

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	17-08-2026 16:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	17-08-2026 16:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Education
विभाग का नाम/Department Name	Department Of Higher Education
संगठन का नाम/Organisation Name	National Testing Agency
कार्यालय का नाम/Office Name	Delhi
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :vijaykumarpatil@ord.gov.in Buyer Email id: rajesh.chelle@nta.ac.in
कुल मात्रा/Total Quantity	1
वस्तु श्रेणी /Item Category	Housekeeping Services
GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS	Housekeeping Services
GeMARPTS में खोजा गया परिणाम / Searched Result generated in GeMARPTS	Haulage & Housekeeping Services, OBHS and Related Service for Railways (New Version 2.0), Facility Management Services - LumpSum Based, Calibration Services, Interpretation Services, Support Services, Software Support Services 2.0, Tele-Health Services, Coal Exploration Services, Asset Valuation Services
अधिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	Herbal Pest Control Gel
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	250 Lakh (s)
मूल उपकरण निर्माता का औसत टर्नओवर (गत 3 वर्षों का)/OEM Average Turnover (Last 3 Years)	250 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation

बिड विवरण/Bid Details	
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Past Performance,Bidder Turnover,Certificate (Requested in ATC),OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC),Compliance of BoQ specification and supporting document *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
विगत प्रदर्शन /Past Performance	80 %
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
लागू आरसीएम/RCM Applicable	Yes
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	1000000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	27

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

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

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

लाभार्थी /Beneficiary :

Director General
Fifth Floor, Government of India Press, Minto Road, New Delhi-110002
(Director General, Nta)

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

एमआईआई खरीद वरीयता / MII Purchase Preference

एमआईआई खरीद वरीयता / MII Purchase Preference	Yes
मेक इन इंडिया विक्रेताओं को खरीद में प्राथमिकता, यदि उनका मूल्य L1+X% तक की सीमा में है / Purchase Preference to MII sellers available upto price within L1+X%	20
मेक इन इंडिया खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MII purchase preference	50

सार्वजनिक खरीद (मेक-इन-इंडिया को प्राथमिकता) आदेश 2017 के अनुसार केवल क्लास 1/क्लास 2 के स्थानीय आपूर्तिकर्ताओं को ही भागीदारी की अनुमति है दिनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time)	Yes, in compliance with the MII ORDER : DPIIT Order(as amended and applicable time to time)
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	25

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
3. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
4. Preference to Make In India products (For bids < 200 Crore):Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The

buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

[OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017 and its subsequent Orders/Notifications issued by concerned Ministry .Benefits of MSE will be allowed only if seller/service provider is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal 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 bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

6. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three Financial years before the bid opening date to any Central / State Govt Organization / PSU. Copies of relevant contracts (proving supply of cumulative order quantity in any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

जीएसटी की धारा 9(3)|/Section 9(3) Of GST

Where ever RCM is applicable, sellers (Regular GST registered seller who opted out of FCM , unregistered seller, seller registered under composition scheme)will be forced to put Zero GST and GST cess in their bids. Buyer will have liability of paying the GST and GST cess to the government on the specified rate mentioned by them in this Bid.

जीएसटी की धारा 9(3)| / Section 9(3) Of GST

Where ever RCM is applicable, sellers (Regular GST registered seller who opted out of FCM , unregistered seller, seller registered under composition scheme)will be forced to put Zero GST and GST cess in their bids. Buyer will have liability of paying the GST and GST cess to the government on the specified rate mentioned by them in this Bid.

If the buyer has mentioned MSE purchase preference in ATC then service provider is required to upload necessary documents for MSE purchase preference for verification by the buyer during evaluation.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

FINANCIAL BID - [1784891260.xlsx](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
03-08-2026 11:00:00	Fifth Floor, Government of India Press, Minto Road, New Delhi-110002

Housekeeping Services (1 Lot)

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

क्रेता विशिष्टि दस्तावेज़ /Buyer Specification Document	Download
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इनपुट कर क्रेडिट(आईटीसी) तथा रिवर्स प्रभार (आरसीएम)/Input Tax Credit(ITC) and Reverse Charge(RCM) Details

जीएसटी पर इनपुट कर क्रेडिट /ITC on GST	जीएसटी उपकर कर क्रेडिट /ITC on GST Cess	लागू आरसीएम/R CM Applicable	रिवर्स प्रभार के अनुसार जीएसटी/GST as per RCM	रिवर्स प्रभार के अनुसार जीएसटी उपकर 1 /GST Cess 1 as per RCM	GST Cess 2 as per RCM	वैकल्पिक रिवर्स प्रभार /Optional RCM
NA	NA	Yes	18%	NA	NA	Yes

परिषेती/रिपोर्टिंग अधिकारी तथा मात्रा/Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	परिषेती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	RAJESH KUMAR YADAV	110020,National Testing Agency, First Floor, NSIC-MDBP Building, Okhla Industrial Estate, Phase III	1	15

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

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be $(\text{Increased quantity} \div \text{Original quantity}) \times \text{Original delivery period (in days)}$, subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Final Specifications are given in Scope of work. Specifications and ATC points mentioned in the RFP in ATC will override all specifications and Terms and conditions mentioned anywhere in the bid

3. Buyer Added Bid Specific ATC

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

अस्वीकरण/Disclaimer

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

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

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

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working

Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

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

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

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

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

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

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

[यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions](#)

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

---धन्यवाद/Thank You---



REQUEST FOR PROPOSAL (RFP)
FOR
PROVIDING COMPREHENSIVE HOUSEKEEPING SERVICES, PEST CONTROL,
WASTE MANAGEMENT & INDOOR HORTICULTURE SERVICES
AT

NATIONAL TESTING AGENCY (NTA)

*(An Autonomous Organization under the Department of Higher Education,
Ministry of Education, Government of India.)*

Fifth Floor, Government of India Press, Minto Road, New Delhi-110002

Tel: [+91 11 69095250](tel:+911169095250)

Website: www.nta.ac.in

E-Mail: procurement@nta.ac.in

EMD: Rs. 10,00,000/-

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CHAPTER – I

NOTICE INVITING TENDER (NIT)

1.1 Introduction

The National Testing Agency (NTA), an autonomous organization under the Ministry of Education, Government of India, invites online bids through the Government e-Marketplace (GeM) from eligible, experienced and financially sound agencies for providing **Comprehensive Housekeeping Services, Pest Control, Waste Management and Indoor Horticulture Services** at its offices and other locations as may be specified by NTA from time to time.

The selected Service Provider shall be responsible for providing professional housekeeping, mechanized cleaning, sanitation, waste management, pest control and indoor horticulture services through trained manpower, modern machinery, eco-friendly chemicals and scientific cleaning practices to ensure a clean, hygienic, healthy and aesthetically maintained working environment.

The contract shall initially remain valid for **Two (02) Years and shall be extendable** for two additional periods of one year each subject to satisfactory performance, mutual consent and approval of the Competent Authority.

1.2 Bid Information

Particular	Details
Tender Inviting Authority	National Testing Agency, Fifth Floor, Government of India Press, Minto Road, New Delhi-110002
Tender Title	Selection of Service Provider for Providing Housekeeping/Facility Management Services
Tender Mode	Government e-Marketplace (GeM)
Procurement Method	Open Competitive Bidding
Evaluation Method	QCBS (70:30)
Bid System	Two Bid System
Contract Period	Two Years (Extendable)
Contract Type	Service Contract
Place of Deployment	NTA Headquarters (Minto Road) , Regional Offices (Okhla) and other notified locations at Delhi NCR region
Estimated Contract Value	₹ 5 Crores plus GST (Tentative) for a period of 2 years without considering any variation.
Earnest Money Deposit	₹ 10,00,000/- (Rupees Ten Lakh Only)
Performance Security	5% of Contract Value
Bid Validity	180 Days from the last date of bid submission
Availability of Tender Document	Tender Document can be downloaded through GeM Portal https://gem.gov.in/ and link is also available on NTA's website www.nta.ac.in .

1.3 Important Dates

The following schedule shall be applicable:

Activity	Date
Publication of Tender	As per GeM Portal
Start of Bid Submission	As per GeM Portal
Pre-Bid Meeting	As notified on GeM
Last Date of Submission	As per GeM Portal
Opening of Technical Bid	As per GeM Portal
Technical Presentation	To be intimated
Opening of Financial Bid	Only for Technically Qualified Bidders

1.4 Earnest Money Deposit (EMD)

a. The Bidder shall submit, along with their Bids, an Earnest Money Deposit (EMD) of INR 10,00,000/- (Rupees Ten Lakh Only) through Online Transfer / Demand Draft / NEFT/RTGS mode in favor of NTA payable at New Delhi.

Bank details are as follows:

- Beneficiary's bank Name: State Bank of India,
- IFSC Code: SBIN0000727
- Account Number: 37714486224
- Current Account
- MICR :110002422

b. A scanned copy of the payment instrument / online payment receipt shall be uploaded with the Technical Bid on the GeM portal. However, original copy of the payment instrument viz DD/FDR etc. shall be submitted to the NTA Minto road office in physical form before bid opening date.

c. EMD of all unsuccessful Bidders would be refunded by the NTA to the Bidder being notified as unsuccessful. The EMD of successful bidder would be released upon the submission of the Performance Security and after signing of contract agreement.

d. The EMD amount is interest free and will be refundable to the unsuccessful Bidders without any accrued interest on it.

e. Exemption for Micro and Small Enterprises (MSEs): In accordance with Rule 170 of the General Financial Rules (GFR), Micro and Small Enterprises (MSEs), as defined in the MSE Procurement Policy issued by the Department of Micro, Small and Medium Enterprises (MSME), are exempt from submitting EMD (Bid Security). However, bidders claiming EMD exemption under Rule 170 of the GFR must submit a signed Bid Securing Declaration accepting that if they withdraw or modify their bids during the validity period or if they are awarded the contract but fail to sign the contract or submit Performance Security before the defined deadline, they will be debarred for 12 months from being eligible to submit bids for Tenders with the National Testing Agency.

f. The bid submitted without the prescribed EMD or valid exemption documents/Bid Securing Declaration, wherever applicable, shall be summarily rejected.

g. The EMD may be forfeited in the event of:

- If the Bidder withdraws, modifies, or alters its bid during the period of bid validity specified in the Tender Document or any subsequent extension thereof.
- If the successful Bidder fails to sign the contract agreement or furnish the required Performance Security within the stipulated period as specified in this Tender Document/LOI.
- If the Bidder is found to have suppressed facts, furnished fraudulent or misleading information, or engaged in any form of misconduct, unethical, or dishonest activity in relation to this Tender Document process.
- If the Bidder attempts to influence the bid evaluation or selection process by any means, directly or indirectly.
- If Bidder quotes zero or unreasonably low prices that are inconsistent with prevailing market rates, thereby rendering the bid non-serious or non-competitive.

1.5 Performance Security

Performance Security will be submitted by the successful bidder after issuance of Letter of Intent (but before the signing of the Formal Contract Agreement) to the tune of 5% of the Contract Value for the entire contract period including any applicable warranty/ defect liability period and this Security should be in the form of Bank FDR/Bank DD/Pay Order/Banker's Cheque/RTGS/NEFT/BG/Insurance Surety Bond (ISB). PBG can also be submitted by the successful bidder towards the required amount of Performance Security. The Performance Security shall remain valid for a period of three (03) months beyond the date of completion of all contractual obligations of the successful bidder, including all warranty and maintenance obligations, if any.

The Performance Security shall be released, without any interest, after the successful completion of all contractual obligations and upon expiry of its validity period, subject to there being no outstanding claims, dues, recoveries, penalties, or liabilities against the successful bidder under the Contract.

Failure to furnish the Performance Security within the prescribed time shall result in cancellation of the award and forfeiture of the EMD, wherever applicable.

1.6 Clarification of Bidding Documents:

- Any clarification regarding the tender shall be sought only through the GeM Portal or to NTA's Email within the timeline specified in the Bid Schedule. No verbal communication shall be treated as official clarification. Any amendment or corrigendum issued by NTA shall form an integral part of the Tender Document and shall be binding on all bidders.
- NTA shall schedule a Pre-Bid meeting with the prospective bidders as per the timelines specified in the Clause 1.3 above.
- The prospective bidders desirous of attending the pre-bid meeting or sending queries may submit their request through email to procurement@nta.ac.in on or before the schedule specified in the clause 1.3. Thereafter, no queries will be entertained.
- A link for attending the pre-bid meeting via Video Conference/Offline will be sent to the interested bidders on receiving their e-mail id(s).
- Queries submitted by bidder should necessarily be submitted in the following format.

BIDDER'S REQUEST FOR CLARIFICATION			
<<Name of Organization submitting query / request for clarification>>			
<<Full formal address of the Organization including phone and email points of contact>>			
S.No	TENDER DOCUMENT (Section No. / Page No.)	Reference Content of TENDER DOCUMENT requiring clarification	Points of clarification required

- Response to the queries and clarification shall be uploaded by the NTA on the GeM portal
- At any time prior to the last date of receipt of the bids, NTA may, for any reason, whether at its own initiative or in response to a clarification raised by a prospective bidder, modify the Bidding Document through a 'corrigendum'.
- Any such corrigendum shall become integral part of this tender document.
- To provide prospective bidder with reasonable time for taking the corrigendum into account while preparing the proposal, NTA may, at its discretion, extend the last date for the submission of the Bid.

1.7 Amendment to the Bid Document

- At any time prior to the last date of submission of bids, NTA reserves the right to update/amend/modify or supplement the tender document. All such amendments or modifications shall be notified on the website which shall be binding on the bidders. Bidders are requested to frequently visit the website for updates.
- In order to provide prospective Bidder reasonable time in which to take the amendment into account in preparing their bids, NTA may, at its discretion, extend the last date for the submission of Bids.
- The clarifications to the queries from all bidders shall be addressed only on the GeM portal. Communication in this regard by any other means shall be summarily rejected.

1.8 Clarification from Bidders

- When deemed necessary, NTA may seek clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid submitted or value quoted.

1.9 Language of Bids

- The Bids submitted by the Bidder and all correspondence and documents relating to the bid exchanged between the Bidder and NTA, shall be written in the English language. It is further being clarified that any document submitted by the bidder in support of the bid if in any other language other than English, then the said document has to be accompanied by an English translation, in which case, for purposes of interpretation of the bid, the English translation shall prevail.

1.10 Bidder Authorized Signatory

- The individual signing the Bid or other documents in connection with the Bid must certify whether he/she signs as:
 - a. Constituted Attorney of the company, or
 - b. Duly Authorized Representative/Signatory of the company, in which case he/she shall submit a certificate of authority as Power of Attorney or Board Resolution on behalf of the company.
- The Bidder shall sign its Bids with the exact name of the Company to whom the contract is to be issued. Each bid shall be signed by a duly authorized signatory executed under seal.
- The Bidder shall clearly indicate their legal constitution and the person signing the Bids shall state his capacity and also source of his ability to bind the Bidder.
- The power of attorney or Board resolution of the firm as proof of the ability of the signatory to bind the Bidder shall be annexed to the bid. NTA may outright reject any bid not supported by adequate proof of the signatory's authority.

1.11 Right of Acceptance

NTA reserves the absolute right to:

- Accept or reject any or all bids without assigning any reason.
- Cancel or withdraw the tender at any stage.

- Modify the scope of work before award of contract.
- Increase or decrease the deployment requirement.
- Split the work, if considered necessary in the public interest.

The decision of NTA shall be final and binding on all bidders.

1.12 Disclaimer

This Request for Proposal (RFP) is intended solely to provide interested bidders with sufficient information to prepare and submit their proposals. While every effort has been made to ensure the accuracy of the information contained herein, NTA does not make any representation or warranty as to the completeness or accuracy of the information. Bidders are advised to conduct their own due diligence before submitting their bids.

The issuance of this RFP does not constitute a commitment by NTA to award a contract, nor does it entitle any bidder to claim reimbursement of costs incurred in the preparation or submission of the bid.

The bidder shall bear all costs associated with the preparation and submission of its bid. NTA shall not be liable for any such costs irrespective of the outcome of the tender process.



CHAPTER – II

ELIGIBILITY CRITERIA

The purpose of this Chapter is to prescribe the minimum eligibility criteria and evaluation methodology for selection of a technically competent, financially sound and experienced Service Provider for providing **Comprehensive Housekeeping Services, Pest Control, Waste Management and Indoor Horticulture Services** at National Testing Agency (NTA).

Only those bidders meeting the eligibility criteria prescribed herein shall be considered for technical evaluation.

2.1 Eligibility of Bidder

The bidder shall satisfy the following minimum eligibility criteria. Documentary evidence in support of each criterion shall be submitted along with the Technical Bid.

A. Legal Status

The Bidder shall be a legal entity registered/incorporated in India under any of the following:

- A Company registered under the Companies Act, 2013 or the Companies Act, 1956;
- A Limited Liability Partnership (LLP) registered under the Limited Liability Partnership Act, 2008;
- A Partnership Firm registered under the Indian Partnership Act, 1932;
- A Sole Proprietorship Firm holding a valid registration under the applicable laws, including GST registration, if applicable; or
- A Co-operative Society registered under the relevant Central or State Co-operative Societies Act.

The Bidder shall submit valid documentary evidence in support of its legal status,

Joint Ventures and Consortiums shall not be permitted.

B. Statutory Registrations

The bidder shall possess valid:

- Certificate of Incorporation/Registration.
- Permanent Account Number (PAN) and Goods and Services Tax (GST) Registration.
- Employees' Provident Fund (EPF) Registration and Employees' State Insurance (ESI) Registration.
- Contract Labour License under the Contract Labour (Regulation & Abolition) Act, 1970.

Failure to furnish any of the above documents shall render the bid liable for rejection.

C. Experience

The bidder should have been engaged in providing professional Housekeeping/Facility Management Services for at least **five (05) years** as on the last date of submission of bids.

The bidder should have successfully executed similar Housekeeping/Facility Management Services in Central Government Ministries/ Departments/ Autonomous Bodies/ Public Sector Undertakings/ Constitutional Bodies/ Universities/ Educational Institutions/Airports and Metro Rails.

Undertaking for the same to be given as per Annexure-IV

D. Similar Work Experience

During the last Seven (07) years, the bidder should have successfully completed any one of the following:

- Three similar completed works each costing not less than **40%** of the estimated tender value; **OR**
- Two similar completed works each costing not less than **60%** of the estimated tender value; **OR**
- One similar completed work costing not less than **80%** of the estimated tender value.

"Similar Work" shall mean providing Comprehensive Housekeeping Services, Facility Management Services, Mechanized Housekeeping, or Integrated Facility Management Services in Central Government Ministries/ Departments/ Autonomous Bodies/ Public Sector Undertakings/ Constitutional Bodies/ Universities/ Educational Institutions/Airports and Metro Rails.

Completion certificates issued by the client shall clearly indicate the scope of work, contract value, and satisfactory performance. **Annexure-IV**

E. Financial Capacity

The bidder shall have an average annual turnover of **not less than Rs. 10 crores** during the last three financial years i.e. FY 22-23, FY 23-24 and FY 24-25.

The bidder shall submit audited financial statements or certificates issued by a Chartered Accountant in support of the turnover claimed. **Annexure V**

F. Blacklisting

The bidder shall not have been:

- Blacklisted;
- Debarred;
- Suspended; or
- Banned

by any Central Government Ministry, State Government, PSU, Autonomous Body or Statutory Authority during the last five years.

A self-declaration in this regard shall be furnished along with the Technical Bid. **Annexure VI**

G. Conflict of Interest

The Bidder shall furnish an declaration regarding the existence, absence, or potential existence of any Conflict of Interest arising out of its past, present, or proposed engagements, contracts, affiliations, or relationships with any client, organization, or entity that may affect its ability to perform the Contract impartially, independently, and in the best interest of the National Testing Agency (NTA).

Failure to disclose any conflict of interest discovered subsequently shall constitute a material breach of contract and may lead to termination, forfeiture of Performance Security and debarment.

The Bidder shall submit a **Conflict of Interest Declaration** in the prescribed format as per **Annexure VII**

2.2 Submission of Bids

The bidder shall submit the following through the GeM Portal:

A. Technical Bid

- Letter of Bid and Bid Information sheet **(Annexure I and II)**.
- Eligibility Documents. **(Annexure III and as described in para 2.1)**.
- Experience Certificates. **(Annexure IV)**.
- Turnover Certificate. **(Annexure V)**.
- GST, PAN, EPF and ESI Registrations.
- Labour Licence and ISO certifications.
- Declaration regarding Blacklisting. **(Annexure VI)**.
- Conflict of Interest Declaration. **(Annexure VII)**.
- No. of Housekeeping Personnel in payroll **(Annexure VIII)**.
- Power of Attorney/Board Resolution, where applicable.

(Kindly Refer to the Technical Evaluation Matrix for checklist)

B. Financial Bid

The Financial Bid shall be submitted strictly in the prescribed format attached **(Annexure IX)** with this RFP. Financial Bids submitted in any other format shall be liable to be rejected.

No condition, qualification, or deviation shall be attached to the Financial Bid. Conditional Financial Bids shall be summarily rejected.

The rates quoted by the successful bidder shall remain firm and fixed throughout the currency of the Contract. No escalation in service charges shall be permitted. Statutory revisions in minimum wages and statutory contributions shall be reimbursed as per applicable Government notifications.

CHAPTER – III

EVALUATION METHODOLOGY (QCBS)

3.1 Evaluation of Bids

Considering the sensitive nature of NTA's examination ecosystem, confidentiality requirements, mechanized cleaning, integrated pest control, waste management, and indoor horticulture services, quality of service is of paramount importance. Thus evaluation on a Least-Cost (L-1) basis alone was assessed as inadequate to secure quality outcomes, and the **Quality and Cost Based Selection (QCBS)** framework (weightages and process) under Rule 192 has accordingly been adapted for this non-consulting procurement, with due administrative approval of the competent authority.

The evaluation shall be carried out in two stages:

1. Technical Evaluation
2. Financial Evaluation

Only those bidders securing the minimum qualifying marks in the Technical Evaluation shall be considered for opening of the Financial Bid.

The decision of NTA shall be final and binding.

3.2 Two Bid Open Tender System

The bids shall consist of:

Cover-I

Technical Bid

The Technical Bid shall comprise all documents required under para 2.2 above duly signed by the authorized signatory of the Bidder and submitted online only through the Government e-Marketplace (GeM) portal as part of the Technical Bid.

Cover-II

Financial Bid

Containing only the financial quotation in the prescribed GeM format.

Financial Bids of technically disqualified bidders shall not be opened.

3.3 Opening of Technical Bids

The Technical Bids shall be opened on the date and time notified in the tender schedule.

The Technical Evaluation Committee (TEC) constituted by NTA shall evaluate the Technical Bids.

NTA reserves the right to seek clarification or additional documents from any bidder during evaluation.

Failure to furnish the clarification within the prescribed time may render the bid liable for rejection.

3.4 Preliminary Scrutiny

The Technical Evaluation Committee shall first examine whether:

- the bid has been submitted within the prescribed time;
- the bid is complete in all respects;

- the bid has been signed by the authorised signatory;
- all mandatory documents have been uploaded;
- the bidder satisfies the eligibility criteria prescribed in Chapter-II;
- the bid is unconditional; and
- there are no material deviations from the provisions of the RFP.

Only responsive bids shall be considered for further evaluation.

3.5 Technical Evaluation

Technical bids shall be evaluated out of **100 Marks**.

The minimum qualifying marks shall be **70 Marks**.

Bidders securing less than 70 marks shall be treated as technically non-responsive.

3.6 Technical Evaluation Matrix

Sl. No.	Criteria	Maximum Marks	Evaluation Method
1	Experience in providing Housekeeping Services as mentioned in para 2.1 clause (c)	20	Based on Work Orders & Completion Certificates
2	Similar Completed Works during last seven years	20	As per Eligibility Criteria
3	Average Annual Turnover during last three Financial Years	15	CA Certificate/Audited Accounts
4	Number of Housekeeping Personnel on Company's Rolls	10	EPF ECR of last 3 months
5	ISO Certifications and Statutory Compliance	10	Documentary Evidence
6	Presentation before Evaluation Committee	25	Technical Presentation
Total		100	

3.7 Distribution of Marks

A. Experience in Similar Services (20 Marks)

Experience	Marks
5–7 Years	10
7-10 Years	15
More than 10 Years	20

B. Similar Completed Works (20 Marks)

Value of Similar Work	Marks
Minimum Eligibility	10
Twice the Estimated Tender Value	15
Contract Above 15 crores	20

C. Average Annual Turnover (15 Marks)

Average Turnover	Marks
Minimum Eligibility	5
Above 10 to 15 crores	10
Above 15 crores	15

D. Housekeeping Personnel on Roll (10 Marks)

Employee Strength	Marks
Up to 100	4
100–250	6
250–500	8
Above 500	10

E. Statutory Compliance (10 Marks)

Certification and License	Marks
• ISO 9001-2015	3
• ISO 45001-2018	3
• ISO 14001-2015	2
• Labour License	2

F. Presentation (25 Marks)

The shortlisted bidders may be required to make a presentation before the Technical Evaluation Committee covering:

Particulars	Marks
1. Organisation profile.	5
2. Deployment strategy.	5
3. Machinery and Equipment.	5
4. Experience in handling big contracts	5
5. Contingency Plan and Understanding of NTA's requirements	5

The Evaluation Committee may verify the documentary evidence submitted by the bidder. Marks shall be awarded only on the basis of documentary evidence furnished along with the Technical Bid. In the absence of the prescribed documentary evidence, no marks shall be awarded for the respective criterion.

3.8 Financial Evaluation

Only technically qualified bidders shall be considered for financial evaluation.

The bidder quoting the **lowest evaluated price (L1)** shall be assigned a financial score of **100**.

The financial score of other bidders shall be calculated using the following formula:

$$Sf = (L1 \div \text{Financial Quote of Bidder}) \times 100$$

Where:

- **Sf** = Financial Score.
- **L1** = Lowest Evaluated Financial Bid.

3.9 Final QCBS Score

The final score shall be calculated using the following formula:

$$\text{Final Score} = (St \times 0.70) + (Sf \times 0.30)$$

Where:

- **St** = Technical Score.
- **Sf** = Financial Score.

The bidder obtaining the **highest combined score** shall be ranked **H1** and recommended for award of the contract, subject to fulfilment of all tender conditions.

3.10 Tie-Breaker

In case two or more bidders obtain identical Final Scores, preference shall be given in the following order:

1. Higher Technical Score.
2. Higher Similar Work Experience.
3. Higher Average Annual Turnover.
4. Draw of Lots, if necessary.

3.11 Award of Contract

The Contract shall be awarded to the bidder securing the highest combined score under the QCBS evaluation methodology and whose bid is found to be substantially responsive to the requirements of this RFP.

3.12 Letter of Award (LoA)

The successful bidder shall be issued a Letter of Award (LoA) through GeM/e-mail.

The bidder shall acknowledge the acceptance of the LoA within **Seven (7) days** of its issuance.

Failure to accept the LoA within the stipulated period may result in cancellation of the award and action as deemed appropriate by NTA.

3.13 Failure of Successful Bidder and Award to Next Ranked Bidder

If the successful bidder fails to accept the Letter of Award, fails to furnish the required Performance Security, fails to execute the Agreement within the prescribed period, withdraws its bid during the validity period, or otherwise fails to comply with the requirements for award of the Contract, NTA shall be entitled to cancel the award, forfeit the Earnest Money Deposit (where applicable), and take such action as may be permissible under the tender conditions.

In such an event, NTA may, at its sole discretion, offer the Contract to the next highest-ranked technically qualified bidder under the QCBS evaluation (or the next eligible bidder, as applicable), provided such bidder agrees to execute the Contract at the rates, terms, and conditions of the original successful bidder. NTA shall, however, not be bound to do so and reserves the right to reject all bids and invite fresh bids, if considered necessary in the public interest.

3.14 Signing of Contract

The successful bidder shall execute a formal Agreement with NTA within **15 days** from the date of issue of the Letter of Award or within such extended period as may be permitted by NTA.

The cost of stamp duty and execution of the Agreement shall be borne by the successful bidder.

3.15 Confidentiality

The Service Provider and its personnel shall maintain strict confidentiality regarding all information, records, examination materials, IT systems, security arrangements, and any other information obtained during the course of the Contract. No information shall be disclosed to any third party without the prior written approval of NTA.

This obligation shall survive the expiry or termination of the Contract.

3.16 Proprietary Data

- All documents and other information provided by NTA or submitted by the service provider to NTA shall remain or become the property of NTA. Service provider to treat all information as strictly confidential. All information collected, analyzed, designed, developed, processed or in whatever manner provided by the service provider to NTA in relation to this project shall be the property of NTA.
- All Knowledge/Data which come to their notice as part of engagement shall not be used outside without permission of NTA.
- The Correspondence both Physical and Electronic shall be in the name of Director General, NTA.
- In case of termination of the contract or a new service provider is engaged by NTA then it would be responsibility of the previous service provider to hand over all data collected by the service provider as directed by NTA.

3.17 Subcontracting

The Service Provider shall not assign, transfer, subcontract, or otherwise part with the whole or any part of the obligations under this Contract without the prior written approval of NTA.

Any unauthorised subcontracting shall constitute a material breach of the Contract.

The Contract may also be terminated at any time during its currency if it is found that the successful bidder has subcontracted the Contract, in whole or in part, without the prior written approval of the Purchaser. Such termination shall be without prejudice to any other rights and remedies available to the Purchaser under the Contract or applicable law.

3.18 Fraud

If any forged document, manipulated experience certificate or fake statutory record is submitted, bid shall be rejected and bidder may be debarred for up to **three years**.

CHAPTER – IV

SCOPE OF WORK

4.1 Purpose

The purpose of this Chapter is to define the scope, standards, methodology, and responsibilities of the Service Provider for providing Comprehensive Housekeeping Services, Pest Control, Waste Management, and Indoor Horticulture Services at the National Testing Agency (NTA).

The Service Provider shall ensure that all services are delivered professionally through trained personnel, modern mechanized equipment, eco-friendly chemicals, and scientifically accepted practices to maintain a clean, hygienic, safe, healthy, and aesthetically pleasing environment conducive to the functioning of NTA.

The scope described herein is indicative and not exhaustive. The Service Provider shall perform all activities necessary for the proper execution of the Contract, whether specifically mentioned or reasonably implied. A detailed checklist is provided in **Annexure XIII** and should be carefully reviewed by the bidder. **Furthermore, the bidder is advised to visit the office premises where the services are to be rendered to gain a better understanding of the scope of work and to submit a more accurate and competitive rate quotation.**

4.2 Broad Scope of Services

The Service Provider shall provide integrated Facility Management Services comprising:

- A. Comprehensive Housekeeping Services
- B. Mechanized Cleaning Services
- C Pest Control Services
- D. Solid Waste Management
- E. Indoor Horticulture Services
- F. Supply of Cleaning Consumables

4.3 General Premises — Official Sections

The following services shall be provided on a daily basis unless otherwise specified:

4.3.1 Daily Cleaning Tasks

- Sweeping, mopping, and dry/wet cleaning of all flooring surfaces (granite, marble, tiles, vinyl) using appropriate non-corrosive cleaning agents.
- Dusting and wiping of furniture, desks, chairs computer peripherals (externally), cabinets, shelves, blinds, window sills, and all furniture.
- Cleaning, sanitising, and deodorising of all toilets / washrooms (at least four times daily at intervals as prescribed by NTA).
- Cleaning of mirrors, tiles, walls, pipes, taps, and fittings in toilets.
- Application of deodorant blocks and air fresheners in toilets.
- Ensuring drainage pipes and floor traps are unclogged and clean.
- Cleaning of glass doors, glass partitions, and external-facing windows on the premises.
- Polishing of brass fixtures, nameplates, and doorknobs wherever applicable.
- Collection, segregation (dry/wet), and disposal of waste in designated disposal points, completed before 09:30 AM and repeated in the afternoon.
- Maintenance of lobby, reception, waiting areas, lifts, and staircases in a spotlessly clean condition throughout working hours.

- Replenishment of toilet consumables: soap dispensers, toilet paper rolls, hand sanitisers, tissue paper, Air Freshener, and naphthalene balls — as and when required.
- Mopping and cleaning of lift interiors, flooring, and panel.
- Cleaning of staircase railings, landings, and flight steps.
- Cleaning of reception lobby, visitor waiting area, and notice boards.

4.3.2 Weekly Tasks

- Deep scrubbing of washroom and toilet tiles with lime-scale remover.
- Cleaning of venetian blinds, AC vents, and exhaust fans.
- Dusting and cleaning of books, files, and shelves (without disturbing documents).
- High-level dusting of false ceilings, light fixtures, and overhead pipes.
- Shampooing / scrubbing of carpeted areas with appropriate machine.

4.3.3 Monthly / Periodic Tasks

- Polishing and buffing of marble/granite floors/corridors.
- Power washing of parking areas, driveways, and exterior pathways.
- Cleaning and degreasing of pantry exhaust ducts and canteen equipment exteriors.
- Pest control coordination — reporting infestations immediately to nodal officer.
- Complete washroom sanitisation drive with hospital-grade disinfectants.
- Cleaning of overhead water tanks and sumps (as per applicable sanitation norms, at least once per quarter).
- **Cleaning of terrace, parking areas, external lawns / pathways (whenever required).**

4.3.4 Canteen & Pantry

- Daily cleaning of kitchen counter-tops, sinks, and pantry areas.
- Washing and sanitising of crockery/cutlery .
- Collection and segregation of wet and dry waste from canteen area.

4.4 Confidential Section — Special Protocols

4.4.1 Security & Access Control

- Only specifically designated, pre-verified, and approved housekeeping personnel shall be permitted to enter or work in the Confidential Section. No substitution shall be permitted without prior written approval of NTA's Security Officer.
- Access to the Confidential Section shall be strictly escorted by a responsible officer / authorised representative of the NTA's who shall be present at all times during housekeeping operations in this area.
- Personnel deployed herein must carry photo identity cards issued by the Client at all times within the section.
- The Service Provider shall ensure that no housekeeping worker enters the Confidential Section alone, unsupervised, or at hours not specifically authorised by the Organisation.
- Housekeeping personnel shall not carry any personal electronic devices (mobile phones, cameras, USB drives, earphones, smart watches) inside the Confidential Section. Violation shall be a ground for immediate removal of the personnel and termination of contract.

- The Service Provider shall provide a dedicated supervisor (Indian national, police-verified) exclusively for the Confidential Section. This supervisor shall be responsible for all housekeeping staff movements, material inward/outward, and compliance with this Section.

4.4.2 Antecedent Verification

- All personnel proposed for deployment in the Confidential Section shall undergo Police Verification / Character and Antecedent Verification (CAV) through the local police authority before commencement of work. A copy of the verification certificate shall be furnished to NTA.
- The Service Provider shall provide full biographical details (name, address, photograph, Any ID proof) of each proposed worker in advance and shall obtain written clearance from the NTA's Security Officer before deployment.
- In the event any deployed person fails antecedent verification or is found to have a criminal record, the Service Provider shall immediately substitute that person and shall bear any costs arising therefrom.
- The NTA reserves the right to conduct independent verification of antecedents of any worker at any time.

4.4.3 Cleaning Tasks — Confidential Section

- Cleaning of the Confidential Section shall be carried out only during hours prescribed by the NTA (typically before 09:00 AM or after 18:00 Hours, and NOT during working hours, unless specifically permitted).
- All cleaning materials and equipment used in the Confidential Section shall be dedicated exclusively to that section and shall not be used elsewhere in the premises.
- No document, file, electronic storage device, or physical article shall be touched, moved, or displaced without the explicit permission of the escorting officer.
- Waste material (shredded paper, carbon copies, materials with printed matter) removed from the Confidential Section shall be deposited in sealed bins designated for that purpose and shall be disposed of exclusively through the NTA's approved channel (not through general waste disposal).
- Any item found on the floor or left unattended shall be immediately reported to the escorting officer and shall NOT be retained by housekeeping personnel.

4.4.4 Washrooms Attached to Confidential Sections

- Cleaning of attached/dedicated washrooms shall follow the same protocol as general washrooms but under direct supervision.
- Personal items or forgotten articles found in these washrooms shall be handed over immediately to the supervising officer immediately.

4.4.5 Prohibited Activities — Confidential Sections

- Carrying of mobile phones, cameras, pen drives, or any electronic device inside confidential sections.
- Reading, photographing, scanning, or reproducing any document or file.
- Discussing work details, layout, or operational information of confidential sections with any outsider.
- Remaining in the confidential section after the designated cleaning window.
- Allowing any unauthorised person to enter the confidential section.
- Accepting any gifts, payments, or inducements from personnel inside the section.

4.5 Pest Control Services

The Service Provider shall provide comprehensive, scheduled pest control / pest management services across the entire premises (Official Sections and, subject to the access protocols, the Confidential Section), using only chemicals and methods approved by the Central Insecticides Board and Registration Committee (CIBRC) and compliant with the Insecticides Act, 1968:

- General pest control (cockroaches, ants, spiders, silverfish) covering all office areas, pantries, store rooms, and toilets — once every month.

- Rodent control through bait stations / glue boards at designated points — fortnightly inspection and replenishment, with a written log of bait station status maintained by the Service Provider.
- Termite control / anti-termite treatment for wooden fixtures, false ceilings, and skirting — once every six months, or as required upon detection.
- Mosquito and fly control, including fogging of external areas, drains, and stagnant water points — fortnightly during monsoon/summer months, monthly otherwise.
- Bird-proofing and bird-dropping cleaning at balconies, ledges, and AC units — quarterly.
- Pre- and post-treatment inspection reports shall be submitted to the Facility Manager, specifying chemicals used, dosage, and areas covered.
- All chemicals used shall be non-corrosive, low-odour, and safe for an occupied work environment; Material Safety Data Sheets (MSDS) shall be furnished in advance and treatment in Official Sections scheduled outside working hours wherever practicable.
- Pest control treatment within the Confidential Section shall be carried out strictly under escort, following the same access protocols as housekeeping, and only during hours specifically authorised by the NTA.
- In the event of a pest infestation complaint, the Service Provider shall depute a pest control technician within 24 hours of intimation, at no additional cost.

4.6 Indoor Horticulture / Plant scaping

The Agency shall be responsible for the maintenance, upkeep, and aesthetic presentation of all indoor plants, planters, and green installations across the premises:

- Watering, pruning, and grooming of all indoor potted plants — daily (watering) and weekly (pruning/grooming), as per the specific requirement of each plant species.
- Periodic application of manure, fertilizer, and pest-control treatment specific to indoor plants (using organic / low-odour formulations suitable for indoor use) — monthly.
- Cleaning of leaves (dusting / wiping) and removal of dried, withered, or diseased foliage — weekly.
- Replacement of dead, diseased, or unsightly plants with healthy replacements of matching or approved variety, at the Service Provider's cost, within 7 days of identification.
- Maintenance of decorative planters, pots, and stands in clean condition, including wiping and removal of algae / fungal growth — weekly.
- Pest and fungal disease monitoring for indoor plants, with corrective treatment applied promptly upon detection, in coordination with the Pest Control schedule.
- Seasonal change / rotation of flowering plants at reception, lobby, and conference areas from time to time as per direction of NTA.
- The Service Provider shall maintain an inventory of all indoor plants (location-wise) and submit this inventory along with the monthly work completion report.
- All the materials for the above are to be supplied by the bidder.

4.7 Waste Management & Disposal

Waste management shall be carried out in accordance with the Solid Waste Management Rules, 2016 (as amended) and the Bio-Medical Waste Management Rules, 2016 (where applicable), and shall cover segregation, collection, internal transportation, and disposal of all categories of waste generated on the premises:

- Source segregation of waste into a minimum of three categories at every collection point: Wet/Biodegradable (green bins), Dry/Recyclable (blue bins), and E-waste (red bins), as referenced.
- Collection of segregated waste from all floors and sections at least twice daily (before 09:30 AM and again by 15:00 Hours), and additional collection on request.
- Internal transportation of collected waste to the designated waste collection / staging point within the premises, using covered trolleys to prevent spillage or odour.

- Final disposal of waste exclusively through the NTA's authorised municipal / empanelled waste Service Provider; the Service Provider shall not dispose of waste through unauthorised channels or informal waste pickers.
- Dry/recyclable waste (paper, plastic, cardboard, metal scrap) shall be weighed, logged, and handed over for recycling through an authorised recycler, with monthly reconciliation records (quantity-wise) submitted to the Facility Manager.
- E-waste (discarded electronics, batteries, toner/ink cartridges) shall be segregated separately and handed over only to a Central Pollution Control Board (CPCB)-authorised e-waste recycler/dismantler; a copy of the handover/manifest record shall be furnished to the NTA.
- Confidential waste (shredded paper, printed material, obsolete records from the Confidential Section and Official Sections) shall follow the dedicated disposal protocol -sealed bins, no informal handling, and disposal exclusively through the NTA's approved confidential-waste disposal channel/empanelled shredding-and-recycling Service Provider, with a Certificate of Destruction obtained where applicable.
- Maintenance of cleanliness at the waste staging/collection point, including daily washing and disinfection of bins and the staging area, to prevent odour, pest attraction, and unhygienic conditions.



CHAPTER – V

TECHNICAL SPECIFICATIONS & MANPOWER REQUIREMENTS

5.1 Objective

The Service Provider shall deploy adequate numbers of trained, experienced, medically fit, and well-groomed personnel together with modern mechanized equipment, cleaning chemicals, consumables, and supervisory staff for providing Comprehensive Housekeeping Services, Pest Control, Waste Management and Indoor Horticulture Services.

The manpower indicated by NTA is only indicative. The Service Provider shall deploy additional manpower, whenever required to NTA to maintain the prescribed Service Levels.

5.2 Categories and Number of Personnel

The Service Provider shall deploy suitably qualified personnel under the following categories:

NTA may modify the deployment depending upon operational requirements.

Manpower Requirement Table

Category	Minimum Qualification	Experience	Indicative Deployment
Facility Manager (High Skilled)	Graduate	5 Years	2
Housekeeping Supervisor (High Skilled)	Graduate	3 Years	2
Housekeeping Attendant (Un-skilled)	10 th Pass	1 Year	30
Machine Operator (Semi-skilled)	12 th Pass	2 Years	2
Pest Control Technician (Semi-skilled)	Certified Technician	2 Years	1
Waste Management Staff (Un-skilled)	10 th Pass	1 Year	4
Horticulture Supervisor (High Skilled)	Diploma in Horticulture	3 Years	1
Gardener (Un-skilled)	10 th Pass	1 Year	2

Note: The above Requirement is indicative only. NTA reserves the right to increase, decrease, redistribute, or modify the deployment during the currency of the contract without altering the terms and conditions of the Contract. **The variation of requirement can be 50%.** Payment shall be made based on the actual deployment certified by NTA.

5.3 Deployment Pattern

The deployment shall ordinarily be in shifts.

Normally the following shifts shall be followed: **(NTA may revise shift timings)**

Shift	Time
General Shift	10 AM to 6 PM
Morning Shift	6 AM to 2 PM

Evening Shift	2 PM to 10 PM
Night Shift	10 PM to 6 AM

5.4 MACHINERY & EQUIPMENT

The Service Provider shall deploy modern mechanized cleaning equipment in sufficient quantity.

All equipment shall remain in good working condition. Standby equipment shall also be maintained.

Minimum Equipment

S.No.	Particulars Equipment / Tool	Quantity (Indicative)
1	Single-disc floor scrubbing machine	As required to adequately discharge the scope of work.
2	Commercial vacuum cleaner (dry & wet)	As required to adequately discharge the scope of work.
3	High-pressure washing machine	As required to adequately discharge the scope of work.
4	Carpet shampooing machine	As required to adequately discharge the scope of work.
5	Mop sets (colour-coded — separate for toilets, offices, kitchen)	As required to adequately discharge the scope of work.
6	Scrubbing brushes, squeegees, and dustpans	As required to adequately discharge the scope of work.
7	Trolleys for waste collection and equipment	As required to adequately discharge the scope of work.
8	Window cleaning kit (squeegees, telescopic poles)	As required to adequately discharge the scope of work.
9	Dedicated, colour-coded cleaning tools for Confidential Section	As required to adequately discharge the scope of work.
10	Pest control equipment (sprayers, fogging machine, bait stations, glue boards)	As required to adequately discharge the scope of work.
11	Gardening tools (pruning shears, watering cans, hand sprayers, gardening gloves)	As required to adequately discharge the scope of work.
12	Covered waste collection trolleys (segregated, colour-coded)	As required to adequately discharge the scope of work.
13	Weighing scale for recyclable / e-waste reconciliation	As required to adequately discharge the scope of work.
14	Sealed bins for confidential waste collection	As required to adequately discharge the scope of work.

NTA reserves the right to inspect and verify all equipment proposed to be deployed by the successful bidder prior to the commencement of services to assess its adequacy, suitability, quality, and compliance with the specifications and requirements prescribed under the Contract.

CHAPTER – VI

PENALTY, SERVICE CREDITS & PERFORMANCE MONITORING

6.1 Purpose

The purpose of this chapter is to establish measurable performance standards and prescribe service credits/penalties for non-compliance with the Service Level Agreement (SLA). The penalties specified herein are without prejudice to NTA's right to recover actual losses, invoke the Performance Bank Guarantee, or terminate the contract in accordance with the provisions of this RFP.

6.2 General Principles

1. Penalties shall be imposed for non-performance, deficient performance, delayed performance or breach of contractual obligations.
2. Imposition of penalties shall not relieve the Service Provider of its contractual responsibilities.
3. Repeated violations shall be treated as a material breach of contract.
4. Penalties may be recovered from the monthly bills, Performance Bank Guarantee or any other amount payable to the Service Provider.

6.3 Penalty Matrix

The following Service Level Agreement (SLA) shall be binding on the Service Provider. Performance shall be monitored by the NTA's Facility Manager through monthly audits and daily logs:

S.No.	Service Parameter	Standard / Target	Penalty for Non-compliance
1	Daily cleaning of Official Sections	Completed by 09:30 AM	Rs. 500 per incident
2	Toilet / washroom cleaning frequency	Minimum 4 times / day	Rs. 500 per missed instance
3	Garbage disposal	Completed by 09:30 AM; afternoon by 15:00 Hours	Rs. 500 per delay
4	Worker attendance	100%; replacement within 2 Hours for absentee	Rs. 1000 per absent worker per day
5	Availability of dedicated Confidential Section Supervisor	100% during authorised cleaning hours	Rs. 1000 per incident of non-availability
6	Worker in Confidential Section with electronic device	Zero tolerance	Immediate removal; Rs. 500 penalty per incident
7	Complaint resolution	Within 24 hours of complaint	Rs. 500 per unresolved complaint beyond SLA

S.No.	Service Parameter	Standard / Target	Penalty for Non-compliance
8	Monthly work completion report	Submitted by 5th of following month	Rs. 1000 per day of delay
9	Pest control — scheduled treatment (general/rodent/termite/mosquito)	As per frequency in Cl. 4.5	Rs. 500 per missed scheduled treatment
10	Pest control — response to infestation complaint	Technician deputed within 24 Hours	Rs. 500 per delay beyond SLA
11	Indoor plant condition (watering/grooming)	No dead, withered, or neglected plants visible	Rs. 500 per plant per inspection
12	Dead/diseased plant replacement	Within 7 days of identification	Rs. 500 per day of delay
13	Waste collection frequency	Minimum twice daily, on schedule	Rs. 500 per missed collection
14	Confidential waste disposal compliance	Exclusively via approved channel; zero deviation	Rs. 2000 per incident; ground for termination on repeat

Aggregate penalties deducted in a month shall not exceed 10% of the monthly payment however no capping applies in case of fraud, confidentiality breach and material breach and any breach in confidential sections. Repeated shortfall for three (3) consecutive months shall constitute ground for termination of contract.

6.4 Corrective Action

Where deficiencies are observed, NTA may issue a written notice requiring the Service Provider to submit a Corrective Action Plan within **three (03) working days**.

Failure to implement the Corrective Action Plan within the stipulated period may attract additional penalties or other action

CHAPTER – VII ANNEXURES

The following Annexures shall form an integral part of this RFP:

Annexure	Title
Annexure-I	Letter of Bid
Annexure-II	Bidder Information Sheet
Annexure-III	Eligibility Compliance Matrix
Annexure-IV	Undertaking regarding Year of Experience and Similar Work Experience
Annexure-V	Financial Turnover Certificate (CA Certified)
Annexure-VI	Declaration Regarding Non-Blacklisting
Annexure-VII	Declaration Regarding Conflict of Interest
Annexure-VIII	Number of Housekeeping Personnel on Payroll
Annexure-IX	Financial Bid Format
Annexure-X	EMD format
Annexure-XI	Performance Bank Guarantee Format
Annexure-XII	Contract Agreement
Annexure-XIII	Scope of work

LETTER OF BID

(To be submitted on the Bidder's Letter Head)

To,
The Director General,
National Testing Agency,
Fifth Floor, Government of India Press,
Minto Road, New Delhi-110002

Subject: Submission of Bid for Providing Housekeeping/Facility Management Services at National Testing Agency.

Sir,

Having examined the Request for Proposal (RFP), including all amendments and corrigenda, we hereby submit our Bid for providing Housekeeping/Facility Management Services at the National Testing Agency.

We confirm that:

1. We have examined and understood all the terms and conditions of the RFP.
2. We fulfil all eligibility requirements prescribed in the RFP.
3. We agree to provide the services in accordance with the Scope of Work, SLA and Contract Conditions.
4. Our Bid shall remain valid for **180 days** from the last date of bid submission.
5. We have not been blacklisted/debarred by any Central Government, State Government, PSU or Autonomous Body.
6. We accept that NTA reserves the right to reject any or all bids without assigning any reason.

Authorised Signatory

Name:

Designation:

Seal of Bidder

BIDDER INFORMATION SHEET

Particular	Details
Name of Bidder	
Registered Office Address	
Corporate Office Address	
Telephone Number	
Email Address	
Website	
Legal Status	
CIN/Registration Number	
PAN	
GSTIN	
EPF Registration No.	
ESI Registration No.	
GeM Seller ID	
Name of Authorised Signatory	
Mobile Number	

ELIGIBILITY COMPLIANCE MATRIX

Eligibility Requirement	Complied (Yes/No)	Document Reference
Legal Status Certificate of Incorporation		
PAN		
GST Registration		
EPF Registration		
ESI Registration		
Labour License		
ISO 9001:2015 Certification		
Experience		
Turnover Requirement/Financial Capacity		
Similar Work Experience		
Non-Blacklisting Declaration		
Conflict of Interest Declaration		

UNDERTAKING REGARDING YEAR OF EXPERIENCE and SIMILAR WORK EXPERIENCE

We hereby undertake that our firm/company has been continuously engaged in providing Housekeeping Services for the last ____ years as on the last date of submission of the bid. We further certify that we possess the requisite experience of successfully executing similar works as prescribed in the RFP and that all details and supporting documents submitted in support of our experience are true, genuine, and authentic. We understand that furnishing any false or misleading information shall render our bid liable for rejection and may invite action as per the terms and conditions of the RFP.

The bidder shall furnish details of similar Comprehensive Housekeeping Services, Pest Control, Waste Management and Indoor Horticulture Services contracts executed during the last 7 years.

Sl. No.	Name of Client/Organization	Nature of Services	Contract Value (₹)	Contract Period (From -To)	No. of Housekeeping/Facility Management Services Personnel Deployed	Status (Completed/Ongoing)	Documentary Proof (Work Order/Completion Certificate)
1							
2							
3							
4							
5							

Certified that the above information is true and correct. Copies of the relevant Work Orders, Agreements, Completion Certificates, or Client Certificates are enclosed in support of the above details. NTA reserves the right to verify the authenticity of the information furnished.

Place: _____

Date: _____

Signature of Authorized Signatory: _____

Note : NTA reserves the right to verify any work order, completion certificate, turnover certificate or statutory document from the issuing authority. Any false declaration shall lead to rejection/termination/debarment.

TURNOVER CERTIFICATE

(To be provided on the bidder's letterhead, accompanied by a certificate from the bidder's Chartered Accountant (CA), certifying the same information with a valid UDIN)

TO WHOM IT MAY CONCERN

Below Details are furnished duly supported by figures in Balance Sheet/ Profit & Loss Account for the last three years and certified by the Chartered Accountant

S. No.	Details	(1) 2022-23	(2) 2023-24	(3) 2024-25	Average
i)	Gross annual turnover				
ii)	Net Worth				

Please attach -

- Audited Balance Sheet
- CA Certificate

Yours faithfully,

Name of the Bidder:
Authorized Signatory:
Seal of the Organization:
Date:

DECLARATION REGARDING NON-BLACKLISTING

In Non-Judicial Stamp Paper of ₹100 (Rupees One Hundred only) in the prescribed format.

I/We hereby declare that our firm has not been blacklisted, debarred or banned by any Central Government Ministry, State Government, PSU, Autonomous Body or Statutory Authority as on the last date of submission of bids.

I/We further declare that the information furnished is true and correct.

Authorised Signatory

Date:

Place:



DECLARATION REGARDING CONFLICT OF INTEREST

In Non-Judicial Stamp Paper of ₹100 (Rupees One Hundred only) in the prescribed format.

(To be submitted on the Bidder's Letterhead)

We, M/s _____, hereby declare that:

1. We have carefully examined the provisions relating to Conflict of Interest contained in the RFP.
2. We hereby declare that:
 - ☐ No Conflict of Interest exists in relation to this tender.
 - ☐ Potential Conflict(s) of Interest exist, details of which are provided below:

3. We undertake to immediately inform NTA in writing if any actual or potential Conflict of Interest arises during the bidding process or during the execution of the Contract.
4. We understand that failure to disclose any Conflict of Interest or furnishing false or misleading information may result in rejection of our bid, termination of the Contract, forfeiture of Performance Security, debarment, and any other action deemed appropriate by NTA.

Place: _____

Date: _____

Authorized Signatory

Name: _____

Designation: _____

Seal of the Bidder

ANNEXURE – VIII

DETAILS OF HOUSEKEEPING/ FACILITY MANAGEMENT PERSONNEL IN THE PAYROLL OF THE BIDDER.

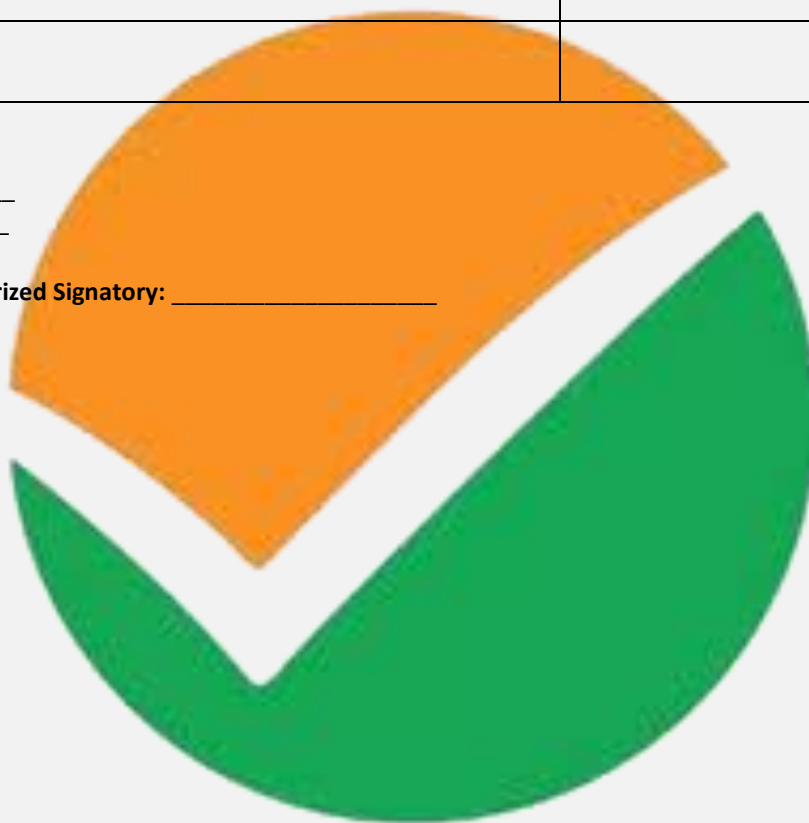
During the three months immediately preceding the month in which the bid is submitted.

<u>Month</u>	<u>Number of Housekeeping Personnel on the Payroll of the Bidder</u>	<u>EPF ECR Attached (Yes/No)</u>
<u>Month-1</u>		
<u>Month-2</u>		
<u>Month-3</u>		

Place: _____

Date: _____

Signature of Authorized Signatory: _____



FINANCIAL BID FORMAT

The payment shall be done based on Minimum Wages notified by Ministry of Labour by time to time which includes following:

S.No.	Description
1.	Basic Wages and VDA
2.	ESIC
3.	EPF
4.	EDLI
5.	Administrative Charges EPF & EDLI
6.	HRA
7.	ESIC on HRA
8.	Annual Bonus (payable monthly as per the circular)
9.	Uniform Outfit Allowance
10.	Uniform washing Allowance
11.	Reliever Charges

Bidder to quote for service charge and also the monthly charges for Consumables, machinery, pest control chemicals and plant replacements in the attached format.

The quote of bidder is inclusive of all consumable and machinery charges covered under the scope of work like pest services, horticulture etc.

Note: Zero/negative service Charge is not permitted.

DETAILS OF BID SECURITY (EARNEST MONEY DEPOSIT)

(To be submitted on the Bidder's Letterhead)

To,
The Director General,
National Testing Agency,
Fifth Floor, Government of India Press,
Minto Road, New Delhi-110002

Subject: Earnest Money Deposit (EMD) / Bid Security Declaration

We, M/s _____, hereby declare that we have submitted the Earnest Money Deposit (EMD) of ₹ _____ (Rupees _____ only) through the prescribed mode as specified in the RFP.

Details of EMD :.....

We further undertake that the EMD shall remain valid in accordance with the provisions of the RFP and understand that the same may be forfeited in the circumstances specified therein.

Certified that the above information is true and correct.

Place: _____

Date: _____

Signature of Authorized Signatory

Name: _____

Designation: _____

Seal of the Bidder

PERFORMANCE BANK GUARANTEE FORMAT

(To be executed on Non-Judicial Stamp Paper of appropriate value)

To,

The Director General,
National Testing Agency
Fifth Floor, Government of India Press,
Minto Road, New Delhi-110002

PERFORMANCE BANK GUARANTEE

Bank Guarantee No.: _____

Date: _____

This Deed of Guarantee made on this ____ day of, **2026** by _____ Bank, having its Registered Office at _____ and one of its Branch Offices at _____ (hereinafter referred to as the "**Bank**", which expression shall include its successors and assigns).

In favour of

NTA, an autonomous organization under the Ministry of Education, Government of India, having its office at Fifth Floor, Government of India Press, Minto Road, New Delhi-110002 (hereinafter referred to as the "**Beneficiary**").

WHEREAS

M/s _____ (hereinafter referred to as the "**Service Provider**") has entered into Contract No. _____ dated _____ with NTA for providing Housekeeping/Facility Management Services.

As per the terms of the Contract, the Service Provider is required to furnish a Performance Bank Guarantee by way of an unconditional and irrevocable Bank Guarantee for an amount of ₹ _____ (**Rupees** _____ only).

NOW THEREFORE

We, _____ **Bank**, hereby irrevocably and unconditionally guarantee and undertake to pay to NTA, on first written demand without demur, protest, contest, or delay, any sum or sums not exceeding:

₹ _____ (**Rupees** _____ only)

without requiring NTA to prove or establish the reasons for such demand.

Bank's Undertaking

The Bank hereby agrees that:

1. This Guarantee shall remain valid and enforceable until _____.
2. NTA shall be entitled to invoke this Guarantee in whole or in part.
3. Payment shall be made immediately upon receipt of a written demand from NTA.
4. The Bank shall not question the validity or correctness of the demand.
5. The Service Provider shall have no right to restrain payment under this Guarantee.

Unconditional Guarantee

The obligations of the Bank under this Guarantee shall be:

- absolute;
- unconditional;
- irrevocable.

The liability of the Bank shall not be affected by:

- any amendment to the Contract;
- extension of time;
- waiver granted by NTA;
- any dispute between NTA and the Service Provider;
- insolvency, liquidation, or winding up of the Service Provider.

Invocation

This Bank Guarantee may be invoked in the event of:

- breach of Contract;
- failure to perform contractual obligations;
- non-deployment of manpower;
- breach of confidentiality;
- statutory violations;
- termination due to Service Provider's default;
- any other event specified in the Contract.

Payment

Upon receipt of written demand from NTA, the Bank shall make payment within **three (3) working days** without requiring any further proof.

Maximum Liability

The maximum liability of the Bank under this Guarantee shall not exceed:

₹ _____

(Rupees _____ only)

Validity

This Guarantee shall remain valid up to:

Date: _____

The claim period shall remain valid for **Three (3) months** beyond the expiry of the Guarantee, unless otherwise specified in the Contract.

Extension

Where the Contract is extended, the Service Provider shall ensure extension of this Bank Guarantee before its expiry.
Failure to extend the Guarantee shall entitle NTA to invoke it.

Governing Law

This Guarantee shall be governed by the laws of India.

Courts at **New Delhi** shall have jurisdiction, subject to the arbitration provisions of the Contract.

Non-Revocation

This Guarantee shall not be revoked during its validity except with the prior written consent of NTA.

Bank's Declaration

We certify that:

- We are authorized to issue this Guarantee.
- The Guarantee has been issued in accordance with the applicable banking regulations.
- The signatory is duly authorized.

Authorized Signatory

For _____ **Bank**

Signature: _____

Name: _____

Designation: _____

Branch: _____

Official Seal

Witnesses**Witness No. 1**

Name:

Address:

Signature:

Witness No. 2

Name:

Address:

Signature:

Important Conditions

1. The Bank Guarantee shall be issued by:
 - A Scheduled Commercial Bank in India.
 - A bank acceptable to NTA.
2. It shall be:
 - Unconditional.
 - Irrevocable.
 - Payable on first demand.
3. Any amendment shall require the prior written approval of NTA.
4. The Bank Guarantee shall remain valid for the entire contract period plus the additional 60 days beyond completion of all contractual obligations, including warranty.

Notes for Bidders

- The original Bank Guarantee shall be submitted to NTA before signing the Contract Agreement.
- The format shall not be altered without the prior written approval of NTA.
- Expenses incurred in obtaining the Bank Guarantee shall be borne by the Service Provider.
- Failure to furnish a valid Performance Bank Guarantee may result in cancellation of the award, forfeiture of Bid Security (if applicable), and/or termination of the Contract.

DRAFT CONTRACT AGREEMENT

THIS AGREEMENT is made on this ____ day of _____, **2026** at New Delhi.

BETWEEN

National Testing Agency (NTA), an Autonomous Organisation under the Department of Higher Education, Ministry of Education, Government of India, having its office at Fifth Floor, Government of India Press, Minto Road, New Delhi-110002 (hereinafter referred to as the "**NTA**" or the "**Employer**", which expression shall, unless repugnant to the context, include its successors and permitted assigns),

AND

M/s _____, a Company/Firm registered under the provisions of the applicable laws of India, having its Registered Office at _____ (hereinafter referred to as the "**Service Provider**", which expression shall, unless repugnant to the context, include its successors, legal representatives and permitted assigns).

NTA and the Service Provider are hereinafter individually referred to as a "**Party**" and collectively as the "**Parties.**"

1. RECITALS

WHEREAS:

- a. NTA had invited bids through Request for Proposal (RFP) No. _____ dated _____ for providing Housekeeping/Facility Management Services at its offices and other designated locations.
- b. The Service Provider submitted its bid, which was found to be the successful bid under the QCBS evaluation process.
- c. NTA has issued a Letter of Award (LoA) dated _____, which has been accepted by the Service Provider.

NOW, THEREFORE, the Parties agree as follows.

2. SCOPE OF CONTRACT

The Service Provider shall provide Housekeeping/Facility Management Services in accordance with:

- The RFP;
- Corrigenda/Addenda issued, if any;
- Letter of Award;
- Technical Bid;
- Financial Bid;
- Service Level Agreement (SLA); and
- This Agreement.

All the above documents shall form an integral part of this Agreement.

3. CONTRACT PERIOD

The contract shall initially remain valid for **Two (02) Years and shall be extendable** for two additional periods of one year each subject to satisfactory performance, mutual consent and approval of the Competent Authority.

4. CONTRACT VALUE

The estimated value of the Contract is ₹ _____ (Rupees _____ only).

The Contract value is indicative only, and payment shall be made based on the actual deployment certified by NTA.

5. OBLIGATIONS OF THE SERVICE PROVIDER

The Service Provider shall:

- Deploy trained and verified personnel.
- Ensure compliance with all statutory requirements.
- Pay wages and statutory dues within prescribed timelines.
- Maintain confidentiality.
- Comply with the Scope of Work.
- Replace unsuitable personnel as directed by NTA.
- Submit monthly reports and statutory compliance documents.
- During expiry/termination, contractor shall ensure smooth transition to the new agency for at least 30 days.

6. OBLIGATIONS OF NTA

NTA shall:

- Provide deployment instructions.
- Certify satisfactory performance.
- Process payments in accordance with the Contract.
- Facilitate access to authorised locations.
- Nominate a Contract Manager for coordination.

7. PERFORMANCE Bank Guarantee

Performance Security will be submitted by the successful bidder after issuance of Letter of Intent (but before the signing of the Formal Contract Agreement) to the tune of 5% of the Contract Value for the entire contract period including any applicable warranty/ defect liability period and this Security should be in the form of Bank FDR/Bank DD/Pay Order/Banker's Cheque/RTGS/NEFT/BG/Insurance Surety Bond (ISB). PBG can also be submitted by the successful bidder towards the required amount of Performance Security. The Performance Security shall remain valid for a period of three (03) months beyond the date of completion of all contractual obligations of the successful bidder, including all warranty and maintenance obligations, if any.

The Performance Security shall be released, without any interest, after the successful completion of all contractual obligations and upon expiry of its validity period, subject to there being no outstanding claims, dues, recoveries, penalties, or liabilities against the successful bidder under the Contract.

8. PAYMENT TERMS

Payments shall be released on a monthly basis after:

- Certification of satisfactory services;
- Submission of complete invoice;

- Submission of statutory compliance documents;
- Verification by NTA.

Applicable deductions, penalties and recoveries shall be made in accordance with the Contract.

9. SERVICE LEVEL AGREEMENT

The Service Provider shall comply with the Service Levels prescribed in the RFP.

Failure to achieve the prescribed Service Levels shall attract penalties in accordance with the Penalty Matrix.

10. CONFIDENTIALITY

The Service Provider shall maintain strict confidentiality regarding all information relating to NTA, examination processes, records, infrastructure and operations.

The confidentiality obligations shall survive the expiry or termination of this Agreement.

11. INDEMNITY

The Service Provider shall indemnify and keep indemnified NTA against all claims, losses, damages, liabilities and expenses arising out of:

- Negligence;
- Misconduct;
- Breach of Contract;
- Violation of statutory provisions;
- Third-party claims attributable to the Service Provider.

12. Insurance and Workmen Compensation

a. The Service Provider shall, at its own cost, obtain and maintain throughout the currency of the Contract adequate insurance coverage for all personnel deployed under the Contract, including but not limited to:

- Workmen Compensation Insurance, wherever applicable;
- Employees' Compensation Insurance under the Employees' Compensation Act, 1923;
- Third Party Liability Insurance; and
- Any other insurance required under applicable laws.

b. The Service Provider shall be solely responsible for payment of compensation, damages, medical expenses, insurance claims, and all statutory liabilities arising out of any injury, accident, disability, illness, or death of its personnel deployed under this Contract.

c. NTA shall not be liable for any claim, compensation, legal proceedings, or financial liability arising out of any accident, injury, death, or damage involving the personnel of the Service Provider during the execution of the Contract.

d. The Service Provider shall indemnify and keep indemnified the National Testing Agency (NTA), its officers, employees, and representatives against all claims, demands, losses, damages, costs, expenses, and legal proceedings arising from any failure on the part of the Service Provider to comply with the provisions of the Employees' Compensation Act, 1923, the Employees' State Insurance Act, 1948, the Code on Social Security, 2020 (as and when brought into force), or any other applicable labour laws.

e. The successful bidder shall furnish copies of the relevant insurance policies to NTA before commencement of the services and shall ensure that such policies remain valid throughout the contract period, including any extension thereof. Renewal of the insurance policies shall be the sole responsibility of the Service Provider.

13. FORCE MAJEURE

On the occurrence of any unforeseen event beyond the control of either Party, directly interfering with the delivery of Services arising during the currency of the contract, such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the affected Party shall, within a week from the commencement thereof, notify the same in writing to the other Party with reasonable evidence thereof. However strikes by the Service Provider's own workforce is not covered.

Unless otherwise directed by the NTA in writing, the service provider shall continue to perform its obligations under the contract as reasonably practicable and seek all reasonable alternative means for performance not prevented by the Force Majeure event.

If the force majeure condition(s) mentioned above be in force for 30 days or more at any time, either party shall have the option to terminate the contract on expiry of 30 days of commencement of such force majeure by giving 15 days' notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other except those which had occurred under any other clause of this Contract before such termination.

Notwithstanding anything written herein, none of the Party shall seek any such remedies or damages for the other Party's delay and/ or failure in fulfilling its obligations under the contract if it is the result of an event of Force Majeure. However, the Bidder shall be entitled to payment for services rendered before the occurrence of such Force Majeure conditions and the Department shall be bound to pay the same.

14. TERMINATION

NTA may terminate this contract by giving 15 (fifteen) days advance written notice to the Agency on the ground of breach of any material terms and conditions of the Tender/Agreement. Notwithstanding anything written herein, the NTA shall provide 7 working days' cure period to the Agency to materially cure the deficiency/breach, failing which NTA shall be entitled to terminate the Agreement, without any further notice.

15. DISPUTE RESOLUTION

The Parties shall make every effort to resolve amicably, through mutual consultation and negotiations, any dispute, difference or claim arising out of or in connection with this Contract.

Further in case the dispute is not resolved amicably then Arbitration shall be conducted by a Sole Arbitrator appointed in accordance with the Arbitration and Conciliation Act, 1996 (as amended). The fees of the same will be mutually shared equally.

The seat and venue of arbitration shall be **New Delhi**.

16. GOVERNING LAW

This Agreement shall be governed by the laws of India.

The Courts at **New Delhi** shall have exclusive jurisdiction.

17. ENTIRE AGREEMENT

This Agreement, together with the RFP, Corrigenda, Letter of Award, Technical Bid, Financial Bid and all other Contract Documents, constitutes the entire agreement between the Parties.

18. AMENDMENT

No amendment to this Agreement shall be valid unless made in writing and signed by the authorised representatives of both Parties.

19. NOTICES

All notices under this Agreement shall be in writing and shall be sent by Registered Post, Speed Post, recognised courier, official e-mail or through GeM (where applicable).

20. EXECUTION

IN WITNESS WHEREOF, the Parties hereto have executed this Agreement on the day, month and year first above written.

For National Testing Agency

Signature: _____

Name: _____

Designation: _____

Date: _____

Seal

For M/s _____

Signature: _____

Name: _____

Designation: _____

Date: _____

Seal

Witnesses

Witness No. 1

Name: _____

Address: _____

Signature: _____

Witness No. 2

Name: _____

Address: _____

Signature: _____

SCOPE OF WORK CHECKLIST

This checklist is to be used both by the Bidder (to confirm scope understanding) and by the Facility Manager (for monthly performance audits). The Agency's Supervisor shall sign and submit this checklist monthly.

SECTION 1 — HOUSEKEEPING: DAILY TASKS

S.No.	Task Description	Frequency	Area Location /	Compliance ✓/✗
1	Sweeping and dry mopping of all floor areas	Daily	All floors & corridors	
2	Wet mopping of all floor surfaces with disinfectant	Daily	All sections	
3	Dusting and wiping of desks, cabinets, shelves, window sills	Daily	All offices	
4	Cleaning and sanitising of all toilets / washrooms	4x daily	All washrooms	
5	Replenishment of soap, toilet paper, hand sanitiser	As required	All washrooms	
6	Cleaning of lift cabins, lift lobby, staircases	Daily	Common areas	
7	Cleaning of glass doors, internal glass partitions	Daily	Entry, corridors	
8	Waste collection from all dustbins (segregated)	2x daily	All sections	
9	Disposal of collected waste at staging point	2x daily	Waste staging area	
10	Cleaning of reception / lobby / waiting area	Daily	Reception	
11	Cleaning of pantry / kitchenette surfaces	Daily	Pantry areas	
12	Maintenance of Confidential Section (escorted)	As authorised	Conf. Section	

SECTION 2 — HOUSEKEEPING: WEEKLY / PERIODIC TASKS

S.No.	Task Description	Frequency	Area Location /	Done ✓
1	Deep scrubbing of washroom floors, basins, sanitary ware	Weekly	All washrooms	
2	Cleaning of ceiling fans, light fixtures, AC grilles	Fortnightly	All areas	
3	Overhead water tank cleaning	Quarterly	Rooftop utility /	
4	Machine scrubbing / polishing of marble / granite corridors	Quarterly	Corridors	
5	Full glass cleaning — all floors incl. external façade	Monthly	All floors	
6	Shampooing of carpets and upholstered furniture	Monthly	Offices & lounges	
7	Cleaning of terrace, parking lots, external pathways	Monthly	External areas	
8	Cleaning of storage rooms and false ceiling panels	Monthly	Utility areas	

SECTION 3 — PEST CONTROL TASKS

S.No.	Task	Frequency	Area	Completion Date
1	General pest control (cockroaches, ants, spiders, silverfish)	Monthly	All sections	
2	Rodent bait station inspection & replenishment	Fortnightly	All sections	
3	Termite / anti-termite treatment	6-Monthly	Wooden fixtures, skirting	
4	Mosquito & fly fogging (external areas, drains)	Fortnightly (monsoon) Monthly (otherwise)	External areas	
5	Bird-proofing & bird-dropping cleaning	Quarterly	Balconies, ledges, AC units	

S.No.	Task	Frequency	Area	Completion Date
6	Pest control in Confidential Section (escorted)	As Authorized	Conf. Section (escorted)	
7	Response to infestation complaint	Within 24 Hours	As reported	

SECTION 4 — INDOOR HORTICULTURE TASKS

S.No.	Task	Frequency	Area	Done ✓
1	Watering of all indoor potted plants	Daily	All sections with plants	
2	Pruning, grooming, dead leaf / foliage removal	Weekly	All plant locations	
3	Dusting / wiping of plant leaves	Weekly	All plant locations	
4	Application of manure, fertilizer (organic / low-odour)	Monthly	All plant locations	
5	Plant pest / fungal disease inspection & treatment	Monthly	All plant locations	
6	Cleaning of planters, pots, stands; algae/fungal removal	Weekly	All plant locations	
7	Dead / diseased plant replacement	Within 7 days	As required	
8	Seasonal rotation of flowering plants (reception, lobby)	Quarterly (or as directed)	Reception, lobby, boardroom	
9	Update of plant inventory (location-wise)	Monthly	All locations	

SECTION 5 — WASTE MANAGEMENT TASKS

S.No.	Task	Frequency	Area	Done ✓
1	Source segregation at collection points (wet / dry / hazardous)	Continuous	All sections	
2	Waste collection from all dustbins — segregated	2x daily	All sections	

S.No.	Task	Frequency	Area	Done ✓
3	Internal transport of waste to staging area (covered trolleys)	2x daily	All floors to staging point	
4	Dry / recyclable waste weighing, logging & handover to authorised recycler	Monthly (or as required)	Staging point	
5	E-waste segregation & handover to CPCB-authorised recycler with manifest	As generated	Dedicated e-waste bins	
6	Confidential waste — sealed bin collection & disposal via approved channel	Daily (from Conf. Section)	Conf. Section & records rooms	
7	Certificate of Destruction from shredding/recycling Service Provider	Per batch	Conf. waste only	
8	Cleaning & disinfection of bins and waste staging area	Daily	Staging area	
9	Monthly Waste Log & Waste Management.	Monthly	Submit to Facility Manager	

