



रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड

(भारत सरकार का उपक्रम)

पूर्वी क्षेत्र,

19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग, प्लॉट नंबर- 34/1, ब्लॉक-जी एन,

सेक्टर-V, साल्ट लेक सिटी, कोलकाता- 700091

टेली: 033-44009999, 44041499; फैक्स: 033-4400990, 44041490

RailTel Corporation of India Limited

(A Govt. of India Enterprise)

Eastern Region,

19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block -GN,

Sector-V, Salt Lake City, Kolkata -700091

Tele: 033-44009999, 44041499; Fax: 033-4400990, 44041490

Tendering Portal: <https://gem.gov.in>

"रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, पूर्वी क्षेत्र में एक वर्ष की अवधि के लिए
हाउसकीपिंग सेवा किराए पर लेना"

के लिए निविदा दस्तावेज़

TENDER DOCUMENT FOR

"Hiring of Housekeeping service for a period of one year at RailTel
Corporation of India Ltd., Eastern Region"

GeM बोली सं. (GeM Bid No.): GEM/2025/B/6427429, Dt. 08.07.2025

खुलने की नियत तिथि (Due date for opening): 29.07.2025

निविदा दस्तावेज की लागत (Cost of Tender Document): Not Applicable

	रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड पूर्वी क्षेत्र, 19वीं मंजिल, ऑरोरा वाटरफ्रंट बिल्डिंग, प्लॉट नंबर- 34/1, ब्लॉक-जी एन, सेक्टर- V, साल्ट लेक सिटी, कोलकाता- 700091 RailTel Corporation of India Limited Eastern Region, 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block -GN, Sector- V, Salt Lake City, Kolkata -700091 Telephone:033-44009999 FAX: 033-44009923 Website: www.RailTelindia.com

GeM बोली सूचना सं. (GeM Bid Notice No.): GEM/2025/B/6427429, Dt. 08.07.2025

रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, पूर्वी क्षेत्र, कोलकाता "रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड, पूर्वी क्षेत्र में एक वर्ष की अवधि के लिए हाउसकीपिंग सेवा किराए पर लेना" के लिए ई-बोलियां (एकल चरण, दो पैकेट सिस्टम) आमंत्रित करता है।

RailTel Corporation of India Ltd., Eastern Region, Kolkata invites e-bids (single stage, two packet system) for "Hiring of Housekeeping service for a period of one year at RailTel Corporation of India Ltd., Eastern Region".

निविदा विवरण निम्नानुसार दिया गया है:/

The Tender Details are given as under:

1	GeM बोली संख्या/ GeM Bid No.	GEM/2025/B/6427429, dt. 08.07.2025
2	बोलियां जमा करने की अंतिम तिथि और समय/ Last date & time for submission of Bids	29.07.2025 up to 14:00 hrs.
3	बोलियों के खुलने की तिथि और समय/ Opening date & time of Bids	29.07.2025 at 14:30 hrs.
4	प्रस्तावों की वैधता/ Validity of offers	60 days from date of opening of Bids
5	अनुबंध की अवधि / Contract Period	1 (One) Year from the date of issue of LOA, Extendable by 01 (One) year on same rates and Terms and Conditions.
6	अनुमानित निविदा मूल्य (जीएसटी सहित)/ Approximate tender value (Incl. GST)	Rs.15,50,339.00 (Incl. GST) (Rupees Fifteen Lacs Fifty Thousand Three Hundred Thirty Nine only)
7	बयाना राशि (ईएमडी)/ Earnest Money Deposit (EMD)	Rs. 32,000/-
8	निविदा दस्तावेज की लागत (जीएसटी सहित)/ Cost of Tender Document (Incl. GST)	Not Applicable
9	टीआरईडीएस सुविधा उपलब्ध है? TReDS Feature available?	Yes, on m1xchange portal (Url: https://www.m1xchange.com)

पात्र एमएसई को केवल बयाना राशि जमा करने से छूट दी गई है। कोई अन्य छूट नहीं दी जाएगी, विवरण खंड संख्या 4.6.5 पर दिया गया है।/

Eligible MSEs are exempted from submission of Earnest Money Deposit only. No other exemption will be given, details are given at clause No. 4.6.5.

नोट: निविदा सूचना और निविदा दस्तावेज रेलटेल की वेबसाइट पर उपलब्ध हैं और इसे <https://www.railtel.in> या GeM पोर्टल <https://gem.gov.in> से डाउनलोड किया जा सकता है। ऑनलाइन बोली जमा करने के लिए निविदाकार को GeM पोर्टल से निविदा दस्तावेज की एक आधिकारिक ऑनलाइन प्रति अनिवार्य रूप से डाउनलोड करनी होगी। इस GeM बोली के लिए भविष्य की सभी जानकारी अर्थात् शुद्धिपत्र / परिशिष्ट / संशोधन आदि केवल GeM पोर्टल पर पोस्ट किए जाएंगे। निविदा दस्तावेज की मुद्रित प्रति रेलटेल कार्यालय से प्रदान नहीं की जाएगी। किसी अन्य माध्यम से प्रस्तुत/भेजी गई बोली स्वीकार नहीं की जाएगी।

Note: Tender Notice and Tender Document are available on RailTel's website and can be downloaded from <https://www.railtel.in> or from the GeM Portal <https://gem.gov.in>. For online bid submission the tenderer will have to necessarily download an official online copy of the Tender document from GeM portal. All future Information viz. corrigendum /addendum/ amendments etc. for this GeM Bid shall be posted on RailTel website and GeM portal only. Printed copy of Tender document will not be provided from RailTel office. Bid submitted/sent by any other mode will not be accepted.

बोलीदाता बोली में तैयारी, प्रस्तुतीकरण/भागीदारी से संबंधित सभी लागतों को वहन करेगा। रेलटेल इन लागतों के लिए किसी भी तरह से जिम्मेदार या उत्तरदायी नहीं होगा, चाहे बोली प्रक्रिया के आचरण या परिणाम कुछ भी हों।/

The bidder shall bear all costs associated with the preparation, submission/participation in the bid. RailTel in no way will be responsible or liable for these costs regardless of the conduct or outcome of the bidding process.

अधूरी निविदाएं, और बिना बयाना राशि के निविदाओं को अस्वीकार कर दिया जाएगा।/

Incomplete tenders, and tenders without Earnest Money Deposit shall be rejected.

GeM बोली के संबंध में बयाना राशि जमा (ईएमडी) का भुगतान केवल नेट बैंकिंग या डिमांड ड्राफ्ट के माध्यम से स्वीकार किया जाएगा। GeM बोली के लिए सावधि जमा रसीद (एफडीआर) को बयाना राशि के रूप में स्वीकार नहीं किया जाएगा।

Payment of Earnest money deposit (EMD) in respect of GeM Bid, will be accepted through net banking or through Demand Draft. Fixed deposit receipt (FDR) will not be accepted as EMD for GeM Bids.

प्रस्ताव उपर्युक्त तिथि को उन बोलीदाताओं की उपस्थिति में खोले जाएंगे जो उपस्थित होना चाहते हैं। यदि बोली प्राप्ति/ खोलने की तिथि को अवकाश होता है, तो इसे अगले कार्य दिवस पर किया जाएगा। /

The offers shall be opened on above mentioned date in the presence of those bidders who choose to be present. If the receipt/opening bid date happens to be a holiday, the same shall be done on the next working day.

ऑनलाइन स्थानांतरण के लिए रेलटेल का बैंक खाता विवरण नीचे दिया गया है:/

The bank Account Details of RailTel for online transfer is furnished below:

Name of the Bank and Address	Union Bank of India, Chowringhee Road Branch, 1/1 Camac Street, Ground Floor, Kolkata – 70001
Name of the account holder	RAILTEL CORPORATION OF INDIA LIMITED
Account No.	401601010519491
IFSC Code	UBIN0540161

उप महाप्रबंधक/अनुबंध
 रेलटेल कॉर्पोरेशन ऑफ इंडिया लिमिटेड,
 पूर्वी क्षेत्र, कोलकाता
Dy. General Manager /Contracts
for RailTel Corporation of India Ltd.,
Eastern Region, Kolkata

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(Total Nos. of pages in this tender document are 47)

Chapter– 1
OFFER LETTER

GeM Bid No. GEM/2025/B/6427429, Dt. 08.07.2025

To
RailTel Corporation of India Ltd.,
Eastern Region,
19th Floor, Aurora Waterfront Building,
Plot no. 34/1, Block -GN,
Sector - V, Salt Lake City,
Kolkata -700091, West Bengal.

1. I/We _____ have read the various conditions detailed in tender document attached here to and hereby agree to ABIDE BY THE SAID CONDITIONS. I/We also agree to keep this tender open for acceptance for a period of 60 days from the date fixed for opening the same and in default thereof. I/We offer to do the **“Hiring of Housekeeping service for a period of one year at RailTel Corporation of India Ltd., Eastern Region”** as per Schedule of Requirement for GeM Bid No. **GEM/2025/B/6427429, Dt. 08.07.2025** for RailTel Corporation of India Limited at the rates quoted in the attached schedules and hereby bind myself/ourselves to provide satisfactory service.
2. I/We also hereby agree to abide by the Various Conditions of LOA/PO and to carry out the service and provide the materials laid down by the RailTel for the present order.
3. A sum of Rs. _____ (Rupees _____) only through net banking or through Demand Draft submitted herewith as “Earnest Money Deposit”. RailTel may forfeit the full value of Earnest Money deposit (EMD) without prejudice to any other rights or remedies if,
 - a. I/We withdraw or modify the offer within validity period or do not deposit the PG (Performance Guarantee) as mentioned in Clause 4.14 (Chapter-4), after issue of LOA/Purchase Order, or
 - b. I/We do not execute the contract agreement within 30 days after receipt of notice issued by the RailTel that such documents are ready, or
 - c. I/We do not commence the work within 15 days after receipt of orders to that effect.
4. Until a formal agreement is prepared and executed the acceptance of this tender document shall constitute a binding contract between us subject to modifications, as may be mutually agreed to between us and indicated in the “Letter of Acceptance” of my/our offer for this work.

SIGNATURE OF CONTRACTOR (S)
CONTRACTOR (S) ADDRESS

Date

SIGNATURE OF WITNESS

1.

2.

CHAPTER-2

SCHEDULE OF REQUIREMENTS & PRICE BID

Schedule of requirements/Estimated Cost: Purpose of housekeeping the offices shall be functional for 6 days in a week. There will be minimum 05 No. of employees at Aurora Water Front Building (out of this one employee should be female) to be deployed by the Agency for proper execution of service.

The housekeeping staff has to ensure proper maintenance and upkeep of the entire RailTel offices in Kolkata by cleaning frequency of minimum 2 times a day.

S. No.	Name of Building / Location	Location	Area (Sq. ft)	Remarks
1	Office building-Regional Office	Aurora Water Front 19th Floor GN 34/1, GN Block, Sector V, Bidhannagar, Kolkata, West Bengal 700091	16,370	Office building consists of 1 floor having officers' staff cabin, Common sitting area, Lobby area, Reception, Canteen, Conference Room, Store Room, Toilets etc.

* Contract may be extendable for further period of maximum 1 year on mutual agreement.

Total Estimated Cost excluding GST (Rs.)	13,13,847.00
Total Estimated Cost including GST @18% (Rs.)	15,50,339.00

Note:

- (I) Prices to be offered in INR. Rate quoted against SOR should be including of GST.
- (II) Bidder must provide the details of its trained and efficient employees for the work.

1.1.1 DETAILED SCOPE OF WORK:

- i. Purpose of housekeeping of the offices should be functional for 6 days in a week. There will be minimum 05 No. employees (out of this one employee should be female) to be deployed by the Agency for proper execution of service.
- ii. The housekeeping staff has to ensure proper maintenance and upkeep of the entire RailTel offices in Kolkata by cleaning frequency of minimum 2 times a day.
- iii. One supervisor may be deputed for weekly supervising of the work.

Operations to be done daily

1.2 The first round of cleaning and dusting working the entire offices should be completed before 9.15 AM daily by deploying adequate number of persons.

1.3 Sweeping and wet mopping of the entire covered area of 19th Floor including conference rooms, toilet, officer's chambers, pantry, store room and also the lift lobby of 19th floor. The floor area must be mopped twice daily, once before opening of office once and after lunch. Fresh bucket of water to be used for every 2000 Sq ft with Phenyl/Cleaner.

- 1.4 Removal of blockages and clogging in the wash basins and other sanitary fittings in the toilets for smooth outflow of wastewater.
- 1.5 Cleaning of main gate, Brass plates, Name Plates, Sign boards etc.
- 1.6 Cleaning drinking water cooler areas including attached sinks and tiles etc.
- 1.7 Dusting of all furniture such as tables, chairs, sofas, almirahs etc, and all the electronic gadgets like computers, telephones, photo copier machines etc. on daily basis. The doors, windows, partitions including the particle board, glass and aluminium channels in the entire office should be cleaned daily.
- 1.8 Sweeping of Reception area shall be completed daily as per norms.
- 1.9 Collection of all the sweepings, garbage and waste and its disposal.
- 1.10 Cleaning of all the Toilets in the office every two hours.
- 1.11 Washing of urinal Pots/WC pans/sinks/wash basin and cleaning all sanitary fittings and fixtures with clean cloth.
- 1.12 Filling of liquid soap in soap containers and putting of air freshener/sanitary cubes/naphthalene balls in urinal pots, urinal mats, etc.
- 1.13 The house keeping personnel shall be deployed on Saturdays also for the deep cleaning of office including removal of cobwebs in chambers and lavatories, removal of dust accumulated on the walls, window panes and ventilators in the toilets and thorough washing, rubbing and cleaning of reception, cleaning of electrical fittings.
- 1.14 Shifting of furniture and other equipment's, files etc. whenever required.
- 1.15 Indoor plants pots, mats and carpets are to be cleaned and its periodical shifting (for exposure to sunlight),
- 1.16 It shall be ensured that while carrying out the activities of dusting and cleaning the files/papers/documents etc. and the electronic gadgets etc. are not tampered with in any manner. In case such an incidence comes to the notice of the administration, strict action, as applicable shall be initiated against the person responsible.
- 1.17 Any other work assigned by the administration/authority concerned.
- 1.18 All the Pantry related cleaning work
- 1.19 All the housekeeping materials required for cleaning, waste disposal, toiletry, hand wash, floor mats, urinal mats, naphthalene, room freshener, sanitary cubes, waste disposal bags, dustbins, Hand Towels etc. to be provided by the agency

Operations to be carried out weekend/on demand:

- a. Deep cleaning including Scrubbing of office floor, officers chamber, toilets with scrubbing machine.
- b. Removal of dirt and dust collected on the ceiling domes with high pressure and water jet

machine.

- c. Removal of dirt and dust from the floor tiles and any other area with high pressure water jet machine as and when desired by the RailTel Corporation of India Ltd. administration.
- d. Vacuum cleaning of the sofas and other places and items as directed by the RailTel Corporation of India Ltd. administration.

Supply of machinery / consumable materials required for cleaning:

All the Housekeeping materials/ consumables, such as Brooms, Mop sticks and other cleaning materials etc. / machinery like vacuum cleaner, scrubber, water jet and any other machinery as required to execute the above jobs will be supplied by the agency. All the material supplied should meet the standards required.

List of Required cleaning agents/materials for Housekeeping Service:

Sl. No.	Item
1	Odonil-75 gm
2	Napthaline-500GM
3	Godrej Air Pocket
4	Phenyl - Nimyle -5 Ltrs.
5	Vim bar 300 Gm
6	Rin Bar
8	Surf Excel Bar
9	Surf Excel Blue Powder 500gm
10	Dettol Bath Soap
11	Polythene Garbage Bag 36X42 (25 Pcs)
12	Polythene Bag Carry-27'x30' (25 Pcs)
13	Polythene Bag Carry-17'x23' (25 Pcs)
15	Harpic-500 ML.
16	Dettol handwash Pouch-750 ml
17	Tissue Roll-125 Mts.
18	Colin
19	R2 Hygiene Cleaner-5 Ltrs.
20	Dry MOP Sponge
21	Wet Mop Set
22	Rubber Wipe
23	Hand Scotch Brite
24	Kitchen Wiper
25	Wet Mop Brush
26	Carpet Brush
27	Plunger Small
28	Mop Refill
29	Toilet Brush
30	Scrubber
31	Urinal Mat

Note: The above list of cleaning agents/materials is indicative and not limited. The bidders have to supply the cleaning agents/ materials as per actual requirement for proper upkeep to maintain the healthy and hygienic environment of the office premise.

PRICE BID**(Price Bid: Financial part)**

To:

Principal Executive Director,
 RailTel Corporation of India Ltd., Eastern Region,
 19th Floor, Aurora Waterfront Building, Plot No. 34/1, Block -GN,
 Sector- V, Salt Lake City, Kolkata -700091

Reference: GeM Bid No. GEM/2025/B/6427429, dated 08.07.2025

Name of the Work: Hiring of Housekeeping service for a period of one year at RailTel Corporation of India Ltd., Eastern Region.

Dear Sir,

Having examined the Tender Document (and amendments, if any), the receipt of which is hereby duly acknowledged, we, the undersigned, submit our Price (inclusive of all taxes) on hire basis for work given above as indicated below:

S No.	Description	Period of hiring	Estimated hiring charges for one year (Incl. GST)	Rate Quoted in GeM Portal
1	Hiring of Housekeeping service for a period of one year at RailTel Corporation of India Ltd., Eastern Region as per scope of work	1 Year	15,50,339.00	To be quoted in GeM Portal only

1	It is certified that I/We have inspected the office premise and acquainted myself /ourselves with actual conditions, work involved etc.
2	The above Rate are inclusive of GST.
3	I/We have carefully gone through the Instructions for bidders, Terms & conditions of contract, requirements, and other terms and conditions attached with the tender document.
4	I/We undertake to keep this offer valid for period indicated in Tender document from the date of opening of Bids and further not to revoke the same before the expiry of such period.
5	I/We undertake to provide Performance Guarantee of suitable amount towards faithful maintenance & supports of Housekeeping Service at RailTel Premise.

Chapter – 3

Technical Specification & Other Terms & Conditions

1. Technical Requirement Specifications: Not Applicable.

2. Eligibility and Other Terms & Conditions:

Technical Eligibility Criteria:

2.1.1 A. Bidder must have at experience of minimum 05 (five) years in the field of Housekeeping & Maintenance as on 31.03.2025.

2.1.1 B. Handled a minimum of 3 (three) completed annual contracts in Listed organizations, including at least 1 PSU/BANK/ any other departments under the State / Central Government anywhere in India.

2.1.1 C. Bidder should have their office in Kolkata.

2.1.1 D. The bidder is required to be a certified organisation holding all of the following certifications:

- ISO 9001
- ISO 14001
- ISO 27001
- ISO 45001

Financial Eligibility Criteria:

2.1.2 The Combined value of executed service contracts in housekeeping services should be minimum Rs. 5,42,619/- (35% of the Tender value) in last three financial years ending 31.03.2025 including current financial year.

2.1.3 The Bidder should have minimum 150% turnover of the advertised Tender Value i.e. Rs. 23,25,509/- in last three financial years ending 31.03.2025 including current financial year.

Note: The Bidder must note that they should have carried out and completed similar works in their own name as principal contractor and not in any other name as per MOU signed with other parties.

3. The bidder shall upload the self-attested/digitally signed copies of the following documents:

- i. Offer Letter
- ii. Signed Copy of Tender Document/ Corrigendum
- iii. Power of Attorney/Authorization
- iv. Notarized Affidavit as per Form No. 7
- v. Earnest Money Deposit (EMD)
- vi. In case bidder happens to be MSE registered with UDYAM under Ministry of MSME, the documentary evidence for the same along with Bid Security Declaration shall be submitted.
- vii. Declaration of Clean Track Record/No Blacklisting.
- viii. PF Registration with PF code number.
- ix. ESI Registration.

- x. Valid License (Registration) issued by jurisdictional Labour Commissioner.
- xi. Documents against Technical Eligibility Criteria.
- xii. Documents against Financial Eligibility Criteria.
- xiii. List of Arbitration cases (if any).
- xiv. Copies of certificates/allotment letter of GST and PAN number.
- xv. Details of managerial, supervisory and other staff.
- xvi. Copy of required ISO Certificates.
- xvii. Proof of having the office in Kolkata.
- xviii. Option for Payment through RTGS/NEFT
- xix. Nil Deviation Statement
- xx. Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at RailTel Corporation of India Ltd, Kolkata.

4. The bidder shall upload details of organizations where he has undertaken such similar services. The scope and details of the work to be carried out by the bidders at RailTel Corporation of India Ltd, Kolkata is given in Chapter-2.
5. General terms and conditions of the contract to be fulfilled by the bidder are given in Annex-III and the bidder shall upload a scanned copy duly signed/Digitally signed on each page as a token of agreeing to them.
6. The bidder may be a Proprietary firm, Partnership firm, Limited company, corporate body legally constituted, as per law with valid registration on the last date of submission of the bid.
7. The bidder should have a registered office in Kolkata, West Bengal.
8. There should be no case pending with the police against the proprietor/firm/partner or the company(agency) and should also not have been black listed/Holiday Listed by any Govt/Semi-Govt/PSUs. The firms should give such an undertaking with the bid.
9. The bidder shall pay Bid Security (EMD) of Rs. 32,000/- in the form of online Transfer/DD/Bankers Cheque/Pay Order in favour of RailTel Corporation of India Limited, Eastern Region, Kolkata payable at Kolkata or has to submit the MSE/NSIC/UDYAM certificate for claiming exemption from EMD along with Bid Security Declaration.
10. On award of the service, an agreement shall be signed with the successful bidder as per specimen provided.
11. Counter terms and conditions will not be accepted and also any additions/deletions or change in our format will not be allowed.
12. Nil.
13. The decision to award the contract to the successful bidder would be taken by the Competent Authority, RailTel Corporation of India Ltd, Eastern Region, Kolkata.
14. If any manpower is absent, alternative person has to be provided otherwise penalty shall be imposed to the tune of Rs. 1000/- per day per person.
15. Penalty shall be imposed for poor performance or poor quality of work, i. e. non-compliance to the tune of Rs. 500/- per day per person. contract can be terminated by RailTel with 24 hrs. notice if the performance of the contractor is not satisfactory and decision of the competent authority of RailTel shall be final.

16. All personnel have to be in prescribed uniform (Orange T Shirt with agency logo and Navy Blue Pant and in winter Navy Blue Half/Full Sweater) in case of non-compliance penalty shall be imposed Rs. 500/- per day per person.
17. Minimum one-woman personnel to be provided at the office.
18. All consumable supplies to be duly approved by RailTel Admin Department.
19. Register for Schedule of cleaning daily /weekly to be maintained.
20. Waste disposal should be carried through separation of biodegradable and non-biodegradable waste materials.
21. The bidder shall enter into an agreement with RailTel for providing proper housekeeping Service Guarantee met with absolute care and that RailTel gets proper desired level of service.
22. The successful bidder shall not be allowed to sublet the work.
23. Deleted.
24. The bidder should have PAN India presence.
25. The contractor shall strictly adhere to all prevailing labour laws, including of Contract Labour (Regulation and Abolition Act, 1970) and other safety regulations. The contractors shall comply with the provisions of all labour legislation, including the latest requirements of all the laws, directions, and guidelines that are applicable for carrying out the work, including, without limitation.
26. The contractor shall be liable to pay all such sums, or sums that may become payable as contribution, compensation, penalty, fine or otherwise, which the provided for in the said acts, to or on behalf of any workmen employed by the contractor by an authority empowered under the relevant Act.
27. The following data relating to employees has to be mandatorily provided by the vendor/contractor:
 1. Name & Address of the employees
 2. Photo ID & Address proof
 3. Two copies of Recent colored photographs of the employees
 4. EPFO registration details
 5. ESIC registration details
 6. Account numbers in which the salary of the employees is to be credited, along with details of the Bank, to reconcile (viz. Name of Bank, IFSC code, Branch Name, Address of the Bank)
 7. Employee's Verification copy from the local police authority.
28. The Contractor shall provide and ensure that the personnel engaged by them wear proper uniform, protection gear as required, and wear with entry ID card within the premises.

CHAPTER -4

A. COMMERCIAL TERMS & CONDITIONS

4.1 **Background:**

RailTel Corporation of India Limited, Government of India Enterprise, is a Category “A” ISP. RailTel is a NLD operator & have high-capacity OFC Network covering important cities across India. It has established as state-of-the-art pan India MPLS base IP network and SDH network covering important cities.

4.2. **Eligibility Criteria:**

As per Clause No. 2 of Chapter 3.

4.3. **Details of the Employees to be deployed:**

The bidder must submit the details of the trained and efficient employees to be deployed for fulfilment of the requirement of the work.

4.4 **Limitation of Liability:**

Provided the following does not exclude or limit any liabilities of either party in ways not permitted by the applicable law:

- a) The bidder shall not be liable to the purchaser, whether in the contract, tort or otherwise, for any indirect or consequential loss or damage, loss of use, loss of production, or loss of profits or interest costs, provided that this exclusion shall not apply to any obligation of the Bidder to pay liquidated damages to the purchaser. And
- b) The aggregate liability of the bidder to the Purchaser, whether under the Contract, in tort or otherwise, shall not exceed the total Contract Price, provided that this limitation shall not apply to any obligation of the Bidder to indemnify the Purchaser with respect to intellectual property rights infringement.

4.5 **Submission of Proposals:**

The proposals shall be submitted online in GeM Portal in two packets, i.e. separate technical proposal documents and Price Bid for hiring of Housekeeping Service.

Technical Bid: The bidder is required to submit the technical bid and Price bid in GeM portal before due date & time of submission of bids specified in this tender document.

- i. Offer Letter
- ii. Signed Copy of Tender Document/ Corrigendum
- iii. Power of Attorney/Authorization
- iv. Notarized Affidavit as per Form No. 7
- v. Earnest Money Deposit (EMD)

- vi. In case bidder happens to be MSE registered with UDYAM under Ministry of MSME, the documentary evidence for the same along with Bid Security Declaration shall be submitted.
- vii. Declaration of Clean Track Record/No Blacklisting.
- viii. PF Registration with PF code number.
- ix. ESI Registration.
- x. Valid License (Registration) issued by jurisdictional Labour Commissioner.
- xi. Documents against Technical Eligibility Criteria.
- xii. Documents against Financial Eligibility Criteria.
- xiii. List of Arbitration cases (if any).
- xiv. Copies of certificates/allotment letter of GST and PAN number.
- xv. Details of managerial, supervisory and other staff.
- xvi. Copy of required ISO Certificates.
- xvii. Proof of having the office in Kolkata.
- xviii. Option for Payment through RTGS/NEFT
- xix. Nil Deviation Statement
- xx. Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at RailTel Corporation of India Ltd, Kolkata.

Earnest Money Deposit (EMD), submitted through Demand Draft/Pay Order/Banker's Cheque drawn on scheduled bank payable at Kolkata/ online payment with details given below:

Name of Bank: Union Bank of India, Chowrighee Road Branch
Name of account Holder: RailTel Corporation of India Ltd.
Account Number: 401601010519491
IFSC: UBIN0540161
Branch: 1/1, Camac Street, Ground Floor, Kolkata – 700016

Financial Bid: The Financial Bid to be submitted only in GeM Portal.

4.6 Earnest Money Deposit (EMD):

4.6.1 The tenderer shall submit Earnest Money Deposit as per Tender Notice.

4.6.2 Any bid not accomplished with Earnest Money Deposit shall be summarily rejected.

4.6.3 RailTel may forfeit the Earnest Money Deposit (EMD) if a bidder withdraws his offer or modifies the terms and conditions of the offer during validity period and in the case of a successful bidder, if the bidder fails to accept the Letter of Acceptance (LOA) and fails to furnish Performance Guarantee (Security Deposit) in accordance with clause 4.14.

4.6.4 Deleted

4.6.5 Micro and Small Enterprises (MSEs):

Exemption/ Preference for UDYAM registered firms: For Small Scale Units / Micro & Small Enterprises, registered with UDYAM under Ministry of MSME and participating in this Gem Bid, following exemptions shall be available:

- (i) They shall be exempted from submitting cost of Tender document (if Applicable).
- (ii) They shall also be exempted from submitting Earnest money Deposit.

These exemptions shall be applicable provided respondent is registered with UDYAM.

Firms claiming these exemptions are required to submit along with their offer, a copy of their current and valid UDYAM registration certificate and Bid Security Declaration as per Form No. 6, otherwise their offer would not be considered, will be treated as invalid and summarily rejected.

- (iii) As mentioned in Section 7(4) of Ministry of MSME's Notification No. S.O2119 (E) dated 26th June, 2020, an enterprise registered with any other organization under the Ministry of MSME shall register itself under Udyam Registration. With effect from 01.07.2020, MSEs registered under Udyam Registration are eligible to avail the benefits under the Policy.
- (iv) However, traders/ distributors/ sole agent/ Works Contract are excluded from the purview of Public Procurement Policy for MSEs Order, 2012. Further, as mentioned in O.M. No. 5/2(2)/2021- E/P & G/Policy dated 02.07.2021, Retail and Wholesale traders can register on Udyam Registration Portal for the purpose of Priority Sector Lending (PSL) only. Accordingly, in Udyam site if it is mentioned as "TRADING" "[For availing benefits of Priority Sector Lending]" Then, the bidders submitted Udyam certificate showing above in Udyam site will not be considered for exemption of cost of Tender Document (if any) and EMD and their offer will be summarily rejected.

(v) TReDS facility:

1. RailTel is registered with m1xchange TReDS Platform having Buyer registration Number "BUYER00001496". The URL for m1xchange Platform is <https://www.m1xchange.com>. MSE suppliers/vendors are required to register themselves on m1xchange Platform for availing the facility of bill discounting on TReDS portal. The respondent is mandatorily required to submit its TReDS registration number (as provided by M1xchange portal) and GRN (Goods/Service Receipt Note) Number (as provided by RailTel on delivery of Goods/Service) while submitting the invoices if requires to avail TReDS facility.
2. MSE Vendor will bear all costs relating to availing the facility of discounting on TReDS platform including but not limited to Registration charges, Transaction charges for financing, Discounting Charges, Interest on financing, or any other charges known by any

name shall be borne by MSE Vendor.

3. MSE vendor hereby agrees to indemnify, hold harmless and keep RailTel and its affiliates, Directors, officers, representatives, agents and employees indemnified, from any and all damages, losses, claims and liabilities (including legal costs) which may arise from Sellers submission, posting or display, participation, in any manner, on the TReDS Platform or from the use of Services or from the Buyer's breach of any of the terms and conditions of the Usage Terms or of this Agreement and any Applicable Law on a full indemnity basis.
4. RailTel shall not be liable for any special, indirect, punitive, incidental or consequential damages or any damages whatsoever (including but not limited to damages for loss of profits or savings, business interruption, loss of information), whether in contract, tort, equity or otherwise or any other damages resulting from using TReDS platform for discounting their (MSE Vendor's) invoices.

(vi) Purchase preference to MSEs:

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

4.7 Validity of Contract

- 4.7.1 Validity of Contract will be one year from the date of issue of Letter of Acceptance, further extendable for another year on same terms & conditions and rate.

4.8 Clarifications

In case the bidder requires any clarification regarding the tender document it shall be sent through e-mail to abhishek.sahay@railtelindia.com with copy to pooransingh@railtelindia.com. Clarification request shall be submitted 7 (seven) days before last date of submission of the bids.

4.9 Rejection and Return of Bids

RailTel can reject any or all of the bids as per requirement of RailTel. The documentation submitted by the bidder shall not be returned. RailTel at its sole discretion, may not award

any order under the present tender. RailTel shall not pay any costs incurred towards preparation and submission of the bid or any other expenditure in this regard. If a bidder gives wrong information in their bid, RailTel can reject such bid at any stage or to cancel the contract if already awarded, Performance Bank Guarantee/ Security Deposit.

Canvassing in any form in connection with the tender is strictly prohibited and the bids submitted by the bidders who resort to canvassing are liable to be rejected.

If, a bidder has a relation or relations employed in RailTel, the authority inviting the bids shall be informed of the fact along with the offer, failing which RailTel, at its sole discretion, may reject the bid or encash the contract Performance Guarantee/ Security Deposit.

4.10 Evaluation Process

4.10.1 RailTel shall not be bound to accept the lowest or any tender or to assign any reason for non-acceptance or rejection of a tender.

4.10.2 The tender will be evaluated based on the tender conditions.

4.10.3 RailTel may discharge the tender at any stage without assigning any reason.

4.11 Contract

4.11.1. After completion of the selection process, RailTel will enter in to a contract with the selected bidder. The final contract would be in a format as follows and the following documents would be included as part of the final contract.

- i) Letter of Acceptance (LOA)/ Work Order
- ii) This Tender Document, and Corrigendums (if any).
- iii) Offer Letter submitted by the bidder.
- iv) Details of Performance Guarantee Amount.

4.12 Unsatisfactory Performance

RailTel shall have the sole and discretionary right to assess the performance of the housekeeping service provided by the bidder, and RailTel, without any liability whatsoever, either direct or indirect, may terminate their service contract offered by the bidder in case of unsatisfactory performance.

4.13 Award of Contract

A letter of LOA/ Work Order will be issued in writing by RailTel to the successful bidder(s) on the rates agreed and agreement signed with the bidder(s) for hiring of Housekeeping Service. RailTel shall be the sole judge in the matter of award of contract and the decision of RailTel shall be final and binding.

4.14 **Performance Guarantee Amount (PG):**

The successful tenderer shall submit 5% on full contractual value including GST towards Performance Guarantee Amount in the form of online transfer or irrevocable Bank Guarantee* from any scheduled Commercial bank (either private or PSU) but not from any cooperative bank or NBFC within 30 days of issue of Letter of Acceptance/Work Order for due fulfillment of contract, failing which a penal interest of 15% per annum shall be charged for the delay period i.e. beyond 30 (thirty) days from the date of issuance of LOA/WO till the receipt of PG.

* Round off to nearest higher Rs. 1000/- (one thousand).

However, RailTel reserves the right to terminate the contract in case the Bidder fails to submit the requisite PERFORMANCE GUARANTEE AMOUNT within 60 days of issuance of PO/LOA.

Note:

- 1) In case of Bank Guarantee: The BG shall be initially valid up to stipulated completion of all contractual obligations including warranty obligations (if applicable) plus 90 days along with a claim period of 12 months (time period between expiry date and claim date) on top of guarantee period (if applicable) under the contract.
- 2) A separate advice of the BG will invariably be sent by the BG issuing bank to the RailTel's Bank through SFMS and only after this, the BG will become acceptable to RailTel. It is therefore in own interest of bidder to obtain RailTel's bank IFSC code, its branch and address and advise these particulars to the BG issuing bank and request them to send advice of BG through SFMS to the RailTel's Bank.

Details for online SFMS confirmation using the platform are as below:

BG advising message: IFN 760COV/ IFN 767COV via SFMS

To mandatorily send the Cover message at the time of BG issuance.

IFSC Code of ICICI Bank to be used (ICIC0000007).

Mention the unique reference (RAILTEL6103) in field 7037.

- 3) Any performance guarantee up to a value of Rs. 5 Lakhs is to be submitted through online transfer only. The PG Amount of up to Rs. 5 Lakhs will not be accepted in any other form.

RailTel's Bank Account Details for submission of online PG amount are given below:

Company Name: RailTel Corporation of India Ltd.

Bank Name: Union Bank of India
Branch Name: Camac Street Branch
Bank IFSC: UBIN0540161
Account Type: Current Account
Account No.: 401601010519491
Address: 1/1, Camac Street, Ground Floor, Kolkata, West Bengal, PIN-700016

- 4) No Interest on Earnest Money and Performance Guarantee:
No interest shall be paid on the amount of earnest money and Performance Guarantee held by RailTel, at any stage.
- 5) The Performance Guarantee shall be submitted by the successful bidder after the Letter of Acceptance (LOA) has been issued, but before signing of the contract agreement. This PG shall be initially valid up to stipulated date of completion plus 90 days beyond that. In case, the time for completion of work gets extended, the contractor shall get the validity of PG extended to cover such time for completion of work plus 90 days.
- 6) The value of P. G. to be submitted by the contractor will not change for variation up to + 25% (either increase or decrease). In case during the course of execution, value of the contract increases by more than + 25% of the original contract value, an additional Performance Guarantee amounting to 5% (five percent) for the excess value over the original contract value shall be deposited by the contractor.
- 7) The Performance Guarantee (PG) shall be released after successful completion of Contract including warranty period obligations under the contract, duly adjusting any dues recoverable from the successful tenderer.
- 8) Wherever the contracts are rescinded, the Performance Guarantee shall be encashed and the balance work should be got done separately.

4.15 **Payment Terms & Paying Authority**

Payment shall be made by RailTel Eastern Region, to the selected bidder monthly after submission of the PG Amount and its confirmation. All the invoices shall be submitted to the office of Principal Executive Director, RailTel Corporation of India Ltd, Kolkata for verifications and processing of payment along with:

1. Tax invoice for the month.

2. Attendance Sheet.
3. Daily Performance Report.
4. Proof of deposit of EPF & ESI contribution.

For passing the bills, attendance report should be submitted along with copy of PG.

Bill passing authority for the service under SOR is Jt. GM/RailWire and Bill paying authority is Head of Finance of RailTel/Eastern Region.

The payment will be made on monthly basis after acceptance of the satisfactory service.

4.16 Taxies & Duties

- 4.16.1 Prices should be including GST. However applicable GST, should be indicated separately and shall be paid.
- 4.16.2 The price quoted in the offer should be firm, fixed indicating the breakup and inclusive of taxes & duties like import, custom, Anti-Dumping including CGST, SGST, IGST, UTGST etc. The offer should be inclusive of packing, forwarding, freight up to destination, insurance charges.
- 4.16.3 Bidder shall issue valid tax invoice to RailTel for availing proper credit of CGST/SGST/IGST/UTGST in case of award of Contract. GST will not be reimbursed in the absence of valid tax invoice.
- 4.16.4 For all the taxable services made by the vendor, the vendor shall furnish all the details of such taxable services in the relevant returns to be filed under GST Act.
- 4.16.5 If the vendor fails to comply with any of the above, the vendor shall pay to purchaser any expense, interest, penalty as applicable under the GST Act.
- 4.16.6 In case of incorrect reporting of the supply made by the vendor in the relevant return, leading to disallowance of input credit to purchaser, the vendor shall be liable to pay applicable interest under the GST Act to the credit of purchaser. The same provisions shall be applicable in case of debit/credit notes.
- 4.16.7 Tenderer shall quote rates including GST, but there shall be breakup of basic price and all type of applicable taxes such as SGST/CGST/IGST/UT GST along with respective HSN/SAC Code under GST Law (Including tax under reverse charges payable by the recipient).
- 4.16.8 Wherever the law makes it statutory for the Purchaser to deduct any amount towards GST at sources, the same will be deducted and remitted to the concerned authority.
- 4.16.9 In regards to works contract, the tenderer should have registration no. for GST in respective state where work is to be executed and shall furnish GST registration certificate along with Tender.

4.16.10 The imposition of any new tax and/ or increase /in the aforesaid taxes, duties levies, after the last stipulated date for the receipt of tender including extensions if any and the bidder there upon necessarily and properly pays such taxes/levies/cess, the bidder shall be reimbursed the amount so paid, provided such payments, if any, is not, in the opinion of RailTel attributable to delay in execution of work within the control of bidder .The bidder shall, within a period of 30day so the imposition of any such tax or levy or cess, give a written notice thereof to RailTel that the same is given pursuant to this condition ,together with all necessary information including details of input credit relating thereto. In the event of non-payment/ default in payment of any of the above taxes, RailTel reserves the right to with-hold the dues/ payments of bidder and make payment to state/Central Government authorities as may be applicable. However, if the rates are reduced after the last stipulated date for receipt of tender, bidder has to pass on the benefits to RailTel.

4.17 Termination Clause:

4.17.1 Either party i.e. RailTel or the bidder can terminate the service agreement by giving one month's notice in advance to the other party. In case, the bidder stops service without notice, RailTel has the right to encash the PG. In case the Quality of Service (QoS) is persistently below the agreed upon levels, the contract can be terminated by RailTel by giving 24 Hours' notice in writing and encasing the PG. A bidder whose order is terminated on quality ground, shall not be eligible for participate in such tenders of RailTel for a period of one year from the effective date of termination.

4.17.2 The purchaser may without prejudice to any other remedy for breach of contract, by written 7 days' notice of default, sent to the Contractor, terminate this contract in whole or in part:

- a. If the contractor fails to deliver any or all of the service within the time period(s) specified in the contract.
- b. If the contractor fails to perform any other obligation(s) under the contract; and
- c. If the contractor, in either of the above circumstances(s) does not remedy his failure within a period of 30 days (or such longer period as the Purchaser may authorize in writing) after receipt of the default notice from the purchaser.

4.17.3. RIGHT OF RAILTEL AFTER TERMINATION OF CONTRACT OWING TO DEFAULT OF CONTRACTOR:

- a. The Contractor shall have no claim to compensation for any loss sustained by him/her by reason of his/her having purchased or procured any materials or entered into any commitments or made any advances on account of or with a view to the execution of the job or the performance of the contract and Contractor shall not be entitled to recover or be paid any sum for any works thereto not actually performed under the contract, unless or until the user shall have certified the performance of such work and the value payable in respect thereof and the Contractor shall only be entitled to be paid the value so certified.
- b. Whenever the contract is terminated, the contractor will be barred from participating in RailTel/Eastern Region's future Tenders for the period of 1 (one) year from the date of Termination.

4.18 Monitoring Tools:

The Contractor should provide cleaning equipment's like vacuum cleaner, scrubber, water jet.

4.19 Settlement of Disputes and Arbitration:

- 1) Any dispute or difference whatsoever arising between the parties out of or relating to the construction, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by arbitration in accordance with the Arbitration and Conciliation Act, 1996 as amended and the award made in pursuance thereof shall be binding on the parties. The venue of such arbitration or proceedings thereof shall be at New-Delhi.
- 2) All arbitration proceedings shall be conducted in English. Recourse against any arbitral award so rendered maybe entered into court having jurisdiction or application may be made to such court for the order of enforcement as the case may be.
- 3) The Arbitral Tribunal shall consist of the Sole Arbitrator appointed by CMD/RailTel Corporation of India Limited, if the value of claim is up to Rs. 10 lakhs. If the value of the claim or amount under dispute is more than Rs. 10 Lakhs, the matter shall be referred to the adjudication of arbitral council. Chairman Managing Director (CMD) of RailTel Corporation shall furnish a panel of three names to the contractor, out of which, contractor will recommend one name to be his nominee and then CMD/RailTel shall appoint one name as RailTel's nominee and these two arbitrators with mutual consent shall appoint a third arbitrator who shall act as the deciding arbitrator in terms of Arbitration and Conciliation Act. The award of the sole arbitrator or the Arbitral council, as the case may be, shall be final and binding on both the parties. Each of the parties agree that notwithstanding that the matter may be referred to Arbitrator as provided herein, the parties shall nevertheless pending the resolution of the Controversy or disagreement, continue to fulfil their obligation under this Agreement so far as they are reasonably able to do so.

4.20 Disclaimer:

This tender document is not an offer by RailTel, but an invitation for bidder response. No contractual obligation whatsoever shall arise from the tender document process until a rate contract is signed with the bidder.

4.21 Confidentially:

This document contains information confidential and propriety to RailTel. Additionally, the bidder will be exposed by virtue of contracted to internal business information of RailTel. Disclosure of any part of the aforementioned information to parties not directly involved in providing the services requested could result in the disqualification of the bidder, pre-mature termination of the contract and or legal action against the bidder for breach of trust.

No news release, public announcement, or any other reference to this TENDER DOCUMENT or any program there under shall be made without written consent from RailTel.

All information pertaining to this TENDER DOCUMENT and the current operations, capabilities, products and clients of RailTel which the bidder may learn as a result of preparation of a response to this TENDER DOCUMENT, or in the course of any ultimate contract negotiation, is propriety and confidential information.

4.22 Liabilities of RailTel

The tender document is not an offer by RailTel, but an invitation for bidder responses. No contractual obligation whatsoever on behalf of RailTel shall arise from the tender document process unless and until a formal contract is signed and executed by duly authorized officers of RailTel and the bidder(s).

4.23 Proposal Process Management

RailTel would to accept, reject any or all proposals, to revise the tender document, to request one or more re-submissions or clarifications from one or more bidders, or to cancel the process in part or whole. Each party shall be entirely responsible for its own costs and expenses incurred while participating in the tender document and subsequent presentations, demonstrations and trials, and contract negotiation process.

4.24 Authorization to Bid

Responses by a bidder to this tender document should represent a firm offer to contract on the terms and conditions described in the bidder's response. The proposal must be signed by an official authorized to commit the bidder to the terms and conditions of the proposal. Bidder must clearly identify the full title and authorization of the designated official and provide a statement of offer commitment with the accompanying signature of the official and submit the copy of power of attorney/authority letter authorizing the signatory to sign the bid.

4.25 Intellectual Property

Deleted.

4.26 Delivery and Installation

Deleted.

4.27 Liquidated Damages

Deleted.

4.28 Change of Ownership of firm:

In the event of the bidder's company or the concerned division of the company being taken over/bought over by another company, all the obligations under the agreement with RailTel shall be passed on for compliance to the new company in the negotiation for their transfer.

4.29 **Credential Verification:**

The tenderer shall submit, along with the tender document, documents in support of his/their claim to fulfill the eligibility criteria as mentioned in the tender document. Each page of the copy of documents/certificates in support of credentials, submitted by the tenderer shall be self- attested/digitally signed by the tenderer or authorized representative of the tendering firm. Self- attestation shall include signature, stamp and date (on each page). Only those documents which are declared explicitly by the tenderer as “documents supporting the claim of qualifying the laid down eligibility criteria”, will be considered for evaluating his/their tender.

The tenderers shall submit a notarized affidavit on a non-judicial stamp paper stating that they are not liable to be disqualified and all their statements/documents submitted along with bid are true and factual. Standard format of the affidavit to be submitted by the bidder is enclosed as **Form No. 7 (Annexure-A)**. **Non submission of an affidavit by the bidder shall result in summary rejection of his/their bid.** It shall be mandatorily incumbent upon the tenderer to identify, state and submit the supporting documents duly self-attested by which they/he is qualifying the qualifying criteria mentioned in the Tender Document. It will not be obligatory on the part of the RailTel to scrutinize beyond the submitted document of the tenderer as far as his qualification for the tender is concerned.

- a) The RailTel reserves the right to verify all statements, information and documents submitted by bidder in his tender offer, and the bidder shall, when so required by the RailTel, make available all such information, evidence and documents as may be necessary for such verification. Any such verification or lack of such verification, by the RailTel shall not relieve the bidder of its obligations or liabilities here under nor will it affect any rights of the RailTel there under.
- b) In case of any wrong information submitted by the tenderer, the contract shall be terminated, Earnest Money Deposit (EMD), Performance Guarantee (PG) of contract forfeited and agency barred for doing business on entire RailTel for 5 (five) years.

4.30 **Force Majeure:**

Force majeure shall mean –

- War, hostilities (whether war be declared or not), invasion, act of foreign enemies.
- Rebellion, revolution, insurrection, or military or usurped power, or civil war,
- Ionizing radiation or contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
- Pressure waves caused by aircraft or other aerial devices traveling at sonic or supersonic speeds.

- Riot, commotion or disorder, unless solely restricted to employees of the Contractor or of his Subcontractors and arising from the conduct of the Works.
- Loss or damage due to the use or occupation by the Employer of any Section or part of the Permanent Works, except as may be provided for in the Contract.
- Loss or damage due to the extent that it is due to the design, other than any part of the design provided by the Contractor or for which the Contractor is responsible, and
- Any operation of the forces of nature against which an experienced contractor could not reasonably have been expected to take precautions.

Chapter – 5

INSTRUCTIONS TO THE BIDDERS

5.1. Offer Letter:

- 5.1.1 The bidder shall complete the Offer Letter (Chapter-1) and the Price Schedule (Chapter-2) furnished in the bid document, indicating the services to be provided, associated technical literature, quantity and prices etc.

5.2 Instructions for Tender Document to the tenderer

- a. Offer form, tender schedule and firm's letter head (if used) must be duly signed/ digitally signed by the tenderer.
- b. The Tenderer should avoid over writings and corrections. However, if such corrections and over writings become inescapable, these are to be properly and legibly corrected. Offers with correction / over writing should be properly attested by the Tenderer at every correction.
- c. The rates quoted should be written both in words and figures. The unit of rates should be in metric system and as per tendered specification/schedule. In case of difference between words and figures, the rate in words will prevail. If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser accordingly.
- d. Tenderers are requested to go through the Scope of work & Technical Specification, Commercial Terms & Conditions, Instructions to Bidders, General Conditions carefully and note that, by submitting the tender documents, duly signed, they have accepted these conditions and undertake to abide by these conditions (unless specifically disagreed to clause wise).

5.3 Earnest Money Deposit (EMD):

The tenderer shall submit Earnest Money Deposit as per Tender Notice.

5.4 Performance Guarantee Amount:

The tenderer shall submit Performance Guarantee Amount as per Clause No. 4.14 of Chapter-4.

5.5 Fax Quotations & Late Tenders:

Fax Tender documents and Late/Delayed tenders will not be considered

5.6 Attendance of Representatives for Tender Opening:

Representatives of tenderers desirous to attend the tender opening can do so on production of a proper letter of authority from the respective firm, failing which they may not be allowed to attend the tender opening. Authorized representatives of those firms who have submitted the tender documents alone shall be allowed to attend the tender opening.

Complete Tender documents duly signed & stamped on each page in token of acceptance should be submitted.

5.7 Rate, Taxes and Duties: -

5.7.1 Tenderer should submit offer on CIP destination basis. Tenderers should clearly indicate separately ex-works basic price, packing charges, forwarding charges, CGST/ SGST/ IGST/ GST, Freight and insurance charges up to destination, applicable for each unit tendered.

5.7.2 Tenderers are requested to quote under the following terms: -

The tenderers are required to quote in the same rate units/ Sets etc. as given in the tender schedule. Any deviation in this aspect will make the offer liable to be ignored.

5.7.3 Tenderer should submit firm price offer. Price quoted by the bidder shall remain fixed during the entire period of contract. The offer shall be firm in Indian Rupees. No Foreign exchange will be made available by the purchaser.

5.8 In case of imported equipment– Deleted

5.9 The tenderers are to indicate the Income-Tax PAN/GSTIN details and enclose a Photocopy of the same as governed by extant rules of the Government of India.

5.10 **Validity:** Tenderers are to keep validity of their offer open for a minimum period of 60 days. Offers with validity period of shorter duration would be taken as non-responsive and rejected.

5.11 Evaluation Criteria:

i) Rates quoted by the Tenderers with discounts, if any, linked to quantity will not be considered for determining inter-se position of the offers. Discounts with conditions attached to early payment, early Receipt/ Accountable etc., will also not be considered for determining inter-se position of the offers. Evaluation will be done SOR wise.

ii) Inter-se position of the offers will be determined on total unit rate on CIP destination basis which will include basic rate, custom duty, freight, insurance and any other charge or cost quoted by the tenderer, including CGST, SGST, IGST, GST payable on reverse charge by RailTel, wherever applicable as per prevailing rules.

Note: RailTel may discharge the tender at any stage without assigning any reason.

5.12 The Special Tender Conditions, wherever, they differ from General and Standard Conditions will override the latter.

5.13 Compliance & Deviation statements:

Compliance statement for acceptance of the technical requirements (Chapter-3) and Commercial Terms & Conditions, Instructions to the bidders (Chapter-4) shall be enclosed by the tenderer with the offer along with the technical literature other material and other documents in support of relevant clauses. Deviation statement, if any, (Chapter- wise and

Clause- wise) from these technical Specification & Tender conditions should also be submitted wherever tenderer wishes to deviate from these conditions.

5.14 Tenderer's Comments:

Any comments which the tenderer desires to make shall take the form of a separate statement in English and giving reference to page, clause or item numbers and shall be submitted along with the tender.

5.15 Tax deducted at Source:

Statutory deduction of taxes would be made as per the prevalent rules. The PAN number may be furnished invariably.

5.16 Addendum / Corrigendum:

Addendum / Corrigendum to the tender documents may be issued by RailTel prior to the date of opening of the tenders, to clarify or reflect modifications in the contract terms and conditions or in the design. Such addendum/corrigendum shall be communicated to the vendors by e-mail. Tenderers who are unable or unwilling to bring their tenders to conform to the requirements of the RailTel are liable to be rejected.

5.17 Ambiguity:

If there is any ambiguity or doubt as to the meaning of any of the tender clauses/conditions or if any additional information required, the matter should immediately be referred to RailTel in writing.

CHAPTER--6**Form No.1****PROFORMA FOR PERFORMANCE BANK GUARANTEE
(On Stamp Paper of requisite value)**

(To be used by approved Scheduled Banks applicable for more than Rs. 5 Lacs)

In consideration of the RailTel Corporation of India Limited. 19th Floor, Aurora Waterfront Building, Plot no. 34/1, Block -GN, Sector - V, Salt Lake City, Kolkata -700091, West Bengal. (Herein after called RailTel) having agreed to exempt..... (Hereinafter called "the said Contractor(s)") from the demand, under the terms and conditions of an Agreement No. dated made between and for (hereinafter called "the said Agreement") of security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions contained in the said Agreement, or production of a Bank Guarantee for Rs. (Rs. only). We,(indicate the name of the Bank) hereinafter referred to as " the Bank") at the request of Contractor(s) do hereby undertake to pay the RailTel an amount not exceeding Rs. Against any loss or damage caused to or suffered or would be caused to or suffered by the RailTel by reason of any breach by the said Contractor(s) of any of the terms or conditions contained in the said Agreement.

1. We, Bank do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on demand from the RailTel stating that the amount is claimed is due by way of loss or damage caused to or would be caused to or suffered by the RailTel by reason of breach by the said Contractor(s) of any of terms or conditions contained in the said Agreement or by reason of the Contractor(s) failure to perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs.only.
2. We, bank undertake to pay to the RailTel any money so demanded notwithstanding any dispute or disputes raised by the Contractor(s) / Supplier(s) in any suit or proceedings pending before any court or Tribunal relating thereto our liability under this present being, absolute and unequivocal.

The payment so made by us under this Bond shall be a valid discharge of our liability for payment there under and the Contractor(s) / Supplier(s) shall have no claim against us for making such payment.

We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the RailTel under or by virtue of the said Agreement have been fully paid and its claims satisfied or discharged or till RailTel certifies that the terms and conditions of the said Agreement have been fully and properly carried out by the said Contractor(s) and accordingly discharges this Guarantee. Unless a demand or claim under the Guarantee is made on us

in writing on or before the (1) We shall be discharged from all liability under this Guarantee thereafter.

We,..... (Indicate the name of Bank) Further agree with the RailTel that the RailTel shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the Agreement or to extend time of to postpone for any time or from time to time any of the powers exercisable by the RailTel against the said contractor(s) and to forbear or enforce any of the terms and conditions relating to the said Agreement and we shall not be relieved from our liability by reason of any such variation, or extension to the said Contractor(s) or for any forbearance, act or omission on the part of RailTel or any indulgence by the RailTel to the said Contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have affect of so relieving us.

This Guarantee will not be discharged due to the change in the Constitution of the Bank or the Contractor(s) Supplier(s).

We (indicate the name of Bank) lastly undertaken not to revoke this Guarantee during its currency except with the previous consent of the RailTel in writing.

NOT WITH STANDING ANYTHING CONTAINED HEREIN ABOVE

- (i) The liability of the surety under his Bank Guarantee shall not exceed Rs (Rupees..... only).
- (ii) This Bank guarantee shall be valid upto.....
- (iii) We are liable to pay the guaranteed amount or nay part thereof under this Bank Guarantee only and only if you serve upon the bank, written claim or demand on or before.....

Dated the..... day of 2025 for
.....
(Indicate the name of the Bank)

Witness:

Signature :
Name :

Signature :
Name :

NOTE: The Guarantee shall be valid for a period of 90 days after the expiry of the service period.

Form No.2**CONTRACT AGREEMENT**

(CA No. _____ for the work of “Hiring of Housekeeping Service at RailTel Regional Office for upkeeping of the office premise for a period of one year for RailTel Corporation of India Ltd., Eastern Region
”

This AGREEMENT is made at _____ on this _____ day of _____ two thousand and Twenty _____, by and between RailTel Corporation of India Limited (A Govt. of India Enterprise) having its Corporate office at Plate-A, 6th Floor, Office Tower-2, NBCC Building, East Kidwai Nagar, New Delhi- 110023 and Regional Office at 19th Floor, Aurora Waterfront Building, Plot no. 34/1, Block -GN, Sector - V, Salt Lake City, Kolkata -700091, West Bengal. acting in the premises through _____/Eastern Region (hereinafter referred to as ‘RailTel’, which expression should unless repugnant to the context or meaning thereof include its successors and permitted assigns) of the one part;

And _____ having its registered office at _____ acting in the premises through _____ (hereafter referred to as “Contractor”, which expression should unless repugnant to the context or meaning thereof include its successor and permitted assigns) of the other part.

Whereas in response to a call for Tender by RailTel for the work of “Hiring of Housekeeping service for a period of one year at RailTel Corporation of India Ltd., Eastern Region” as per tender papers at Annexure ‘A’ read with Corrigendum..... Issued by RailTel hereto, the Contractor has submitted a Tender as per Annexure ‘B’ hereto

AND WHEREAS the said Tender of the Contractor has been accepted for the work of “Hiring of Housekeeping Service at RailTel Regional Office for upkeeping of the office premise for a period of one year for RailTel Corporation of India Ltd., Eastern Region” ” as per copy of Letter of Acceptance of Gem Bid No. _____ Dated _____ complete with enclosures at the accepted rates and agreed deviations from tender papers as per Annexure-C hereto at contract value of Rs. _____ (Rupees _____ Only) duly accepted by the contractor.

Now this agreement witnesses that in consideration of the premises and the payment to be made by the Purchaser (RailTel) to the Contractor provided for herein, the Contractor shall execute and perform service for which the said Tender of the Contractor has been accepted strictly according to the various provisions in Annexure ‘B’ and ‘C’ hereto and upon such execute and performance to the satisfaction of the purchaser (RailTel) and the purchaser (RailTel) shall pay to the Contractor at the rates accepted as per the said Annexure ‘C’ and in terms of the provisions therein.

IN WITNESS whereof both the parties have hereunto set and subscribed their respective hands and/or seals on the day and year respectively mentioned against their respective signatures.

Signed and delivered by Shri _____ for and on behalf of RailTel Corporation of India Ltd.

The contract within named in the presence of :

1. Signature :
 Date :
 Name in Block Capitals :
 Address :

2. Signature :
 Date :
 Name in Block Capitals :
 Address :

Signed and delivered by Shri. _____ for and on behalf of _____, the contractor within named in the presence of:

1. Signature :
 Date :
 Name in Block Capitals :
 Address :

2. Signature :
 Date :
 Name in Block Capitals :
 Address :

Annexure – A : Tender Paper No. _____ with corrigendum, if any.

Annexure – B : Firm's offer.

Annexure – C : Letter of Acceptance No. _____ with all enclosures.

Annexure – D : Copy of Contract Performance Guarantee.

Form No.3

Spl. General Manager (Finance)
RailTel Corporation of India Ltd. (Regional Office)
19th Floor, Aurora Waterfront Building,
Plot no. 34/1, Block -GN, Sector - V,
Salt Lake City, Kolkata -700091,
West Bengal.

Sub.: Option for Payment through RTGS/NEFT

Sir,

You are requested to remit the payment due to us through RTGS/NEFT into our Current Account. The detail required duly verified by our bank for Online payment is provided here under for needful please.

DETAIL REQUIRED FOR PAYMENT THROUGH RTGS/NEFT

1.	Beneficiary Name	: M/s
2.	Beneficiary Address:	:
3.	PAN No.	:
4.	GSTIN (list)	:
5.	Name of Bank	:
6.	Bank A/c No.	:
7.	Bank Branch Address	:
8.	Branch Id Code:	:
9.	Current Account No.	:
10.	RTGS / IFSC Code	:
11.	NEFT/ IFSC Code	:
12.	MICR no.	:

I do hereby declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, RailTel will not be held responsible. Further, I undertake that till we request a change, paying authority may kindly continue to make the payments in our account as per above detail.

For Verified above Bank Particulars for Online payments

Authorized Signatory

Bank's Authorized Signatory

Forma No. 4**Annexure 'A'****Deviation Sheet Format**

Clause No.	Deviation Details

Annexure – 'B'

Srl. No.	Chapter No.	Page No.	Clause/Sub Clause No.	Clause Description	Query

(Soft copy also to be submitted in Excel format)**Signature with seal of the tenderer**

Form No. 5

Declaration of Clean Track Record/No Blacklisting

(To be submitted by Bidder on original letter head)

To,

Date

Principal Executive Director,
RailTel Corporation of India Ltd.,
Eastern Region, 19th Floor,
Aurora Waterfront Building,
Plot No. 34/1, Block GN, Sector-V,
Salt Lake, Kolkata-700 091

Sub: Deployment of maintenance team for maintenance of optic fibre cable network and upkeep of associated gears like AC, DG, Stabilizer, Change over unit, Shelter and Wi-Fi Equipments in Sasaram, Renukut and Purnea section of RCIL/ER for a period of 2 years and extendable by one year on same terms and conditions.

Ref: GeM Bid No. GEM/2025/B6427429, Dt. 08.07.2025.

Sir,

I/We hereby declare that my company has not been debarred / black listed as on Bid submission date by any State Government, Central Government, Central & State Govt. Undertakings/ Organizations and by any other Quasi Government bodies/ Organizations, and any other major Enterprise / Organizations in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices.

Yours faithfully,

(Signature, name and designation of the authorized signatory)

(Name and seal of the firm)

Form No. 6

FORMAT BID SECURITY DECLARATION

(On Non-judicial stamp paper of Rs. 100/-)

Whereas, I/We.....(Name of Agency) has submitted bid for
(Name of Work and GeM Bid No. GEM/2025/B/_____) and whereas Earnest Money
Deposit is being exempted in the aforesaid tender to give relief to the bidders as per Govt. of
India guidelines as the bidder being

I/We hereby submit the following "Bid Security Declaration" in lieu of exemption from submitting
Earnest Money Deposit: -

1) If I/We withdraw or modify my/our bid during the bid validity period (including extended validity
of tender) specified in the tender documents;

Or

2) If, after the award of work, I/We fail to accept LOA/PO, or to sign the contract agreement or
fail to submit performance guarantee Amount or fail to commence the work within stipulated time
period prescribed in tender documents;

Or

3) If I/We furnish any incorrect or false statement/ information/ document;

Or

4) If I/We hide any relevant information or do not disclose any material fact in the tender;

I/We may be disqualified and banned for a period of three years and shall not be eligible to bid
for future tenders in RailTel Corporation of India Ltd. for the period of three years from date of
issue of such orders.

(Signed by the Authorized Representative of Firm)

Name of Authorized Representative:

Name of Firm:

Date:

Form No. 7 (Annexure-A)**FORMAT FOR AFFIDAVIT TO BE UPLOADED BY TENDERER ALONGWITH THE
GeM BID DOCUMENTS**

(To be executed in presence of Public notary on non-judicial stamp paper of the value of Rs. 100/- . The paper has to be in the name of tenderer) **

I..... (Name and designation) ** appointed as the attorney/authorized signatory of the tenderer (including its constituents),

M/s(hereinafter called the tenderer) for the purpose of the Tender documents for the work ofas per the GeM Bid No..... of (RailTel Corporation of India Limited/Eastern Region), do hereby solemnly affirm state on the behalf of the tenderer including its constituents as under:

1. I/We the tenderer (s) am/are signing this document after carefully reading the contents.
2. I/we the tendered (s) also accept all the conditions of the tender and have signed all the pages in confirmation thereof.
3. I/we hereby declare that I/we have downloaded the tender documents from GeM portal. I/we have verified the content of the document from the website and there is no addition no deletion or no alternation to be content of the tender documents. In case of any discrepancy noticed at any stage i.e. evaluation of Tenders, execution of work or final payment of the contract, the master copy available with the RailTel administration shall be final and binding upon me/us.
4. I/we declare and clarify that I/we have not made any misleading or false representation in the forms, statements and attachments in proof of the qualification requirements.
5. **I/we also understand that my/our offer will be evaluated based on the documents/credentials submitted along with the offer and same shall be binding upon me/us.**
6. **I/we declare that information and documents submitted along with the tender by me/us are correct and I/we are fully responsible for the correctness of the information and documents, submitted by us.**
7. I/we undersigned that if the certificates regarding eligibility criteria submitted by us are found to be forged/false or incorrect at any time during the process for evaluation of tenders, it shall lead to forfeiture of the tender EMD (action as per Bid Security Declaration in case of firms claiming EMD exemptions) besides banning of business for five years on entire RailTel. Further, I/we (Insert name of the tenderer) ** _____ and all my/our constituents understand that my/our constituents understand that my/our offer shall be summarily rejected.
8. I/we also understand that if the certificates submitted by us are found to be false/forged or incorrect at any time after the award of the contract, It will lead to termination of the contract, along with forfeiture of EMD/SD (action as per Form No. 6 for firms claiming EMD exemptions) and

performance guarantee besides any other action provided in the contract including banning of business for 05 (five) years with entire RailTel.

DEPONENT
SEAL AND SIGNATURE OF THE TENDERER

VERIFICATION

I/we above named tender do hereby solemnly affirm and verify that the contents of my/our above affidavit are true and correct. Nothing has been concealed and no part of it is false.

DEPONENT
SEAL AND SIGNATURE OF THE TENDERER

Place:
Dated:

** The details as appropriate, are to be filled in suitably by tenderer. Attestation before Magistrate/Notary Public.

Chapter- 7

INSTRUCTIONS TO THE BIDDERS

2.0 General:

These are the Special Instructions to the Bidders for Tendering.

The RailTel Tenders are published on <https://www.railtel.in> and on e-Procurement Portal <https://gem.gov.in>.

For E-Tendering bids /information by bidders is to be submitted “Online” on e-Procurement Portal <https://gem.gov.in>. Any document / information pertaining to this tender will have to be submitted by the bidder online. The digital signature of the tenderer on the e-tender form will be considered as confirmation that the tenderer has read, understood and accepted all the documents, unless special deviation is quoted by the tenderer in the technical & commercial deviation templates.

Please note all columns should be filled and blank columns, if any, should be marked as nil.

Please read carefully all the clauses of the tender before uploading the tender form. please sign on each page.

The tenderer may download tender form from the web site '<https://www.railtel.in>' or from the e-Procurement Portal <https://gem.gov.in>'.

NOTE: For online bid submission the tenderer will have to necessarily download an official online copy of the tender documents from e-Procurement Portal <https://gem.gov.in> and this should be done well before the deadline for bid-submission.

2.1 Submission of the bid:

The bidder is required to submit the technical bid and Price bid in GeM portal before due date & time of submission of bids specified in this tender document.

2.2 Following documents shall be submitted in Technical and Price bid as given below:

(a) “TECHNICAL BID”; -The bid shall consist of the following: -

- i. Offer Letter
- ii. Signed Copy of Tender Document/ Corrigendum
- iii. Power of Attorney/Authorization
- iv. Notarized Affidavit as per Form No. 7
- v. Earnest Money Deposit (EMD)
- vi. In case bidder happens to be MSE registered with UDYAM under Ministry of MSME, the documentary evidence for the same along with Bid Security Declaration shall be submitted.
- vii. Declaration of Clean Track Record/No Blacklisting.

- viii. PF Registration with PF code number.
- ix. ESI Registration.
- x. Valid License (Registration) issued by jurisdictional Labour Commissioner.
- xi. Documents against Technical Eligibility Criteria.
- xii. Documents against Financial Eligibility Criteria.
- xiii. List of Arbitration cases (if any).
- xiv. Copies of certificates/allotment letter of GST and PAN number.
- xv. Details of managerial, supervisory and other staff.
- xvi. Copy of required ISO Certificates.
- xvii. Proof of having the office in Kolkata.
- xviii. Option for Payment through RTGS/NEFT
- xix. Nil Deviation Statement
- xx. Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at RailTel Corporation of India Ltd, Kolkata.

b) “Price Bid” Shall contain

The price bid for “Schedule of requirements” as per Note of Chapter- 2 for each item quoted exactly according to the proforma, as also submitted.

Note: Non-submission of the above-mentioned documents may lead to rejection of the bid.

2.3 Fax Quotations & Late Tenders:

Fax Tender documents and Late/Delayed tenders would not be considered.

2.4 Attendance of Representatives for Tender Opening:

Representatives of tenderers desirous to attend the tender opening can do so on production of a proper letter of authority from the respective firm, failing which they may not be allowed to attend the tender opening.

2.5 Addendum / Corrigendum:

Addendum / Corrigendum to the tender documents may be issued by RailTel prior to the date of opening of the tenders, to clarify or reflect modifications in the contract terms and conditions. Such addendum/corrigendum shall be available on RailTel Website & GeM portal. Tenderers who are unable or unwilling to bring their tenders to conform to the requirements of the RailTel are liable to be rejected.

2.6 Bid submission and Opening date:

2.6.1 The bid should be submitted along with Technical & Price bid document (all documents) in GeM portal as per date & time given in the Bid document.

2.6.2 The tenderer's bids will be opened at the time & date of opening of the tender given in the Tender Notice in presence of such Tenderers present who choose to be

present.

Bids received after due date and time shall be summarily rejected and shall not be opened.

2.6.3 Submission of offline documents:

The bidder is required to submit the following documents offline to RailTel Corporation of India Limited, Eastern Region, 19th floor, Aurora waterfront, GN 34/1, Block- GN, Sector –V, Salt Lake, Bidhannagar, Kolkata-700091, West Bengal before due date and time of submission of bids specified in this tender document, in a sealed envelope. The envelope shall bear the tender name, GeM Bid No..... and the words “DO NOT OPEN BEFORE (DUE DATE & TIME):

1. Original Power of Attorney/Authorization in favour of the signatory duly authorizing the signatory **(Mandatory)**.
2. Original Notarized affidavit as per format provided in Form No. 7 (Annexure-A) **(Mandatory)**.
3. Bid Security Declaration in Form No. 6 (applicable for MSEs) **(Mandatory)**

CHAPTER- 8

E-tendering Instructions to Bidders

2A.0 GENERAL:

These Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in Chapter- 3 of the Tender Document. Submission of Bids only through online process is mandatory for this Tender.

E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, RailTel has decided to use the portal <https://gem.gov.in>. Bidder Enrolment can be done using "Online Bidder Enrolment".

The instructions given below are meant to assist the bidders in registering on the e- tender Portal and submitting their bid online on the e-tendering portal as per uploaded bid. More information for submitting online bids on the GeM Portal may be obtained at: <https://gem.gov.in>.

2A.1 GUIDELINES FOR REGISTRATION:

1. Bidders are required to register on the e-Procurement Portal: <https://gem.gov.in> available on the home page of e-tender Portal.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their account.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidders.
4. The scanned copies of all original documents should be uploaded in pdf format on e-tender portal.

2A.2 SEARCHING FOR TENDER DOCUMENTS:

1. There are various search options built in GeM Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, bidders can pay/submit the EMD in the following forms:

2.1 EMD can be submitted in the form of Demand Draft/Pay Order/Banker's

Cheque drawn in favour of “RailTel Corporation of India Ltd.” payable at Kolkata on or before 14:00 hrs. on bid opening date. The Bid received without EMD will be summarily rejected.

- 2.2 In addition to above, Tenderer has an option for online submission of EMD also. The EMD should be remitted in following account of RailTel Corporation of India Limited before the stipulated time and date of bid submission:

The bank Account Details of RailTel for online transfer is furnished below:

Name of the Bank and Address	Union Bank of India, Chowringhee Road Branch, 1/1 Camac Street, Ground Floor, Kolkata – 70001
Name of the account holder	RAILTEL CORPORATION OF INDIA LIMITED
Account No.	401601010519491
IFSC Code	UBIN0540161

2A.3 PREPARATION OF BIDS:

1. Bidder should take into account any corrigendum published on the tender document before submitting their bid.
2. Please go through the tender notice and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option, which helps in reducing size of the scanned document.

2A.4 SUBMISSION OF BIDS:

- 2A.4.1 Bidder should log into the GeM Portal well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2A.4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RailTel.
- 2A.4.4 Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document.
- 2A.4.5 The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

2A.4.6 The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

2A.5 **For any clarification in using GeM Portal:**

2A.5.1 Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2A.5.2 Any queries relating to the process of online bid submission or queries relating to GeM Portal in general may be directed to the Helpdesk Support.

GeM helpdesk address: helpdesk-gem[at]gov[dot]in

Toll Free Numbers (Inbound): Call
1800-419-3436 / 1800-102-3436
(9:00 am - 10:00 pm Mon to Sat)

1. RailTel Contact-I (for general Information)

RailTel's Contact Person: Sh. Pooran Singh, Asst. GM/Tender

Mobile No. 9007044140, E-mail ID: pooransingh@railtelindia.com

2. RailTel Contact-II (for general Information)

RailTel's Contact Person: Ms. Abhishek Kumar Sahay, Asst. GM/P&A

Mobile No. 9007044163, E-mail ID: abhishek.sahay@railtelindia.com

Chapter – 9
CHECK LIST (To be filled up)

S No.	Have you submitted the following documents?	Submitted/ Complied or Not	Page No./ Ref. No. of offer
1	Dully filled in Offer Letter as per Chapter No. 1 (Mandatory)		
2	Complete tender documents duly signed & stamped/Digitally signed on each page in token of acceptance (Mandatory)		
3	Power of Attorney/Authorization to participate in the tender (Mandatory)		
4	Notarized Affidavit as per Form No. 7 (Mandatory)		
5	Earnest Money Deposit (EMD) or document for exemption from submission of EMD (Mandatory)		
6	Bid Security Declaration (Mandatory for MSE Bidder)		
7	Declaration of Clean Track Record/No Blacklisting. (Mandatory)		
8	PF Registration with PF code number.		
9	ESI Registration.		
10	Valid License (Registration) issued by jurisdictional Labour Commissioner.		
11	Documents against Technical Eligibility Criteria (Mandatory)		
12	Documents against Financial Eligibility Criteria (Mandatory)		
13	List of Arbitration cases (if any).		
14	Copies of certificates/allotment letter of GST and PAN number.		
15	Details of managerial, supervisory and other staff.		
16	Copy of required ISO Certificates. (Mandatory)		
17	Proof of having the office in Kolkata. (Mandatory)		
18	Option for Payment through RTGS/NEFT as per Form No. 3		
19	Nil Deviation Statement		
20	Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at RailTel Corporation of India Ltd, Kolkata.		

....END of Tender Document....