 5% of total monthly bill
4	Inappropriate behaviour	Rowdy, unacceptable, rude, insulting or awful behaviour of staff deployed by Service Provider	Rs.500 per incident
			Rs.1000 per incident
			Rs.1500 per incident and necessary action
5	Over age	Any breach in age criteria (over age) as mentioned in clause 5.1.9	Rs. 10,000/- per incident and immediate removal of that personnel and penalty/ action as per the applicable law
6	Union Activity	Any instance of union activity or any disturbance in routine housekeeping work	Rs. 10,000/- per incident
7	Uniform & ID Card	Staff found without proper Uniform / ID-Card	Rs. 200/- per instance per person
			Rs. 500/- per instance per person
			Rs. 1000/- per instance per person
8	Payment of minimum wages	Any discrepancy in payment of minimum wages	Rs. 5,000/- per incident plus penalty / punishment as per applicable law
9	Upkeep of Records	Failure to keep updated records of cleaning activity	Rs. 500/- per incident

10	Noncompliance of statutory dues	Failure to keep / provide statutory compliance records/ nonpayment of statutory dues/ non-submission of statutory dues challans / payment receipts, etc.	Rs. 5,000/- per incident
11	Technical issue of Machinery	Non-provision of Machinery in full working condition [Any technical Issue]	First instance - Rs.500 per incident
			Second instance - Rs.1000 per incident
			Third instance - Rs.1500 per incident and penalty/ action as per the applicable law
12	Inadequate Deployment of Machinery	Provision of Machinery for less than 8 Hours	First instance - Rs.500/- per incident
			Second instance - Rs.1000/- per incident
			Third instance - Rs.1500/- per incident
13	Necessary documents for machinery and accidents	Vehicle policy and other necessary documents - Fraudulent / Incomplete / Non-submission	Non-submission of documents = Rs. 10,000/- per instance and penalty/ action as per the applicable law
			Fraudulent documents = Rs. 7,000/- per instance and penalty/ action as per the applicable law
			Incomplete documents = Rs. 5,000/- per instance and penalty/ action as per the applicable law
			For fatal accident/incident the penalty shall be Rs. 5,00,000/- per incident. For non-fatal accident/incident the penalty shall be Rs. 1,00,000/- per incident.
14	Waste Spillage	Trolley / Vehicle not covered and garbage spilling on road	Rs. 500/- per instance

15	Substandard quality of material	Any deviation in the material quality and quantity as quoted	Rs. 1,000/- per instance
16	Non availability / insufficient Consumable	100 % availability of during operational hours, buffer stock around 15 days	First instance - Rs.1000 per incident
			Second instance - Rs.1500 per incident
			Third instance - Rs.2000 per incident and necessary action
17	Non – submission of bio metrics or any other documents	Non-submission of biometric report or any other documents as and when required by SRFDCL	Rs. 3000/- per incident. In such cases, necessary documentary proof must be submitted and SRFDCL may consider the same at its sole discretion.
18	Non submission of biometrics attendance	Non-submission of biometric attendance along with monthly invoice	Rs. 5,000/- per incident. Submission of biometric attendance is mandatory for processing of payment of Service Provider's bill

Note: -

- The penalties shall be levied by SRFDCL. SRFDCL reserves the right to impose penalties over and above those stipulated herein and shall not be bound solely by the details mentioned above. Any other penalty or punishment for any instance or incident shall be applicable.
- Employment or engagement of child labour is strictly prohibited. Any violation of the applicable child labour laws shall be dealt with in accordance with the relevant statutory provisions, including but not limited to the prosecution and imposition of penalties, wherever applicable.

- (5) A record of above instances shall be maintained and the total payment due to the Authority as damage/penalty shall be deducted from the next monthly payment/s due to the Service Provider.

5.4 Jurisdiction of Courts

The Court at Ahmedabad shall have the exclusive jurisdiction to try all disputes between the parties arising out of the Contract.

5.5 Arbitration:

- a. If any dispute or difference of any kind whatsoever (a “Dispute”) shall arise out of or in connection with this Agreement between the Parties, the Parties shall attempt, for a period of 30 (thirty) days after the receipt by one Party of a notice from the other Party of the existence of the Dispute or difference, to settle such Dispute in the first instance amicably by mutual discussions between the Parties. If the Dispute cannot be settled within 30 (thirty) days by mutual discussions, the Dispute shall finally be settled by arbitration in accordance with Arbitration and Conciliation Act, 1996 or any statutory modification or re-enactment thereof for the time being in force.
- b. All Arbitration proceedings shall be conducted in the English language. For such Arbitration, there shall be three Arbitrators (the “Arbitral Tribunal”) appointed in the following manner:
 - i. One Arbitrator shall be appointed by SRFDCL;
 - ii. One Arbitrator shall be appointed by the Service Provider; and
 - iii. The two Arbitrators so appointed shall jointly appoint the third Arbitrator who will be the Presiding Arbitrator.
- c. The award of the Arbitral Tribunal shall be final and binding on the Parties and shall not be questioned or challenged by either of them.
- d. Arbitration shall be held at Ahmedabad and Courts at Ahmedabad alone shall have exclusive jurisdiction to entertain and deal with the matter arising there from. Each Party shall co-operate in good faith to expedite, to the maximum extent practicable, the conduct of any arbitral proceedings commenced under this Agreement.
- e. The Parties shall bear their own costs and expenses of the arbitration proceedings and equally share fees of the Arbitral Tribunal and any other expenses thereof.

5.6 Events of Default and Termination

5.6.1 Event of Default

Event of Default has been described here under: -

(a) Service Provider Event of Default

Any of the following events shall constitute an event of default by the Service Provider ("Service Provider Event of Default") unless such event has occurred because of a Force Majeure Event;

- (1) Any representation made or warranties given by the Service Provider under this RFP is found to be false or misleading.
- (2) The Service Provider repeatedly fails to perform its obligations without any valid reasons.
- (3) The Performance Security has been encased and appropriated in accordance with clause and Service Provider fails to replenish or provide fresh Performance Security within a period of 30 (thirty) days.

- (4) The Service Provider failed to make any payment such as damages/penalties to Authority.
- (5) The Service Provider submits to the Authority any statement which is false in material particulars, and which has a material effect on Authority's right, obligations or interests.
- (6) The Service Provider suspends or abandons the operations of the Contract without the prior consent of Authority, provided that the Service Provider shall be deemed not to have suspended/ abandoned operation if such suspension/ abandonment was because of Force Majeure Event and is only for the period such Force Majeure is continuing.
- (7) The Service Provider repudiates this RFP or otherwise evidences an intention not to be bound by this RFP.
- (8) The Service Provider is otherwise in Material Breach of any conditions of the contract entered into or commits a default in complying with any other provisions.
- (9) The Authority, without prejudice to any other remedy for breach of Contract by written notice sent to the Service Provider, may terminate the Service Provider's Services in whole or in part if the Service Provider fails to perform his obligation (s) under the contract.
- (10) In case of major accident / loss on account of negligence on part of the Service Provider the contract shall be terminated, and performance security shall stand forfeited.
- (11) In case the Service Provider assigns or sub-assigns the contract to subcontractors.
- (12) The manpower deployed by the Agency and/or Agency is found to be involved in misappropriation of funds at any stage during the Contract Tenure.
- (13) In case of the repeated non-performance of the Service Provider even after adequate notice where the performance is found to be unsatisfactory or violated / contravened any of the terms and conditions contained herein.

5.6.2 Termination due to Event of Default and Termination Payment

(a) Termination for Service Provider Event of Default

Without prejudice to any other right or remedy which Authority may have in respect thereof under this RFP, upon the occurrence of a Service Provider Event of Default, Authority shall, subject to the provisions of the RFP, be entitled to terminate the Contract by issuing a Termination Notice of 30 days to the Service Provider, provided that before issuing the Termination Notice, Authority shall by a notice in writing inform the Service Provider of its intention to issue the Termination Notice (the "Preliminary Notice"). In case the underlying breach/default is not cured within a period of 7 (seven) days from the date of the Preliminary Notice (Cure Period) Authority shall be entitled, to terminate the Contract by issuing the Termination Notice. Provided further, that:

- (a) if the default is not cured within 7 (seven) days of the Preliminary Notice, Authority shall be entitled to encash the Performance Security with a notice to the Service Provider (Encashment Notice),
- (b) if the default is not cured within 7 (seven) days of the Encashment Notice and a fresh Performance Security is not furnished within the same period, Authority shall be entitled to issue the Termination Notice.
- (c) Upon Termination the Authority shall be entitled for any legal remedies for compensation as may be prescribed by law.

5.6.3 Rights of Authority on Termination

Upon Termination of the Contract for any reason whatsoever, Authority shall have the power and authority to:

- (1) Appoint another party or Service Provider that may carry of the remaining obligations of the Service Provider.
- (2) In the case of the Authority terminating the Contract in part, the Service Provider shall continue the performance of the Contract to the extent of which is not terminated.

5.6.4 Termination Payments

Upon termination of the Contract, the Service Provider shall not be entitled for any Termination Payment from the Authority.

5.7 Liability

In no event shall either party be liable, for special or, indirect damages in connection with or arising out of the furnishing, performance or use of the services or deliverables provided by Bidder under the terms of this RFP.

5.8 Indemnity

The Service Provider shall at all times, i.e. during the subsistence of the Contract and at any time thereafter, defend, indemnify and hold Authority harmless from and against all claims (including without limitation claims for breach of contract, death or injury to person or injury to property, or other tort claims), all suits, proceedings, actions, claims, demands, liabilities and damages which the Authority or Authority indemnified persons may hereafter suffer, or pay by reason of any demands, claims, suits or proceedings arising out of claims including third party claims and expenses (including court costs) arising out of or relating to the breach by Service Provider of any covenant representation or warranty or from any act or omission of the Service Provider or his agents, employees or sub-Service Providers.

5.9 Force Majeure

Neither Party shall be liable to the other Party nor be deemed to be in breach of the Agreement by reason of any delay in performing, or any failure to perform, any of its own obligations in relation to the Agreement, if the delay or failure is due to any Force Majeure.

For the purpose of the Agreement, “**Force Majeure**” is any event occurring due to Act of God, war, war like conditions, blockades, embargoes, insurrection, Governmental directions

and intervention of defense authorities or any other agencies of government, fire, flood, earthquake, riot, strikes, storm, volcanic eruptions, typhoons, hurricanes, tidal waves, landslides, lightning explosions, whirlwind, cyclone, tsunami, plagues or other pandemic or epidemic quarantine, lock down, global, national or regional emergencies, acts of war, acts of terrorism or sabotage, destruction of the structure and/or infrastructure, prolonged failure of energy, revocation of approvals, no objections, consents, licenses granted by the government, change of laws, action and / or order by statutory and/or Government Authority, acquisition, requisition or dispossession of the land or any part thereof, third party action or governmental or other authority or any other act of commission or omission or cause beyond the control of the party affected thereby.

Both the Parties shall take all reasonable precautions and reasonable alternative measures, all with the objective of carrying out the Terms & Conditions of this Contract.

Either Party may terminate the Contract if it becomes impossible or impractical to perform due to Force Majeure; **or**

Any period within which a Party shall, pursuant to this Contract, complete any action or task, may be extended for a period equal to the time during which such Part was unable to perform such action because of Force Majeure. In this regard, decision of SRFDCL shall be deemed final.

5.10 No Assignment

Neither party shall assign or transfer all or any of its obligations under this Arrangement including any Statement of Work to any person without the prior written consent of the authority, which consent shall not be unreasonably withheld or delayed.

5.11 Independent Service Provider

Bidder shall be deemed to be acting as an independent Service Provider of Authority and shall not be deemed an agent, legal representative, joint venture or partner of Authority. Neither party is authorized to bind the other to any obligation, affirmation or commitment with respect to any other person or entity.

5.12 Severability and Waiver

If any provision of this RFP, or any part thereof, shall be found by any court or administrative body of competent jurisdiction to be illegal, invalid or unenforceable the illegality, invalidity or unenforceability of such provision or part provision shall not affect the other provisions of this RFP or the remainder of the provisions in question which shall remain in full force and effect. The Authority and the Service Provider shall negotiate in good faith to agree to substitute for any illegal, invalid or unenforceable provision a valid and enforceable provision, which achieves to the greatest extent possible the economic, legal and commercial objectives of the illegal, invalid or unenforceable provision or part provision. No failure to exercise or enforce and no delay in exercising or enforcing on the part of either Party to this of any right, remedy or provision of this RFP shall operate as a waiver of such right, remedy

or provision in any future application nor shall any single or partial exercise or enforcement of any right, remedy or provision preclude any other or further such right, remedy or provision or the exercise or enforcement of any other right, remedy or provision.

5.13 Representations and Warranties of the Service Provider

By bidding in this RFP, the Service Provider represents and warrants to Authority that:

- (1) it is duly organized, validly existing and in good standing under the laws of India;
- (2) it has to execute, deliver and perform its obligations under this RFP and to carry out the transactions contemplated hereby;
- (3) it has taken all necessary corporate and other action under Applicable Laws and its constitutional documents to authorize the execution, delivery and performance under this RFP
- (4) it has the financial standing and capacity to undertake the Project;
- (5) this RFP constitutes its legal, valid and binding obligation enforceable against it in accordance with the terms hereof;
- (6) it is subject to civil and commercial laws of India with respect to this RFP and it hereby expressly and irrevocably waives any immunity in any other jurisdiction in respect thereof;
- (7) the execution, delivery and performance of its obligations under this RFP will not conflict with, result in the breach of, constitute a default under or accelerate performance required by any of the terms of the Bidder's Memorandum and Articles of Association or terms of Partnership deed or any member of the Consortium or any Applicable Laws or any covenant, agreement, understanding, decree or order to which it is a party or by which it or any of its properties or assets is bound or affected;
- (8) There are no actions, suits, proceedings, or investigations pending or, to the bidder's knowledge, threatened against it at law or in equity before any court or before any other judicial, quasi-judicial or other authority, the outcome of which may result in the breach of its obligations to be carried out under this RFP.
- (9) it has no knowledge of any violation or default with respect to any order, writ, injunction or any decree of any court or any legally binding order of any Government Agency which may result in any material adverse effect or impairment of the its ability to perform its obligations and duties under this RFP;
- (10) no representation or warranty by the bidder contained herein or in any other document furnished by it to Authority or to any Government Agency in relation to Applicable Permits contains or will contain any untrue statement of material fact or omits or will omit to state a material fact necessary to make such representation or warranty not misleading; and
- (11) no sums, in cash or kind, have been paid or will be paid, by or on behalf of the bidder, to any person by way of fees, commission or otherwise for securing the RFP or for influencing or attempting to influence any officer or employee of Authority in connection therewith.

5.14 Awarding the work to second lowest bidder:

In the event that two or more bidders quote the same amount of license fee for the same side, SRFDCL may invite the Tie Bidders to submit fresh Bids within a week, the opening of the revised bids of such tie bidders shall be conducted with prior notice and in presence of the Tie Bidders who choose to attend. In this regard, the decision of SRFDCL shall be deemed final.

If due to any reason whatsoever lowest bidder defaults in fulfilling any condition of the RFP, Work Order or Agreement, within One (1) month of the award of work, then, the amount of Security Deposit will be forfeited and SRFDCL can allot the work to second lowest bidder at the rate offered to first lowest bidder. If the lowest bidder surrenders the work allotted before the completion of the Agreement tenure or he defaults in fulfilling any condition of the RFP, Work Order or Agreement, then, the amount of Security Deposit will be forfeited. In this regard, decision taken by SRFDCL shall be deemed final

5.15 Price Escalation:

- **For Part A:** SRFDCL would revise rates agreed by agency due to modification in Minimum Wages or any admissible allowances to the personnel under any law
- **For Part B (Machinery):** - SRFDCL would reasonably revise rates if any changes in fuel cost by the Govt. It may be considered at that time and final decision of SRFDCL will be final in this matter.

FORMATS OF THE DOCUMENTS TO BE SUBMITTED

Annexure 1 : Forwarding Letter

Date:

To,
The General Manager (Admin and Finance)
Sabarmati River Front Development Corporation Limited (SRFDCL)
Ahmedabad.

Subject: Submission of Bid for RFP for Selection of Service Provider for Mechanized & Manual Cleaning & Housekeeping on the West Side of the Sabarmati Riverfront in City of Ahmedabad.

Dear Sir,

We are pleased to make our submission for the captioned RFP along with the following documents towards the same.

(A) Envelope I : RFP Document Fee and Bid Security as follows:

	Amount (in Rupees)	Pay Order / DD No.	Dated	Drawn on Bank
RFP Document Fee				
EMD				

(B) Envelope II: Eligibility and Qualification Details

(C) Envelope III : Financial Bid

We are aware of the Authority's right to accept or reject any/all Bid/s without giving any reason and upon rejection of Bid/s; I shall not be entitled to any right related to the Authority.

This offer is subject to all terms and conditions contained in the RFP document. We have not made any changes either directly or indirectly in terms and conditions of the RFP. In addition to terms and conditions of this RFP, I am not given any written or oral promise from the Authority.

I have thoroughly read and understood all the terms and conditions of this RFP and I promise to observe all the terms and conditions of this RFP. I have signed and stamped each and every page of this RFP document and submitted the same hereof.

Thanking You,

(Signature and name of Authorized Representative)

For (Name and seal of Bidder Company)

Annexure2 :Bidder Information

- **Bidders name and contact details.**
 - **Name of the Bidder Organization:**
 - **Nature of Entity (company /partnership/proprietorship, etc.):**
 - **Address of Registered Office:**
 - **Mobile / Phone:**
 - **Fax:**
 - **E-mail:**
 - **PAN No.**
 - **GST Registration No.**
 - **Main Line of Business with experience**
 - **Copy of the Registration Certificates of the bidder:**
 - Contract Labour (R&A) Act 1970
 - ESI
 - EPF
 - Professional Tax
 - Certificate of Incorporation (Not applicable in case of proprietor)
 - ISO 9001:2015 or above certificates, if any.

(Signature and name of Authorized Representative)

For (Name and seal of Bidder Company)

Annexure 3 : Bidder's Experience

Name of the Bidder:

Details of works completed / ongoing in last three years including current year:

Sr. No.	Name of Work and main features of the work	Place of Work (Address)	Value of the Work (Rs.)	Client's Name and Address of contact person (including official website, email id and phone no.)	Date of start of the work	Date of end of the work
	Total Value of Work					

Enclosed: (i) Copy of Contract/ Agreements evidencing the above.
(ii) Certificates / Letters that the work above has been satisfactory

(Signature and name of Authorized Representative)

For (Name and seal of Bidder Company)

Annexure 4 : Bidder's Turnover

Name of the Bidder: -

Turnover Details (Figures in INR)

Year	Total Turnover (excluding Taxes)
2023-24	_____
2024-25	_____
2025-26	_____
Average of above (Last three years only)	_____

Note:

- Copies of Last Three Years Audited Annual Reports
- Above Financial Certificate shall be certified by the Practicing Chartered Accountant of the Bidder.

Annexure 5: Undertaking

It is certified that the information furnished here in and as per the document submitted is true and correct and nothing has been concealed or tampered with. We have gone through all the conditions of RFP and is liable to any punitive action for furnishing false information / documents.

Dated this _____ day of _____ 2026.

Signature
(Firm's Seal)

In the capacity of Duly authorized to sign bids for and on behalf of:

Annexure 6:Anti-Black listing Certificate

**Format for Affidavit certifying that the Entity/Promoter/s / Director/s of Entity are not
blacklisted
(On a Requisite Stamp Paper)**

Anti-Blacklisting Affidavit

I M/s(Name of the Bidder), (the names and addresses of the registered office) hereby certify and confirm that we or any of our promoter/s / director/s are not barred by Government of Gujarat (GoG) / any other entity of GoG/ or blacklisted by any state government or central government / department / Local Government / agency in India or from abroad from participating in Project/s, either individually or as member of a Consortium as on the _____-(Bid submission Date).

We further confirm that we are aware that our Application for the captioned Project would be liable for rejection in case any material misrepresentation is made or discovered with regard to the requirements of this RFP at any stage of the Bidding Process or thereafter during the agreement period. Dated thisDay of....., 2026.

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

Annexure 7: Format for Authorization of Bidder's signatory

(Applicable in case of bid not being signed by the person directly authorized by the firm)

Dated:

To,
The General Manager (Admin. and Finance)
Sabarmati River Front Development Corporation Limited

Dear Sir,
REF: Your RFP Ref.:

<**Bidder's name**> hereby authorizes <**Designated Representative's name**> to act as a representative of <**Bidder's name**> for the following activities vide its Board Resolution/ Power of Attorney attached herewith.

To attend all meetings conducted by Sabarmati Riverfront Development Corporation Limited (SRFDCL) or other entities associated with Mechanized and Manual Housekeeping Services ("Project") for Sabarmati Riverfront Development Corporation Limited and to discuss, negotiate, finalize and sign any bid or agreement and contract related to RFP for Selection of Service Provider for Mechanized and Manual Housekeeping Services on the West Side of the Sabarmati Riverfront.

Yours faithfully,

<**Signature of appropriate authority of the Bidder**>

Name of appropriate authority of the Bidder:

<**Signature and name of the Designated Representative of the Bidder for acceptance of this Power of Attorney**>

For

<**Name of Bidder**>

Encl: Board Authorization

Annexure 8: Format for Performance Security in the form of Bank Guarantee

To: _____ [Name of Authority]

_____ [Address of Authority]

WHEREAS _____ [name and address of Service Provider]
(Hereinafter called “the Service Provider”) has undertaken, in pursuance of Agreement
No. _____ dated _____ to execute _____

[Name of Contract and brief description of Works] (Hereinafter called “the Contract”);
AND WHEREAS it has been stipulated by you in the said Contract that the Service Provider
shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein
as security for compliance with his obligations in accordance with the Agreement/Contract;
AND WHEREAS we have agreed to give Service Provider such a Bank Guarantee;

NOW THEREFORE we hereby affirm that we are the Guarantor and responsible to you, on
behalf of the Service Provider, up to a total of _____ [amount of
Guarantee] _____ [in words] such sum being payable in the types
and proportions of currencies in which the Contract Price is payable, and we undertake in
which the Contract Price is payable, and we undertake to pay you, upon your first written
demand and without cavil or argument, any sum or sums within the limits of
_____ [amount of Guarantee] as aforesaid without your needing to
prove or to show grounds or reasons for your demand for the sum specified therein.

We hereby waive the necessity of your demanding the said debt from Service Provider before
presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the
Contract or of the Works to be performed there under or of any of the Contract documents
which may be made between you and the Service Provider shall in any way release us from
any liability under this guarantee, and we hereby waive notice of any such change, addition
or modification.

This guarantee shall be valid until the date.....

Signature and of the guarantor: _____ Name
of Bank: _____

Address: _____

Date: _____

³An amount is to be inserted by the Guarantor, representing the percentage of the Contract
Price specified in the Contract, and denominated either in the currency of the Contract or in
a freely convertible currency acceptable to the Authority. **The above bank guarantee should
be encashable at any branch of Ahmedabad.**

Annexure 9: Format for Financial Bid
(To be submitted Online)

Date:

To,
The General Manager (Admin and Finance),
Sabarmati River Front Development Corporation Limited
Ahmedabad

Subject: Financial bid with respect to RFP for Selection of Service Provider for Mechanized & Manual Cleaning & House Keeping on the West Side of Sabarmati Riverfront in city of Ahmedabad.

Dear Sir,

With respect to above mentioned subject. I/We have thoroughly read and understand the scope and terms of contracts specified in the RFP. Our/My Financial bid is as per the following table.

ESTIMATED RATES OF MAIN HOUSEKEEPING ACTIVITY:

PART A (Westside)

Sr.	Category	Number of personnel	Rate per worker per day (In Rs.)	Total Amount for 365 days (In Rs.)
1	Sweepers/Janitors(unskilled)	180		
2	Facility supervisor	06		
Gross total (A)				

- **Note: - Minimum wages prevailing in the month of issuing the RFP shall be final.**

PART B (Westside)

Sr.	Particulars	Units to be provided per day	Amount for 365 days (In Rs.)
1	Tractor trolley (with Driver and one labor)	05	
2	Truck mounted / Tractor mounted (as per authority requirement) Nuisance tanker	01	
Gross total (B)		06	

- Yearly rate to be calculated as per minimum wages act taking care of other applicable labour laws.
- SRFDCL needs services for 365 days.
 - The rates for the machinery shall be in accordance with the prevailing market rates and must be in consonance with the rates applicable.

PART C (West Side)

Sr.	Particulars	Total Amount per year (In Rs.)
1	Consumables & Chemicals (As per Schedule B) West side	
	Gross total (C)	

TOTAL of PART A + PART B + PART C	
Plus: Services Charges	
Grand Total	

Instructions for the Financial Bid: -

- (1) The rates quoted by agency should be exclusive of applicable GST.
- (2) The amount without taxes shall be considered for comparison purposes. However, only changes in GST rates shall be a pass-through cost.
- (3) For Price Bid evaluation all the PART A, B and C components shall be considered as whole.
- (4) Bids below minimum wages will be rejected out rightly. The rate of minimum wages in the month of issuing the RFP will be treated current and final rate.**
- (5) Price Escalation:
 - For Part A:
 - SRFDCL would revise rates agreed in the agreement by agency due to modification in Minimum Wages or any admissible allowances to the personnel under any law.
 - The Sweeper rate must be calculated as per minimum wages act or other applicable labour laws.
 - As SRFDCL needs the services for 365, Service provider needs to take into consideration the relievers for the deployed manpower.
 - For Part B:
 - SRFDCL would reasonably revise rates if any changes in fuel cost by the Govt. It may be considered at that time and final decision of SRFDCL will be final in this matter.
- (6) It is explicitly understood that this is a contract for cleaning and housekeeping of specified assets.
- (7) The Bidder shall quote the Service Charge as a percentage in accordance with the applicable laws. Fractional values shall be permitted. The Service Charge quoted by the Bidder shall not be less than 3.85% and may be equal to or higher than 3.85%. Bids quoting a Service Charge below the prescribed minimum of 3.85% shall be summarily rejected.**

(Signature and seal of the bidder with date)

Annexure 10: Format for Eligibility Criteria (Point D of Bid summary)

Sr.	Detail	Attached Yes/No	Page No From. To..
1.	Firm Registration No.		
2.	Shops & Establishment Registration Certificate as valid Manpower Recruitment Agency		
3.	Pan Card No.		
4.	Goods & Service Tax Registration		
5.	Professional Tax Registration Number		
6.	Employee Provident Fund Organization (Ministry of Labour, Govt. of India) Code No.		
7.	E.S.I. Certificate showing the Code Number		
8.	Work Experience certificate		
9.	Labor welfare board Registration No.		
10.	Service Tax Registration Number as a Manpower Recruitment Agency Service Tax Registration		
11.	Bank solvency Certificate from Nationalized Bank (After date of Notice of Invitation of tender)		
12.	ISO Certificate Registration as Manpower Recruitment Agency		
13.	Employee Exchange Registration No.		
14.	Income Tax Return and Audited Annual account, profit & loss account, balance sheet of Last Three Years		
15.	EMD D.D.		
16.	Tender fee		

Schedule –A

PART – I List of machinery to be used:

The Service provider should have following machines and equipment, in full working condition, at the SRFD Project Site. Use of manpower for operations where suitable equipment is identified, shall not be permitted for weekly/deep cleaning.

MACHINERY REQUIREMENT		
Sr.	Description (Westside)	Nos. required.
1.	Tractors for removal of waste (Driver + Labor)	05
2.	Truck mounted / Tractor mounted (as per authority requirement) Nuisance tanker	01
	Total	06

➤ **Notes:**

1. Tractors will be required for all shifts as per authority's requirement.
2. The Nuisance tankers with pressure pumps will be required daily for washing of designated areas. The requirement can be for all shifts which will be intimated by the authority as and when required.
3. Apart from above mentioned requirement, service provider must provide other small tools and tackles, Signage (as and when required), Wet/dry/Vacuum cleaner, High pressure jet, Wringer trolley, single disk machine, Glass kit, Telescopic pole, Ladder 20 ft., Dumping Trolley, as and when required by the authority.

Note: - The above-mentioned list is indicative. Bidder must be having these tools in working condition and provide these tools as and when SRFDCL requires and ask to deploy the tools.

➤ **Specifications of the vehicles**

1. Locking system of rear body of tractor trolley shall be designed in such a manner that leaking of waste while transporting shall be avoided when the trolley is filled with waste.
2. The Vehicles put in use for this work shall comply as latest norms chassis which shall be applicable to Ahmedabad city / as approved by RTO norms.
3. All vehicles provided valid insurance, RTO fitness certificate, PUC and other government approved related documents.

4. The bidder shall have to submit the documents every year to SRFDCL Authorities and follow the rules and regulations for the same on regular basis. Inspection regarding the same shall be done by SRFDCL on regular intervals.
5. Bidder shall submit the copy of RC book and relevant necessary documents of those vehicles which shall be provided for carrying out garbage collection to SRFDCL Authorities. If in case the bidder changes the vehicle while executing the work, service provider shall inform to SRFDCL Authorities.
6. SRFDCL shall not be responsible for payment to any Authorities, Semi Govt. charges or any charges, deposits, dues, taxes fuel, oil, Lubricants, etc., connected with the service.

Schedule B

List of Cleaning Materials & Aids to be used on monthly basis (West Side)

Sr. No	Item Description	QTY
1	Multi surface Cleaner	50
2	Belt & Bucket (Unger)	2
3	Bucket 14 ltr.	3
4	Clip	6
5	Clip & Fit Mop refill	6
6	Cobweb Brush	3
7	Cotton Hand Gloves	12
8	Dry Mop Refill	12
9	Dry Mop Set	12
10	Dust Collector	6
11	Floor Cleaning Mop	6
12	Ezee Mop Roots 75mm	6
13	Feather Brush	6
14	Floor Duster	12
15	Fiber Hard Broom	6
16	Garbage Bags / kg	500
17	Glass Duster	25
18	Glass Wiper	6
19	Green Floor Wash	30
20	Hand Gloves	12
21	Hand Wash (Liquid Soap Fem)	12
22	Handle	3
23	Hard Broom	24
24	Heavy Hand Gloves	12
25	Washing Powder	6
26	Mosquito Spray	10
27	Hand wash shop	15
28	Mask	24
29	Mori Brush	3
30	Naphthalene balls	10
31	Bathroom fresheners (50gm)	24
32	Pattara (for scrapping purpose)	3
33	Room Freshener 320ml	12
34	Round Brush	6
35	Rubber Brush	6
36	Rubber Wiper	6
37	Scrubber	24
38	Steel scrubber	6

39	Soft Broom	30
40	T.P.Roll (Toilet Roll)	15
41	Table Duster (Check Duster)	24
42	Taski D7	3
43	Taski R1	5
44	Taski R2	5
45	Taski R3	3
46	Taski R4	4
47	Taski R5	5
48	Taski R6	3
49	Taski R7	3
50	Taski Sprile	3
51	Taski Sprile HD	3
52	Trolly Bucket	5
53	Unger Microfiber Mop	4
54	Urinal Screen	30
55	Sani cube 400gm	5
56	Visa Varsa (Unger)	1
57	W.C Brush (Hockey)	6
58	Wet & Dry Mop Complete 3 feet	1
59	Wet Mop Refill	6
60	Wet Mop Set	2
61	Wet Mop Set Gala	2
62	White Phenol Synthetics	25
63	Yellow Duster	12
64	Cleaning Shovel Steel	10
65	Telescopic Mop (20 feet)	2
66	Paper Napkin for Toilets as per requirements	
67	Pavda, Panjeti, Bhala Stick for litter picking and etc... (as per requirement by authority)	
68	Pedal Cycle (as per requirement)	

Note :-

1. Covered trolleys, Dustbins, dustpan, mops, buckets, wipers, gloves, dusters, Long stick with net, scrubbers, sponge, brooms (zadu – muttha), brushes, safety gear, Paper Napkin etc. to be provided by the Service provider as required.
2. The material specified here above is approximate quantity.
3. All the material must be used from standard company.
4. The management reserves the right to increase or decrease the above referred material.

5. This material is purely for estimation purpose; it can be increase or decrease by authority depending on requirement.

SCHEDULE C

<u>INDICATIVE MAINTAINANCE SCHEDULE FOR ALL THE SITES FOR CLEANING ACTIVITIES OF SRFDCL 2026</u>						<u>Date:-</u>
Sr. No .	Location	Activity / Area to be Checked	Prescribed frequency	Status		Remarks
				YES	NO	
1	Public toilets:-	Wet Mopping of Floor with Disinfectant	Thrice daily per shift as per the shift timing or as per the requirement			
2		Cleaning & Disinfection of WC / Urinals / Wash Basins				
3		Cleaning of Mirror & Glass				
4		Removal of Stains & Descaling of Toilets				
5		Cleaning of Doors, Handles & Partitions				
6		Emptying of Dustbins & Sanitary Bins				
7		Restocking toilet consumables				
8		Spraying of Room Freshener / Deodorizer				
9		Cleaning of spitting of nearby area				
10		Floor Dry & No Foul Odour				
11		Checking of Water Supply & Flushing System				
12		Doors, Handles, fixtures - if repaining work is required or not				
Note:- All cleaning activities shall be carried out on a regular basis as specified in the Scope of Work and/or on a daily basis to ensure cleanliness at all times.						
Sr. No .	Location	Activity / Area to be Checked	Prescribed frequency	Status		Remarks
				YES	NO	
1	Riverfront House:-	Sweeping, mopping with disinfectant - cabins, lobbies, reception, meeting rooms, conference rooms, exhibition hall, security room, Electrical room, staircases, lifts	Thrice daily per shift as per the shift timing or as per the			

2		Dusting, vacuuming & cleaning of floors, walls, ceiling, furniture, fixtures, fans, computers & peripherals, doors/windows, cleaning of cubicals	requirement			
3		Cleaning of window glasses, grills, Venetian blinds				
4		Cleaning of electrical switchboards, light fixtures, AC vents, projectors, fire equipment, nameplates, doormats				
5		Cleaning of waste baskets, removal of garbage, cobwebs disposal to designated site				
6		Spraying room fresheners in all rooms/cabins				
7		Toilets/Washrooms - Thorough cleaning, scrubbing, disinfection of WC, urinals, wash basins, bowls, seats, hinges, handles etc.				
8		Restocking toiletries - liquid soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls				
9		Cleaning of Exhibition Hall and surroundings				
10		Cleaning of 3 Parking Basements (sweeping, litter picking, washing)				
11		Cleaning of Staircase, Common Area, Lifts, Surrounding areas of Riverfront House				
12		Cleaning of Entire Terrace				
13		Deep cleaning / washing / scrubbing of floors & ceramic tiles				

14		Cleaning of bird Shitting from all the relevant areas				
15		Polishing of name boards, SS fittings				

Note:- All cleaning activities shall be carried out on a regular basis as specified in the Scope of Work and/or on a daily basis to ensure cleanliness at all times.

Sr. No .	Location	Activity / Area to be Checked	Prescribed frequency	Status		Remarks
		Atal Bridge:-		YES	NO	
1	Atal Bridge	Sweeping and cleaning entire walkway of bridge	Thrice daily per shift as per the shift timing or as per the requirement			
2		Litter picking, dry leaves collection, plastic/garbage removal				
3		Emptying of dustbins and cleaning of dustbins				
4		Mopping floor area, scrubbing, cleaning of glasses if any				
5		Cleaning of gutka, tobacco marks, stains from floor & railings				
6		Cleaning of railings, all fittings, lamp posts, viewing galleries				
7		Deep cleaning & mopping of entire bridge area				
8		Weekly washing of entire area and scrubbing				
9		Washing of upper/lower pipe frame and pillars with High Pressure Jet + Chemicals				
10		Over all cleaning of Plaza area & Shops				
11		Overall cleaning during events / high footfall				

Note:- All cleaning activities shall be carried out on a regular basis as specified in the Scope of Work and/or on a daily basis to ensure cleanliness at all times.

Sr. No .	Location	Activity / Area to be Checked	Prescribed frequency	Status		Remarks
		GARDENS :-		YES	NO	
1	Gardens	Sweeping & cleaning of entire garden area including offices/rooms of garden	Thrice daily per shift as per			

2		Litter picking - garbage/plastic/dry leaves removal	the shift timing or as per the requiremen t			
3		Emptying dustbins & cleaning of dustbins				
4		Cleaning of all toilets - mopping floor, scrubbing, glasses, doors, sanitary fittings, windows, pipes				
5		Restocking toilet consumables				
6		Weekly washing of entire area & scrubbing of main entrance, Food Court etc.				
7		Thorough cleaning/sweeping/washing/ mopping with disinfectant - entire area, staircases, toilets				
8		Scrubbing of all floors & ceramic tiles base				
9		Cleaning of ceiling & high walls, removal of wash stains, roofs, porches				
10		Cleaning of all windows, glasses, grills with detergents/cleaning agents				
11		Checking of Water Supply & Flushing System are ok in toilets				
12		Cleanliness around drinking water facility				
13		Overall cleaning during events / festivals				

Note:- All cleaning activities shall be carried out on a regular basis as specified in the Scope of Work and/or on a daily basis to ensure cleanliness at all times.

Sr. No .	Location	Activity / Area to be Checked	Prescribed frequency	Status		Remarks
		Gujari Bazar:-		YES	NO	
1	Gurjari Bazar	Sweeping, cleaning of stains - Gujari Bazar designated stretch	Thrice daily per shift as per the shift timing or as per the			
2		Sweeping, cleaning of stains - Dhobi Ghat designated stretch				

3		Wiping/cleaning of Street Furniture, lamp posts, retaining wall, dirty spots	requirement			
4		Emptying dustbins in vehicles (covered tractor trolley)				
5		Litter picking / removal of plastic/garbage waste				
6		Washing of area with water / nuisance tanker if required				

Note:- All cleaning activities shall be carried out on a regular basis as specified in the Scope of Work and/or on a daily basis to ensure cleanliness at all times.

Sr. No.	Location	Activity / Area to be Checked	Prescribed frequency	Status		Remarks
		Lower Promenade, open ground, footpaths:-		YES	NO	
1	Lower Promenade, open ground, footpaths	Sweeping, cleaning stains gutka/tobacco, emptying/cleaning dustbins, cleaning of Street Furniture, lamps, railings, retaining wall, Litter picking dry leaves, sweeping of ramps, stairs	Thrice daily per shift as per the shift timing or as per the requirement			
2		Sweeping, cleaning stains gutka/tobacco, wiping street furniture/lamp posts/retaining wall/dirty spots, emptying dustbins in vehicles				
3		Litter picking / sweeping garbage/plastic				
4		Sweeping, cleaning, litter picking footpaths/divider/roads, emptying dustbins in vehicles				
5		Cleaning of cocopeat for plants				

Note:-

1. Nuisance tanker should be use regularly around area with high footfall as communicate by the authority or as per the requirement of the authority
2. In case of default/breach/lapses, the penalties shall be levied as per the RFP terms and conditions.
3. SRFDCL reserves the right to modify the Schedule at its own discretion.

Supervisor of Service provider's Sign_____		SI/SII of SRFDCL Sign:-
Furthermore, this form shall be submitted to the concern authority of SRFDCL.		