



**Request for Proposal (RFP) For
Outsourcing of Manpower for Housekeeping, Pantry & Allied
Support Services**

(Multi-City Invest India Offices)

Mode of Tender - e-Tendering on GeM Portal

**Invest India,
Block 7 & 9, Jodhpur Officer Hostel
Pandara Road, Central Delhi
New Delhi-110003
+91-11-23072328
procurement@investindia.org.in**

Disclaimer

- 1.** This Tender is issued by Invest India, a Section-8 Not for Profit entity under the aegis of Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India.
- 2.** The information contained in this Tender or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of Invest India or any of its employees or advisors, is provided on the terms and conditions set out in this Tender.
- 3.** This Tender is not a contract and is not an offer by Invest India to any prospective bidder. Its purpose is to provide information useful for formulation of bids. Each bidder shall make its own assessment of the requirement, applicable laws, prevailing wage notifications, GeM conditions, site conditions and commercial implications and obtain independent advice where required.
- 4.** Information in this Tender is not an exhaustive or authoritative statement of law. Invest India accepts no responsibility for a bidder's interpretation of statutory requirements. The successful bidder shall remain responsible for compliance with all Applicable Laws and GeM conditions.
- 5.** Invest India may, subject to applicable procurement rules, update, amend or supplement the Tender by corrigendum/addendum through GeM. Bidders shall monitor GeM and take all such amendments into account before bid submission.
- 6.** Issue of this Tender does not oblige Invest India to select a bidder. Invest India reserves all rights available under GeM, GFR 2017 and applicable procurement rules, including cancellation/annulment of the process where permissible.
- 7.** No person is authorised to make any representation that varies this Tender unless issued formally by Invest India through GeM or another expressly authorised written channel.
- 8.** Bidders shall bear all costs of preparing and submitting bids. Invest India shall have no liability for such costs irrespective of outcome.

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CHAPTER - 1

Introduction, Tender Summary and Key Events

For

Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

RFP No.: INVIN/AON/26-27/1008

1. Introduction

Invest India is the National Investment Promotion and Facilitation Agency of India under the aegis of DPIIT, Ministry of Commerce and Industry, Government of India. Invest India requires dependable housekeeping, pantry, supervision, minor upkeep and allied support at its offices to maintain clean, hygienic, safe, presentable and operational workplaces.

Invest India invites online bids through GeM category for deployment of trained and statutorily compliant manpower, together with supervision, reliever arrangements, uniforms/PPE, machinery/equipment, training, insurance and related support. Housekeeping and pantry consumables shall be provided by Invest India on a non-chargeable basis, as specified in this RFP. The approved commercial structure comprises role-wise manpower pricing plus one monthly machinery/equipment/SPVM-FHC rental package (B1); bidders shall not load the same machinery/rental cost into manpower rates or any other price element so as to avoid double charging.

2. Tender Summary

Particular	Details
Project	Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services at Invest India offices (multi-city)
Procurement Type	Services - Manpower Outsourcing
Mode	Online e-bidding through Government e-Marketplace (GeM)
Contract Period	24 months from commencement; extension only as permitted under GeM, subject to satisfactory performance, mutual written agreement, continuing need and approvals
Sanctioned Strength	37 personnel
Role Mix	16 Housekeeping/Janitors + 18 Pantry Attendants + 1 Supervisor + 1 MTS + 1 Multi-Skilled Technician
Locations	Delhi Offices, Guwahati Office and Mumbai Office; operational reporting points as notified
Estimated Expenditure	₹2,89,37,472 for 24 months towards manpower plus the approved machinery/equipment rental package, exclusive of Service Charge and GST; final contract value shall be the GeM-evaluated L1 amount
Monthly Budget Base	₹12,05,728 per month towards manpower plus machinery/equipment rental, exclusive of Service Charge and GST; this is an estimate and not a bid ceiling unless GeM expressly provides otherwise
Evaluation Method	Mandatory Pre-Qualification/Eligibility - Pass/Fail; technical responsiveness/compliance - Pass/Fail; financial evaluation - L1 through GeM
Bid Security / EMD	₹5,78,750 (approx. 2% of estimated value), unless GeM bid specifies otherwise; exemptions as per applicable GeM/Government provisions
Performance Security	3% of total contract value, valid for contract period plus 60 days claim period or such validity as GeM requires
Bid Validity	120 days from bid submission end date, unless GeM specifies otherwise
Payment	Monthly in arrears after applicable GeM service acceptance/SDAC and submission of complete statutory/payment documents; payment within the timeline prescribed in the applicable GeM Contract/GTC/STC/ATC for a correct and undisputed invoice
Price Basis	Role-wise manpower rates + one monthly machinery/equipment/SPVM-FHC rental package (B1) + GeM-configured Service Charge + GST as applicable; no double loading between manpower and B1; statutory wage revision handled as specified

3. Key Events & Dates

Event	Details
Bid/RFP Number	INVIN/AON/26-27/1008
Date of Issue	03 October 2026
Pre-Bid Meeting	Pre-Bid for Facility Management

Event	Details
	Host by Hari Ome Choudhary Meeting link: https://meet1754348889052-9873.webex.com/join?MTID=mfca5888ffb6d62cddc4c2970001d3610 02:00 PM - 03:00 PM, Friday, October 09, 2026 (UTC+05:30) Chennai, Kolkata, Mumbai, New Delhi Meeting number: 2643 298 9255 Meeting password: J3PwCeBKM33 Agenda: Prebid Meeting for Facility Management Join from a video or application Dial 26432989255@meet1754348889052-9873.webex.com You can also dial 210.4.202.4 and enter your meeting number. Meeting password for video system 26432989255@meet1754348889052-9873.webex.com Join by phone Use VoIP only
Last Date for Pre-Bid Queries	As per GeM Portal
Bid Submission End Date/Time	As per GeM Portal
Eligibility/Technical Bid Opening	As per GeM Portal
Financial Bid Opening	Through GeM after completion of Pass/Fail eligibility and technical responsiveness
RFP Communication	procurement@investindia.org.in; formal bid communications/corrigenda through GeM

CHAPTER - 2

Instructions to Bidders

For

Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

RFP No.: INVIN/AON/26-27/1008

1. General Instructions

1. Bidder shall be a registered GeM seller/service provider eligible for the relevant manpower outsourcing category and shall submit its bid online within the GeM timeline.
2. The bid shall comprise Eligibility/Technical documents and Financial Bid. Financial information shall not be disclosed in technical documents except where specifically required by GeM.
3. Bidder shall quote for the complete scope and all specified locations/roles. Partial bids shall be liable to rejection unless GeM expressly permits otherwise.
4. All declarations, undertakings and annexures shall be signed by an authorised signatory and uploaded in legible form. Documents requiring certification/UDIN shall be valid and verifiable.
5. More than one bid by the same legal entity for the same GeM bid is not permitted.
6. Consortium/JV bids are not permitted unless the final GeM bid expressly permits them. The successful bidder remains solely responsible for performance. Core housekeeping and manpower services shall not be subcontracted without prior written approval of Invest India and any required GeM permission.
7. Clarifications shall be raised within the notified pre-bid period with specific clause references. Invest India may issue corrigenda/addenda through GeM, which shall form part of the Contract Documents.
8. Bidder shall independently verify applicable minimum wages for each location and skill category, employer statutory contributions, working-hour restrictions, labour welfare requirements and local registrations before quoting.
9. Bidder shall not recover tender/service costs from deployed personnel and shall not charge recruitment, placement, security or uniform fees to deployed personnel.
10. Any false statement, fabricated certificate, concealed conflict, manipulated wage/statutory record or material misrepresentation may lead to rejection, forfeiture/invocation of security, termination and debarment action as permissible.

2. Bid Preparation

- Rates shall be quoted in Indian Rupees in the GeM financial section. The manpower rates shall account for minimum wages, employer statutory contributions, bonus/leave/gratuity where applicable, uniforms, PPE, relievers, supervision, training, insurance, biometric attendance, administration and all other manpower-related costs necessary for lawful deployment, except items expressly stated as Buyer-supplied. Machinery/equipment/tools/SPVM-FHC costs covered by the separately quoted B1 rental package shall not be loaded again into manpower rates or Service Charge.
- Housekeeping and pantry consumables listed as Invest India free-issue/non-chargeable shall not be loaded into the quoted rate.
- GST shall be handled as per prevailing law and GeM. The bidder shall issue tax-compliant invoices.
- Service Charge shall comply strictly with the live GeM bid/category configuration and applicable Department of Expenditure instructions. The 3.85% minimum and 7.00% maximum (inclusive of GST) apply only where the prevailing GeM/DoE framework makes that standalone-manpower range applicable. Because this RFP also contains the separately priced B1 machinery/equipment rental package, no independent floor/ceiling is created by this RFP beyond what the live GeM system and applicable Government instructions lawfully prescribe. The GeM rule on the bid date shall prevail, and GST shall not be loaded twice on any component treated by GeM as GST-inclusive.
- Rates shall remain firm for the contract term except statutory revision of minimum wages and directly consequential statutory components, as expressly provided in this RFP and GeM.
- Bidder shall factor lawful weekly off, leave, reliever, overtime/shift requirements and supervisory coverage into the bid. No additional payment shall be made merely because relievers are required.

3. Bid Security / EMD

The indicative EMD is ₹5,78,750, calculated at approximately 2% of the approved estimated value. The amount/format finally configured in GeM shall govern. Exemptions for eligible MSEs/Start-ups or other categories shall be allowed only as per applicable Government/GeM provisions and documentary evidence.

4. Performance Security

The successful bidder shall furnish Performance Security equal to 3% of the total contract value within the GeM/award timeline. It shall remain valid for the entire contract period plus at least 60 days claim period, or such longer validity as mandated by GeM. Failure to furnish/extend/replenish the security may result in cancellation/termination and other action.

5. Site Visit / Understanding of Requirement

Bidders are encouraged to understand the operating environment, service windows, access restrictions and allocation requirements through available information/pre-bid process. Failure to inspect or seek clarification shall not relieve the successful bidder from performance obligations.

6. Mobilisation and Go-Live Readiness

Before commencement, Invest India may verify manpower dossiers, police/background verification, medical fitness, statutory registrations, insurance, uniforms/PPE, machinery/equipment, biometric attendance arrangements, supervisor/MST qualifications, reliever pool, training plan and escalation contacts. Such verification is a compliance check and not a post-bid enhancement of qualification.

CHAPTER - 3

Pre-Qualification / Eligibility Criteria

For

Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

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The following mandatory criteria shall be evaluated on Pass/Fail basis. Only bidders meeting every applicable criterion shall proceed to technical responsiveness and financial evaluation. Documentary evidence is mandatory.

S.No.	Criterion	Requirement	Supporting Documents	Marks
1	Legal Entity & GeM Registration	Legally constituted entity in India, registered on GeM for the relevant service, with PAN and GST registration as applicable.	Incorporation/registration certificate; PAN; GSTIN; GeM seller details; authorisation.	2
2	Relevant Business Experience	At least three years of relevant housekeeping/facility-management or integrated support-service experience as on the GeM bid end date; qualifying large-facility experience is detailed below.	Work orders/contracts demonstrating commencement and continuity of relevant operations.	5
3	Large Facility Contract Value	At least one relevant facility-management contract with an annual contract value of ₹50 lakh or more during the last five years. For an ongoing contract, the client must confirm the annualised contracted value and satisfactory performance.	Work order/contract showing annual value, with client performance certificate; for ongoing work, client certificate and invoice/payment evidence where the contract alone does not establish the value.	5
4	Average Annual Turnover	Minimum average annual turnover of ₹1.50 crore during FY 2022-23, 2023-24 and 2024-25, subject to any legally applicable relaxation.	CA/Statutory Auditor certificate with UDIN and audited financial statements.	5
5	Financial Soundness	Positive net worth as on 31 March 2025.	CA/Statutory Auditor certificate with UDIN and audited balance sheet.	3
6	Manpower Deployment Capacity	Evidence of at least 100 outsourced personnel deployed/managed at peak or currently, including at least 50 identifiable personnel in recent statutory/payroll records. Bidder shall also undertake to deploy 37 personnel plus relievers for this contract.	Client-certified deployment/roster or comparable contract records for 100 at peak/currently; recent EPF/ESI ECR and payroll declaration evidencing 50 personnel; Annexure 5 and mobilisation undertaking. Redact personal identifiers where appropriate.	5
7	Statutory Registrations	Valid EPF and ESI registrations and labour/service registrations/licences required for proposed operations, as applicable.	EPFO/ESIC registration; applicable labour registration/licence/undertaking; PAN/GST.	5
8	Wage & Social Security Compliance	Recent demonstrable compliance with bank-transfer wage payment and EPF/ESI deposits for existing outsourced personnel.	Latest three months wage bank-transfer proof and statutory challans/returns, suitably redacted while preserving verification fields.	3
9	Operational Support / Local Presence	Office/operational establishment in Delhi-NCR and ability to support all listed cities throughout contract.	Address proof and multi-city support/mobilisation undertaking.	3
10	Insurance Acceptance	Ability and undertaking to provide medical and group life/accident insurance coverage for all deployed personnel throughout the contract, in addition to statutory coverage.	Signed undertaking; policy/evidence before deployment.	3
11	Equipment and Machinery Capability	Demonstrated ownership or availability of commercial cleaning machinery/equipment suitable for the scope and the required SPVM/FHC units, tools, trolleys and PPE. Machinery shall be mobilised and maintained within accepted rates.	Asset/equipment inventory, photographs and invoices/lease or rental evidence, with deployment/maintenance undertaking and Annexure 6.	5
12	No Blacklisting / Debarment	Bidder shall not be under a debarment/blacklisting/suspension that renders it ineligible for this procurement.	Annexure 8 declaration and details of terminations for poor performance during the last three years (or a nil declaration).	5
13	Land Border Restrictions	Compliance with Rule 144(xi) of GFR and prevailing Government orders.	GeM-prescribed declaration/registration evidence as applicable.	2

S.No.	Criterion	Requirement	Supporting Documents	Marks
14	Conflict of Interest / Integrity	Disclosure of actual/potential conflict and compliance with Code of Integrity for Public Procurement.	Prescribed declaration/undertaking.	3
15	Acceptance / No Deviation	Acceptance of all material RFP/GeM conditions without material deviation.	Tender Acceptance / No-Deviation Certificate.	3
16	Large Facility Experience	Experience managing housekeeping/facility services for at least one facility of 1,00,000 sq. ft. or more during the last five years.	Client-issued certificate or work order clearly stating facility area, scope and service period.	5
17	Multiple Large Facilities	Experience at two facilities of 50,000 sq. ft. or more each, OR one facility of 1,00,000 sq. ft. or more, during the last five years.	Work orders with completion/ongoing performance certificates identifying each facility and its area.	5
18	Integrated Facility Services Experience	Relevant experience covering Housekeeping, Pantry/Hospitality, Supervision and Facility Support. The supporting contract(s) must collectively demonstrate all four service streams.	Work order(s) and scope of work/client certificate clearly identifying the relevant streams.	4
19	Continuous Experience	At least two years of continuous service at one qualifying large facility, with no unsubstantiated gap in the documented period.	Initial work order, extensions/renewals and/or client certificate showing continuous dates.	4
20	Corporate or Institutional Client Experience	At least two established corporate or institutional clients served during the last five years.	Client names and contact details, relevant work orders and Annexure 4.	3
21	Multi-location Capability	Demonstrated management of services at three or more locations simultaneously.	Overlapping work orders/periods or client certificate(s) showing locations and concurrent dates.	5
22	Supervisor and Management Structure	Dedicated Operations Manager or Facility Manager and supervisors available for contract management, in addition to the on-site supervisor in the priced deployment schedule.	Organisation chart and CVs/experience profiles of proposed managers and supervisors; Annexure 11 for escalation contacts.	2
23	Client Reference Verification	At least two independently verifiable client references for relevant work. Invest India may verify scope, scale, dates and performance directly with them.	For each reference: client organisation, contact name/designation, official email, mobile/telephone, relevant contract and consent to contact.	3
24	Technology and MIS Capability	Electronic/biometric attendance, digital reporting and monthly MIS capability for this contract.	Sample or redacted dashboard/report and signed undertaking to deploy the required system.	2
25	Quality and Audit System	Documented housekeeping SOP, checklist/audit process and escalation mechanism.	Sample SOP, audit/checklist format and escalation matrix.	3
26	No Subcontracting of Core Services	Core housekeeping and manpower services shall not be subcontracted without Invest India's prior written approval and any required GeM permission.	Signed undertaking in Annexure 2 / technical compliance statement.	3
27	Performance Track Record	No contract terminated for poor performance during the last three years. All relevant terminations, including disputed ones, must be disclosed.	Signed declaration in Annexure 8 with termination details, or a nil statement.	4

Evidence interpretation: The same qualifying contract may establish more than one criterion when its documents show each required fact. Facility area, annual value, service dates, site count, concurrent deployment and the four service streams must be verifiable. A bidder may combine contracts only where a criterion expressly allows it. Client certificates are required where the work order does not show the relevant fact. The evaluation remains pass/fail under the GeM bid and applicable GeM exemptions.

Note: Invest India may verify credentials directly with clients/authorities. False or misleading information may result in rejection/debarment/action under the contract and applicable rules. Relaxations for MSEs/Start-ups shall apply only to the extent expressly permitted under GeM/ Government provisions and shall not dilute statutory wage/service obligations.

CHAPTER - 4

Scope of Work, Manpower Specifications and Service Levels

For

Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

RFP No.: INVIN/AON/26-27/1008

1. Background and Objective

The objective is to engage a single competent Service Provider for deployment and management of Housekeeping, Pantry and allied support manpower across Invest India offices, ensuring a safe, hygienic, presentable and uninterrupted workplace. The Service Provider shall provide personnel, supervision, relievers, uniforms/PPE, machinery/equipment/tools, insurance, training, attendance systems and statutory coverage. Invest India shall provide identified housekeeping/pantry consumables on a non-chargeable basis.

2. Service Streams

#	Service Stream	Coverage
1	Housekeeping & Cleaning	Daily cleaning, sweeping/mopping/dusting/vacuuming, sanitisation, washroom upkeep, glass/common-area cleaning, waste segregation, SPVM/FHC upkeep and periodic/deep cleaning.
2	Pantry & Hospitality	Beverage preparation/service, meeting/guest/VIP hospitality, pantry readiness and cleanliness, drinking-water and vending-machine upkeep, crockery/cutlery handling and cafeteria support.
3	Supervision & Reporting	Deployment/attendance/roster control, daily allocation, quality audits, complaint closure, reliever management, inventory and statutory/MIS reporting.
4	Minor Upkeep - MST	Routine day-to-day minor electrical, plumbing, carpentry and minor civil/fixture attention; major repairs, statutory testing and OEM/AMC work excluded.
5	Custody of Buyer Consumables	Receipt, safe custody, economical use, stock accounting, indenting and reconciliation of Buyer-supplied consumables.
6	Administrative & General Support - MTS	Administrative coordination, document/dispatch support, basic MIS/inventory assistance, event support and miscellaneous day-to-day non-technical tasks.

3. Service Locations & Coverage

Location	Indicative Area / Size	Services
Delhi office 1 -	Approx. 13,000 sq. ft.	Housekeeping, Pantry; shared Supervisor, MST and MTS
Delhi office 2 - ICID Office	Built-up approx. 11,217 sq. ft.; Super Area approx. 14,953 sq. ft.	Housekeeping, Pantry; shared Supervisor, MST and MTS
Delhi office 3 - SUI Office	Approx. 50 workstations, 1 senior cabin, 1 waiting area	Housekeeping and Pantry
Guwahati Office	Approx. 3-person seating	Pantry
Mumbai Office	Approx. 5-6 person seating	Pantry

Invest India shall provide reasonable access, electricity for operating authorised equipment, drinking water/washroom access and designated storage/rest space where available. Exact reporting points may be notified at mobilisation. Manpower at each location shall be paid not less than the applicable minimum wage for the relevant skill category and jurisdiction.

4. Manpower Deployment Schedule - Authoritative Priced Basis

Role	Skill Category	Qty	Location-wise Distribution
Housekeeping / Janitor	Unskilled	16	Delhi office 1: 9; Delhi office 2: 6; Delhi office 3: 1
Pantry Attendant	Semi-skilled	18	Delhi office 1: 9; Delhi office 2: 6; Delhi office 3: 1; Guwahati: 1; Mumbai: 1
Supervisor	Skilled	1	Shared coverage - Delhi offices 1 & 2
Multi-Tasking Staff (MTS)	Unskilled	1	Shared coverage - Delhi offices 1 & 2
Multi-Skilled Technician (MST)	Skilled	1	Shared coverage - Delhi offices 1 & 2
GRAND TOTAL		37	37 personnel across listed locations

The above count is the single authoritative priced manpower schedule. The Service Provider shall maintain the sanctioned strength, subject to approved variation, and provide trained equivalent relievers for weekly offs, leave, absenteeism, resignation, training and emergencies at no additional cost.

5. Service Hours & Shift Framework

Deployment	Service Window (Mon-Sat)	Remarks
Delhi office 1 - Housekeeping	07:30-19:30	Split morning/afternoon shifts
Delhi office 1 - Pantry	08:00-20:00	Split morning/afternoon shifts
Delhi office 2 - Housekeeping	07:30-19:30	Split morning/afternoon shifts
Delhi office 2 - Pantry	08:00-20:00	Split morning/afternoon shifts
Supervisor	07:30-20:00	Rotational coverage
MTS	09:00-18:00	General shift
MST	09:00-18:00	General shift
Delhi office 3	09:00-18:00	General shift
Guwahati Office	09:00-18:00	General shift
Mumbai Office	09:00-18:00	General shift

The Service Provider shall submit a lawful shift roster within 7 days of commencement. The stated service windows are coverage periods and shall not be construed as individual daily duty hours. The Service Provider shall arrange split/rotational shifts and trained relievers so that no deployed person exceeds applicable working-hour, rest and weekly-off limits. Any overtime, where legally permissible and operationally required, shall be undertaken only in accordance with applicable law and the GeM/contract mechanism; no overtime entitlement is implied merely by the coverage window. Invest India may reasonably modify service windows for operational requirements, events and official functions, subject to the same statutory safeguards.

6. Minimum Qualification / Experience per Role

Role	Skill	Minimum Education	Minimum Experience	Other Eligibility
Housekeeping / Janitor	Unskilled	Literate; 8th pass preferred	0-1 year; cleaning experience preferred	Physically fit; basic equipment handling; hygiene/safety awareness
Pantry Attendant	Semi-skilled	8th-10th pass	1+ year pantry/hospitality/F&B	Food/beverage hygiene; courteous, presentable and guest-service oriented
MTS	Unskilled	10th pass	1+ year office/general support	Basic computer familiarity; dispatch/filing/multi-tasking; no repair work
Supervisor	Skilled	Graduate preferred; 12th with relevant experience acceptable	3-5 years supervising housekeeping/pantry/facility teams	Roster/attendance, quality audit, MIS/reporting, complaint closure, compliance awareness
MST	Skilled	10th + ITI in electrical/plumbing/relevant trade	3+ years building maintenance/minor multi-trade repairs	Valid trade certificate; PPE/safety discipline; minor electrical/plumbing/carpentry/civil capability

Common eligibility: age 18 years or above; medically fit; police/background verified before deployment; valid government identity/address proof; trained for role; and not legally disqualified from assigned duties.

7. Detailed Housekeeping Scope

- Daily sweeping, mopping, dusting, vacuuming and sanitisation of offices, cabins, workstations, reception, meeting/conference rooms and common areas.
- Cleaning of floors, tiles, skirting, doors, partitions, furniture, fixtures, switches, handles and other high-touch surfaces at appropriate frequency.
- Carpet/upholstery spot cleaning; internal glass/partition cleaning; safe-access external glass cleaning where feasible without specialised façade equipment.
- Lift lobby, staircase, corridor, utility and storage-area cleaning; cobweb and stain removal; immediate spill response.
- Continuous washroom cleaning/disinfection, sanitary fixture upkeep, replenishment of Buyer-supplied consumables and odour control.
- Segregation and collection of waste as per applicable rules; transfer to designated collection/disposal points; maintaining waste-handling records where required.
- Maintenance of SPVM/FHC units, sanitary pad stock records and hygienic disposal arrangements; sanitary pads/refills shall be supplied by Invest India.

- Periodic cleaning of blinds, vents, light fixtures, high surfaces, furniture undersides and other less-frequent areas according to schedule.
- Pest evidence, leaks, safety hazards and maintenance defects noticed during cleaning shall be promptly reported to the Supervisor/Invest India.

7.1 Saturday / Periodic Deep Cleaning

Comprehensive deep cleaning shall be conducted every Saturday or such other day as directed, without disrupting office operations. Scope includes washrooms, pantry/cafeteria, workstations, meeting rooms, cabins, reception, common areas, glass panels/windows/doors, upholstery, carpets, high-touch surfaces, floor scrubbing/polishing where applicable, ceiling fixtures and vents. The Service Provider shall deploy adequate personnel, machinery, Buyer-supplied approved cleaning chemicals, PPE and safety signage and submit a Deep Cleaning Completion Report after each activity.

8. Detailed Pantry & Hospitality Scope

- Preparation and timely service of tea, coffee, water and permitted beverages during office hours, meetings, conferences, official events and visitor/VIP engagements.
- Maintaining pantry, cafeteria and service counters in hygienic, ready-to-use condition throughout service hours.
- Cleaning and hygienic handling of crockery, cutlery, trays, service trolleys and pantry equipment; proper storage after use.
- Monitoring drinking-water points and dispensers, ensuring cleanliness and promptly reporting shortage/breakdown.
- Meeting-room hospitality setup before scheduled meetings and prompt clearance after use.
- Maintaining pantry stock/issue records for Buyer-supplied consumables and preventing pilferage/wastage.
- Food/beverage handling in accordance with hygiene and safety instructions; use of hair caps, gloves/aprons where required.
- No food item, consumable or payment shall be solicited from Invest India employees/guests by deployed personnel.

9. Supervisor - Responsibilities

- Daily manpower allocation, attendance and shift/reliever control across our offices.
- Daily briefing/debriefing, grooming/uniform/PPE checks and role/task allocation.
- Quality inspection of housekeeping/pantry services, washrooms, common areas, meeting spaces and critical/VIP areas.
- Maintenance of Housekeeping, Common Area, Pantry/Cafeteria, Washroom, Deep Cleaning/PPM, SPVM/FHC, Drinking Water, Inventory, First Aid, Complaint and Attendance registers/checklists.
- Complaint logging, response, escalation and closure within SLA; root-cause/corrective action for recurring issues.
- Inventory/consumable monitoring, safe custody and monthly reconciliation of Buyer-supplied materials.
- Daily, weekly and monthly MIS; statutory compliance support; invoice/document verification and coordination with Invest India.
- Surprise inspections and daily rounds at both principal locations; immediate escalation of safety/statutory/service risks.

The Service Provider shall maintain an Operations Manager/Facility Manager and supervisory escalation structure, independent of the priced on-site deployment. The on-site Supervisor shall use documented housekeeping SOPs and checklists, conduct and record periodic quality audits, and report exceptions and corrective action through the escalation matrix. Electronic/biometric attendance and digital MIS shall support client-verifiable monthly reporting.

10. Multi-Skilled Technician - Responsibilities & Exclusions

The MST shall provide routine day-to-day minor electrical, plumbing, carpentry and minor civil/fixture repairs, inspection and first-level troubleshooting at the designated principal sites. The MST shall log jobs, use appropriate PPE and escalate work requiring licensed/specialised agencies.

Preventive maintenance contracts, statutory testing, major repairs and AMC responsibilities for Fire Alarm/Access Control/PA, HVAC, LT/UPS/DB electrical systems, major plumbing systems, fire extinguishers, RO systems, DG/solar systems, UPS and other specialised systems remain outside this manpower contract and with the respective OEM/AMC/specialised agency. The MST may coordinate and provide access/support but shall not substitute statutory/OEM work.

11. MTS - Responsibilities

- Basic administrative coordination and support to Corporate Services/Admin as assigned.
- Document movement, filing, dispatch, photocopy/scanning and basic computer/MIS assistance.
- Inventory/register support, event/logistics assistance and general non-technical multi-tasking.
- MTS shall not undertake electrical, plumbing, carpentry or other repair/technical work reserved for MST/specialised agencies.

12. Consumables - Division of Supply

Category	Indicative Items	Supplied By
Housekeeping consumables	Tissue/hand towels, hand wash, air fresheners, garbage bags, sanitizers, cleaning chemicals, glass/floor/toilet cleaners, mop refills/accessories	Invest India - non-chargeable
Pantry consumables	Disposable cups, napkins, stirrers, plates/bowls, tea/coffee, milk, sugar, beverage provisions and pantry cleaning agents	Invest India - non-chargeable
Feminine hygiene refills / first-aid	Sanitary pad refills; first-aid box consumables and permitted OTC items	Invest India - non-chargeable
SPVM / FHC machines	Vending machines and care units on rental, including maintenance	Service Provider - included in the accepted B1 monthly rental package, including maintenance; pads supplied by Invest India
Cleaning machinery	Wet/dry vacuum cleaners, single-disc scrubber/buffing machine, manual sweeper machine	Service Provider
Cleaning tools	Mopping sets, buckets, wringer trolleys, caddies, dusters, squeegees, caution signage, ladders/step-stools	Service Provider
Uniforms & PPE	Uniforms, IDs, gloves, masks, caps, aprons, safety footwear and role-specific PPE	Service Provider

All Buyer-supplied consumables remain Invest India property until consumed. The Service Provider shall maintain issue/stock/consumption registers, submit economical indents and reconcile monthly. Loss, theft, pilferage or negligent/wilful wastage attributable to the Service Provider may be recovered at cost.

13. Machinery & Equipment - Minimum Availability

Equipment	Indicative Minimum / Basis	Responsibility
Wet & Dry Vacuum Cleaner	Adequate for principal sites; minimum 3 units total unless site survey requires more	Provide, maintain and replace by Service Provider
Single Disc Scrubber/Polisher	Minimum 2 units total or adequate equivalent	Service Provider
Manual Road Sweeper Machine	Minimum 1 unit or as approved site need	Service Provider
Wringer / Cleaning Trolleys	Adequate site-wise quantity	Service Provider
SPVM / FHC Units	As per approved site requirement	Service Provider under accepted B1 monthly rental package; maintenance/replacement included; pads supplied by Invest India
Caution Signage / Ladders / Tools	Adequate for safe operations	Service Provider

Quantities are minimum indicative operational requirements. The accepted B1 machinery/equipment/SPVM-FHC rental package shall cover the complete minimum requirement stated in this RFP, including maintenance, repair and replacement. Any additional equipment reasonably necessary to meet the specified service standards shall be arranged within the accepted B1 package without extra payment, unless an additional requirement is expressly approved under the GeM contract and applicable procurement rules.

14. Reliever Arrangement

A trained, competent and category-equivalent reliever shall be provided against every designated position during weekly off, leave, absenteeism, resignation, emergency, training or other absence. Relievers shall meet the same qualification, verification, medical, insurance, uniform/PPE and statutory requirements as regular personnel. No additional payment shall be made for relievers.

14.1 Leave Management

- Leave shall be properly planned and managed by the Service Provider without affecting the required manpower deployment.
- The Service Provider shall arrange a trained, qualified and category-equivalent replacement/reliever for every planned or unplanned absence, at no additional cost to Invest India.
- Leave, attendance, weekly offs and replacement/reliever records shall be maintained, reconciled with biometric/electronic attendance and reflected in the monthly MIS.
- No manpower shortfall due to leave, weekly off, absenteeism or other absence shall be permitted. Any uncovered position shall be treated as non-deployment/non-delivery and shall attract the applicable contractual deductions.

15. Uniform, Grooming, Identity and Conduct

- Clean prescribed uniform and photo identity card at all times.
- Role-appropriate PPE; professional grooming and personal hygiene.
- Courteous behaviour with employees, visitors and guests; no solicitation of tips, gifts or private work.
- No alcohol/intoxicants, smoking in prohibited areas, abusive/inappropriate conduct, harassment, theft, fighting or wilful damage.
- No unauthorised photography, recording or disclosure of internal information.
- Invest India may require removal/replacement of unsuitable personnel for documented conduct, security, hygiene or performance reasons.

16. Police / Background Verification and Medical Fitness

All deployed personnel shall have police verification/background verification completed before deployment, government ID/address proof and a valid medical fitness certificate. Documents shall be submitted/produced before deployment and on request. Persons with verification pending shall not be deployed unless expressly permitted by Invest India in exceptional lawful circumstances.

17. Training & Skill Development

Mandatory monthly training shall be conducted for all deployed staff. Topics shall include housekeeping SOPs, pantry/food hygiene, fire & life safety, first aid, electrical safety, emergency response, customer service/grooming, POSH awareness, waste segregation/sustainability and role-specific procedures. After each training, the Service Provider shall submit attendance, training material/PPT where used, photographs and a brief report.

18. Medical & Group Life / Accident Insurance

The Service Provider shall maintain comprehensive medical insurance and group life/accident insurance for all deployed personnel throughout the contract. Coverage shall include, to the extent available under the policy, on-site/off-site accidental death, permanent total/partial disability, hospitalization and accident-related treatment. Policy copies, premium receipts and employee coverage lists shall be provided on request. Failure to maintain required insurance is a material breach.

19. Incident Management

In case of accident, injury, illness, fatality, misconduct, labour dispute, statutory non-compliance or other personnel-related incident, the Service Provider shall take immediate corrective/medical/administrative action, inform Invest India promptly, comply with statutory reporting, coordinate with authorities, provide periodic status updates and submit a detailed incident report with Root Cause Analysis and Corrective/Preventive Action within the timeline specified by Invest India.

20. Attendance, Biometric System and Deployment Evidence

Attendance shall be captured through biometric/electronic attendance wherever required, together with a deployment/roster record. The Service Provider shall provide/install the attendance mechanism at its cost. Monthly invoice attendance shall reconcile with these records. Proxy attendance, manipulation or falsification is material breach.

21. Statutory & Labour Compliance

- The Service Provider is the sole employer/engager of deployed manpower and shall comply with all applicable wage, social-security, labour, welfare, occupational safety and employment laws/rules/notifications as amended or replaced from time to time.
- Wages shall be paid by bank transfer only, by the 7th of the succeeding month or within the statutory timeline, whichever requirement is stricter. No cash/kind wage payment is permitted.
- EPF/ESI/EDLI and other statutory contributions shall be deposited within statutory timelines. Evidence including challans/ECR, employee identifiers and returns shall be supplied with the monthly compliance pack.
- The Service Provider shall maintain wage, attendance, leave, overtime, social-security and other statutory registers and provide them to Invest India/authorities when lawfully required.
- No recruitment, placement, uniform, security deposit or other unlawful fee/deduction shall be taken from deployed personnel.
- The Service Provider shall comply with the Code on Wages, 2019 and the other labour/social-security/occupational-safety/industrial-relations codes, rules and notifications to the extent in force, together with any legacy enactment/rule that lawfully continues during transition. Any subsequent notification, amendment or replacement shall apply automatically without reducing worker entitlements or the Service Provider's obligations.
- No employer-employee relationship arises between Invest India and deployed personnel. The Service Provider shall indemnify Invest India against employment/social-security claims attributable to its default.

21.1 Compliance Management

The CLRA licence/labour licence, where applicable under prevailing law, and all statutory labour registrations, licences, returns, registers, notices, wage/social-security compliances and other applicable statutory compliances shall be directly obtained, managed, renewed and complied with by the Service Provider/Manpower Agency at its own cost and responsibility. The Service Provider shall ensure timely filing/submission and maintenance of all relevant statutory records and documents and shall produce copies/evidence to Invest India or the competent authority whenever required. Where any successor labour-code framework replaces an existing licence/registration requirement, the corresponding applicable registration/licence/compliance shall be maintained without interruption.

22. Payment Basis and Monthly Invoice Documents

Billing shall be based on actual manpower deployed, subject to the sanctioned maximum of 37 unless additional deployment is approved in writing. No payment shall be made for an undeployed/absent post unless an eligible reliever has actually provided the required service. Absentee, SLA and statutory deductions shall be applied before payment.

Mandatory Monthly Invoice Support	Requirement
Invoice	GeM/tax-compliant invoice with role-wise/location-wise deployment and accepted rates
Attendance	Biometric/electronic attendance + deployment/roster summary
Wage Proof	Wage sheet and bank-transfer proof for relevant/preceding cycle as prescribed
EPF / ESI / EDLI	Challans/ECR/returns and employee coverage evidence
Insurance	Current coverage declaration; policy/endorsement when renewed/changed
MIS / SLA	Daily/weekly/monthly MIS, complaint log, audit scores and SLA calculation
Training	Monthly training attendance/photos/report
Consumables	Buyer-stock issue/consumption/reconciliation statement
Equipment	Availability/breakdown/replacement report where applicable
SDAC	Service Delivery Acceptance Certificate issued/certified by authorised Invest India representative

23. SLA / KPI Framework

KPI	Target / Standard	Measurement
Manpower deployment vs sanctioned strength	100% with relievers	Biometric/roster vs sanctioned schedule
Housekeeping quality / audit score	≥95%	Inspection checklist/audit
Washroom readiness & hygiene	≥95%	Washroom inspection checklist
Pantry readiness during service hours	100%	Pantry checklist/complaints
Beverage / hospitality service on time	≥95%	Meeting/booking feedback
Complaint resolution within SLA	≥95%	Complaint register
Statutory compliance - wages/EPF/ESI	100%	Compliance pack
MIS / report submission on time	100%	Submission tracker
Customer satisfaction	≥95%	Periodic CSAT / authorised user feedback
Monthly training	100%	Training records

23.1 Complaint Response and Resolution

Category	Response	Resolution
Critical - spillage/safety hazard, unusable washroom, VIP/critical area	15 minutes	30 minutes
Major housekeeping/pantry complaint	30 minutes	2 hours
Routine complaint	1 hour	Same working day

24. Penalty / SLA Deduction Schedule

#	Default / Lapse	Deduction / Consequence
1	Absenteeism without eligible replacement	Pro-rata monthly resource cost for absence + 25% of pro-rata wage/resource component per affected shift/day
2	Aggregate deployment below 95% in a month	₹5,000 per occurrence/review period, in addition to non-delivery deduction
3	Housekeeping audit score below 95%	₹1,000 per percentage point below target
4	Critical area found dirty - MD/leadership cabin, Board/Meeting Room, Reception, Washroom	₹2,000 per incident
5	Pantry not operational during required service window	₹1,000 per hour of attributable non-availability
6	Meeting/VIP hospitality not provided on time	₹1,000 per incident
7	Buyer consumables - failure to indent in time / misuse / unaccounted shortage	₹2,000 per incident + recovery of verified loss/cost
8	Complaint not closed within applicable SLA	₹500 per complaint
9	Delay/non-submission of monthly MIS	₹2,000 per report
10	Staff without uniform/ID or required PPE; poor grooming	₹500 per person per incident
11	Delay/non-submission of wage or EPF/ESI proof	Invoice hold for affected compliance + ₹10,000 per instance, subject to law/GeM
12	Monthly training records not submitted	₹2,000 per month
13	Mandatory monthly training not conducted	₹5,000 per month
14	Police/background verification absent before deployment	₹5,000 per person + immediate withdrawal until compliant
15	Medical/group insurance coverage lapsed or personnel uncovered	₹5,000 per affected person/month + immediate restoration; material breach if persistent
16	Required machinery/equipment unavailable and service affected	₹1,000 per item/day after notified grace period; alternate equipment to be arranged immediately
17	Deep cleaning not carried out as scheduled	₹5,000 per missed activity, unless rescheduled by Invest India
18	Falsified attendance/wage/statutory/MIS record	Material breach; recovery and contractual action in addition to proven financial loss

24.1 Monthly SLA Score Slab

Monthly SLA Score	Deduction
95% and above	No SLA-score deduction
90%-94.99%	2% of monthly bill
85%-89.99%	5% of monthly bill
80%-84.99%	7.5% of monthly bill
Below 80%	10% of monthly bill + Show Cause Notice

Overall cap: Total SLA/service deductions in a month shall ordinarily not exceed 10% of that month’s contract invoice value after excluding pure non-delivery amounts, statutory recoveries, wage/social-security amounts payable to workers, verified Buyer-property loss, fraud/wilful misconduct recoveries and third-party/indemnity liabilities. For the same underlying lapse, overlapping monetary deductions shall not be duplicated; however, non-delivery, statutory/wage recoveries, verified loss and separate consequential defaults remain independently recoverable. Persistent deductions reaching 10% for three consecutive months, repeated statutory default or a score below 80% may be treated as material breach after due process, subject to GeM.

25. Reporting / MIS

Frequency	Reports / Records
Daily	Attendance/deployment report; housekeeping/washroom/pantry checklist; complaint status; supervisor rounds; MST jobs
Weekly	Housekeeping audit; complaint closure tracker; deep-cleaning/PPM status; consumable stock/usage; equipment readiness
Monthly	Service MIS; SLA/penalty report; wage/EPF/ESI compliance pack; training report; insurance status; CSAT; inventory reconciliation

26. Expected Outcomes

- Consistently clean, hygienic and presentable workplaces across all locations.
- Prompt, courteous pantry and hospitality support.
- 100% statutory compliance and timely lawful wage/social-security payment.
- Reliable supervision, transparent attendance/MIS, accountable consumable usage and equipment availability.
- Uninterrupted service continuity through trained relievers and effective complaint handling.

CHAPTER - 5

Bid Submission and Evaluation Guidelines

For

Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

RFP No.: INVIN/AON/26-27/1008

1. Bid Submission

- Eligibility/Technical documents and Financial Bid shall be submitted online through GeM only.
- Technical documents shall be legible and mapped to the eligibility criteria and Annexure 18 checklist.
- Financial quotes shall be submitted only in the GeM financial section/price schedule; disclosure in technical documents may lead to rejection.
- Bidders shall submit a clause-by-clause Technical Compliance Statement against the Scope/SLA.
- Invest India may seek clarifications that do not alter the substance, price or credentials of the bid.

2. Evaluation Methodology

Stage	Method
Stage 1 - Mandatory Pre-Qualification / Eligibility	Pass/Fail evaluation of all Chapter 3 criteria, statutory declarations and mandatory documents. Failure renders the bid non-responsive, subject to permissible clarification.
Stage 2 - Technical Responsiveness / Compliance	Pass/Fail review of complete acceptance of manpower schedule, role qualifications, locations, insurance, relievers, equipment/machinery, SLA/penalty matrix, statutory requirements and mobilisation capability. No marks-based technical scoring is proposed because the approved procurement basis is L1 after responsiveness.
Stage 3 - Financial Evaluation	Financial bids of responsive bidders opened/evaluated through GeM. L1 shall be determined by the lowest evaluated total price for the complete 24-month requirement in accordance with GeM system methodology.

3. Technical Responsiveness - Mandatory Checks

#	Requirement	Response
1	37-person authoritative manpower schedule accepted	Comply / Not Comply; reference
2	Role-wise qualifications/experience accepted	Comply / Not Comply; reference
3	All listed multi-city locations accepted	Comply / Not Comply; reference
4	Service windows/shift framework accepted	Comply / Not Comply; reference
5	Leave-management and trained reliever arrangement at no extra cost accepted, including records in monthly MIS	Comply / Not Comply; reference
6	Police/background verification and medical fitness accepted	Comply / Not Comply; reference
7	Medical/group life/accident insurance accepted	Comply / Not Comply; reference
8	Monthly training accepted	Comply / Not Comply; reference
9	Biometric/electronic attendance accepted	Comply / Not Comply; reference
10	Machinery/equipment/SPVM-FHC obligations accepted	Comply / Not Comply; reference
11	Invest India consumables division accepted	Comply / Not Comply; reference
12	Wage/EPF/ESI/statutory compliance, including applicable CLRA/labour licence management, accepted	Comply / Not Comply; reference
13	SLA/KPI and penalty matrix accepted	Comply / Not Comply; reference
14	24-month contract period and extension provision accepted	Comply / Not Comply; reference
15	Payment/SDAC/statutory proof requirements accepted	Comply / Not Comply; reference
16	3% Performance Security accepted	Comply / Not Comply; reference
17	No material deviation to GeM/RFP/Contract conditions	Comply / Not Comply; reference

4. Commercial Responsiveness

- Bidder shall quote every mandatory financial element configured in the GeM bid, including all role-wise manpower price elements and the B1 machinery/equipment/SPVM-FHC rental package where configured. Missing a mandatory price element may render the bid non-responsive. The same cost shall not be loaded under more than one price element.
- The quoted wage/statutory components shall not be below the applicable minimum legal/GeM values.
- Abnormally low bids may be examined under applicable GeM/procurement provisions to ensure the bidder can lawfully meet wages, statutory dues, relievers, insurance, machinery and SLA obligations.

- The selected bidder shall not reduce wages/statutory benefits, reliever coverage or service quality because of its quoted price.
- Tie-breaking, purchase preference and system-driven methodology shall be governed by GeM/Government provisions.

CHAPTER - 6

Standard Terms and Conditions

For

Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

RFP No.: INVIN/AON/26-27/1008

1. GeM Governance and Precedence

The procurement and resulting contract shall be governed by the GeM bid document, GeM GTC, applicable STC/SLA, this RFP/Buyer Added ATC, corrigenda and the accepted bid. Mandatory GeM terms shall prevail to the extent of inconsistency.

2. Contract Period

24 months from the commencement date stated in the GeM contract/work order. Extension, if any, shall require satisfactory performance, continuing need, approvals, mutual written agreement where required and compliance with GeM.

3. Deployment and Variation

The sanctioned base strength is 37. Invest India may increase/decrease roles/quantities only within powers permitted by GeM/contract and applicable procurement approvals, at accepted pro-rata rates where applicable.

4. Payment and Invoicing

Monthly invoice shall be supported by attendance, SDAC, wage proof, EPF/ESI/EDLI evidence, SLA/MIS and other prescribed documents. Correct undisputed invoices shall be processed in the GeM payment workflow; no advance is payable.

5. Taxes

Taxes shall be handled under prevailing law and GeM. Statutory tax changes shall be given effect as legally applicable.

6. Wage Revision

Where the appropriate Government revises minimum wages during the contract, the admissible wage differential and directly consequential statutory components/service-charge effect shall be adjusted prospectively from the legal effective date against documentary evidence and GeM rules. No unrelated escalation is admissible.

7. Labour / Social Security Compliance

Service Provider shall comply with the Code on Wages, 2019 and all other applicable labour, social-security, occupational-safety and industrial-relations codes/rules/notifications in force, together with EPF, ESI, EDLI, bonus, gratuity, leave and any legacy provision that lawfully continues during transition. Documentary proof may be required with each invoice.

8. No Employment Relationship

Personnel remain employees/engaged personnel of Service Provider. No right to absorption, regularisation or Invest India employment is created.

9. Insurance

Service Provider shall maintain required statutory insurance plus medical and group life/accident insurance for deployed personnel. Policies and coverage evidence shall remain current.

10. Indemnity

Service Provider shall indemnify Invest India against claims, losses, penalties, statutory dues and reasonable expenses arising from Service Provider breach, negligence, unlawful act/omission, employment default, bodily injury/death, property damage or confidentiality/data breach attributable to it.

11. Confidentiality

Internal information, visitor/employee information, access arrangements, records and documents encountered during service are confidential. Personnel shall not photograph, record or disclose without authorisation. Obligation survives termination.

12. Data Privacy

Personal data used for attendance, payroll, identity verification, access control and service administration shall be processed only for lawful contract purposes, protected with reasonable safeguards and not monetised/shared except as legally necessary.

13. POSH and Workplace Conduct

Service Provider shall sensitise personnel to workplace dignity/POSH requirements and promptly act on complaints. Its obligations as employer remain unaffected by any Invest India internal mechanism.

14. Sub-contracting / Assignment

The Service Provider shall not assign or subcontract core housekeeping/manpower services without Invest India's prior written approval and any required GeM permission. Approval does not relieve the Service Provider of its contractual and statutory obligations.

15. Conflict of Interest / Integrity

Service Provider shall comply with anti-bribery, anti-corruption and procurement integrity requirements. Collusion, fraud, coercion or concealed conflict may result in termination/debarment action as permissible. Any debarment action shall be undertaken only in accordance with Rule 151 of GFR 2017 and applicable Department of Expenditure/GeM guidelines, as amended from time to time.

16. Inspection and Audit

Invest India may inspect attendance, wage/statutory records, insurance, training, equipment, stock/consumable records, checklists and invoices at reasonable times. Non-compliance shall be rectified without extra cost.

17. Buyer Property / Consumables

Service Provider shall safeguard passes, keys, documents, consumables, appliances and other Buyer property placed in its custody and make good verified loss/damage attributable to its personnel, normal wear excepted.

18. Safety and EHS

Service Provider shall ensure safe work methods, PPE, caution signage, equipment safety and immediate reporting of hazards/incidents. High-risk/specialised work outside the approved manpower scope shall not be undertaken.

19. Suspension / Removal

Invest India may require immediate removal/replacement of personnel presenting safety, security, conduct, verification or material performance concerns. Replacement does not create additional cost.

20. Force Majeure

Force majeure shall be governed by applicable GeM terms. Affected party shall notify promptly, provide evidence, mitigate and resume performance. Routine absenteeism, staff shortage, equipment breakdown or funding issues within Service Provider control are not force majeure.

21. Termination for Convenience

Invest India may terminate by 30 days written notice, subject to GeM provisions, paying for satisfactorily delivered/certified services up to effective date after lawful recoveries.

22. Termination for Default

Material breach, persistent SLA failure, failure to pay wages within the prescribed timeline, failure to remit applicable social-security/statutory dues, fraud, falsification, serious misconduct, insurance lapse, unauthorised assignment or repeated

disruption may result in termination after due process, risk-and-cost action, Performance Security invocation and/or debarment action where legally permissible and in accordance with applicable GeM/GFR/DoE provisions.

23. Transition Assistance

On expiry/termination, Service Provider shall cooperate for orderly transition, submit outstanding records, return passes/property, settle personnel dues and hand over open complaints/inventory without disruption.

24. Dispute Resolution

Parties shall first attempt amicable resolution through authorised representatives. Unresolved disputes may be handled under applicable GeM dispute-resolution provisions and, where permissible, Arbitration and Conciliation Act, 1996, as amended, with seat at New Delhi and proceedings in English.

25. Governing Law and Jurisdiction

Indian law applies. Subject to arbitration/GeM dispute mechanism, courts at New Delhi shall have jurisdiction.

26. Notices

Contractual notices shall be in writing through GeM and/or authorised addresses/emails recorded in the contract.

27. Record Retention

Service Provider shall preserve billing, attendance, wage, statutory, insurance, incident and audit records for the period required by law and contract and produce them when lawfully requested.

28. Survival

Payment/recovery, audit, confidentiality, data protection, indemnity, labour/statutory liability, dispute and governing-law provisions survive to the extent necessary.

CHAPTER - 7

Financial Bid / Price Schedule

For

Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

RFP No.: INVIN/AON/26-27/1008

1. Price Schedule and L1 Evaluation

The Financial Bid shall be entered only in the GeM financial section in the format/configuration enabled by GeM. The following schedule is the intended commercial structure and may be reproduced as Buyer Added ATC/price schedule where supported by GeM.

Item	Role / Component	Qty	Monthly Unit Rate / Rental / System Value (₹)	24-Month Evaluated Amount (₹)
A1	Housekeeping / Janitor - Unskilled	16	To be quoted	$16 \times \text{Rate} \times 24$
A2	Pantry Attendant - Semi-skilled	18	To be quoted	$18 \times \text{Rate} \times 24$
A3	Supervisor - Skilled	1	To be quoted	$1 \times \text{Rate} \times 24$
A4	MTS - Unskilled	1	To be quoted	$1 \times \text{Rate} \times 24$
A5	Multi-Skilled Technician - Skilled	1	To be quoted	$1 \times \text{Rate} \times 24$
B1	Machinery / equipment / SPVM-FHC rental package	1 lot/month	To be quoted / as configured	Monthly B1 rental $\times 24$
C1	Service Charge	As per GeM category	Percentage / system value	Applied through GeM methodology; only where applicable under live GeM/DoE rules
D1	GST	As applicable		GeM/system computation on applicable taxable value; no duplicate GST loading

L1 shall be determined exclusively by the GeM system for the complete 24-month requirement, taking into account the GeM-configured manpower price elements, the B1 machinery/equipment/SPVM-FHC rental package, applicable Service Charge and GST/system components. The GeM system-evaluated total shall be final for financial ranking and shall prevail over any arithmetic illustration in this RFP. If GeM mandates a different system structure, the published GeM configuration shall govern while preserving the approved scope and avoiding duplicate charging.

2. Price Assumptions

- Per-resource rate shall include applicable minimum wage, employer statutory contributions, bonus/leave/gratuity obligations where applicable, uniform/ID/PPE, reliever cost, supervision, training, insurance, attendance system, administration and all costs necessary for lawful deployment.
- Housekeeping and pantry consumables identified as Invest India free-issue are excluded and shall not be loaded into rates.
- Machinery/equipment/tools/SPVM-FHC obligations covered by B1 shall be priced only in the B1 monthly rental package. They shall not be loaded again into manpower rates or Service Charge. Maintenance, replacement and the minimum equipment quantities specified in Chapter 4 are included in B1 unless expressly stated otherwise.
- Service Charge shall comply with the live GeM category/bid configuration and applicable DoE instructions. Any minimum or maximum service-charge rule shall apply only to the extent legally applicable to this combined manpower-plus-B1 commercial structure on the bid date.
- GST shall be computed strictly in accordance with the GeM system and prevailing tax law. No GST shall be added twice to any component that GeM treats as GST-inclusive. Statutory deductions/TDS shall apply.
- Rates remain firm except statutory minimum-wage revision and directly consequential statutory components as expressly allowed in Chapter 6.

Annexure 1

Offer Forwarding / Tender Submission Letter

Tender Reference No.: INVIN/AON/26-27/1008

To,
Invest India,
Block 7 & 9, Jodhpur Officer Hostel,
Pandara Road, Central Delhi, New Delhi-110003

Subject: Bid for Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services

Dear Sir/Madam,

Having examined the RFP, GeM bid document, corrigenda and all Contract Documents, we submit our bid to provide the complete services in accordance with the requirements. We confirm that the information furnished is true and complete and that the undersigned is duly authorised to bind the bidder.

Date: Name of Bidder:
Place: Authorised Signatory:
Designation: Seal:

Annexure 2

Tender Acceptance & No-Deviation Letter

Tender Reference No.: INVIN/AON/26-27/1008

- We have read and understood the complete RFP, GeM bid, GTC/STC/SLA, Buyer Added ATC and corrigenda and accept them without material deviation.
- Our technical bid does not contain any financial quote except information expressly required by GeM.
- We agree to remain bound by our bid for the prescribed validity period.
- We understand Invest India may verify credentials and that material misrepresentation may attract rejection/debarment/contract action.
- We accept the 37-person manpower schedule, relievers, insurance, machinery, statutory compliance, SLA/penalties and draft contract terms.

Date: Name of Bidder:

Authorised Signatory: Seal:

Annexure 3

Bidder General Information

Tender Reference No.: INVIN/AON/26-27/1008

S.No.	Particular	Details
1	Legal name	
2	Entity type	
3	Registered address	
4	Corporate/operational address	
5	Date of incorporation/registration	
6	PAN	
7	GSTIN	
8	GeM Seller ID	
9	EPF Registration No.	
10	ESI Registration No.	
11	Applicable labour licence/registration	
12	Authorised signatory name/designation	
13	Contact mobile/email	
14	Delhi-NCR office address	
15	Other city support arrangements	
16	Bank details for refund/security correspondence	

Annexure 4

Similar Experience Details

Tender Reference No.: INVIN/AON/26-27/1008

#	Client	Contract / Scope	Period	Executed / Contract Value (₹)	Peak Manpower	Completion / Performance Evidence

Attach work order/contract and completion/performance certificate. For running contracts, attach client certificate/payment evidence showing satisfactory executed value and manpower scope.

Annexure 4 evidence schedule: Against each contract, state facility name and full address, area in sq. ft., annual contract value, start/end dates, whether ongoing, Housekeeping/Pantry/Hospitality/Supervision/Facility Support scope, number of locations and concurrent service dates, maximum and recent manpower deployed, and document/file/page references. Attach the work order, extension/renewal, client performance certificate and payment evidence as applicable. Provide at least two verifiable references with client contact name, designation, official email and telephone/mobile. Additional signed sheets may be used; existing table columns may be expanded digitally before submission.

Annexure 5

Manpower Strength & Statutory Capacity

Tender Reference No.: INVIN/AON/26-27/1008

Particular	Bidder Response / Evidence
Total manpower on payroll/valid engagement as on bid date	
Housekeeping personnel	
Pantry/Hospitality personnel	
Supervisors	
MST/Technicians	
Reliever pool	
Latest EPF-covered employee count	
Latest ESI-covered employee count	
Wage payment through bank - latest 3 months	Attach evidence
EPF/ESI deposit - latest 3 months	Attach challans/ECR/returns

For the 100-person peak/current requirement, attach a client-certified deployment statement, roster or comparable contract record. For the recent 50-person threshold, attach payroll declaration and EPF/ESI ECR or equivalent statutory records. Show the relevant month, headcount and file/page references; redact individual identifiers where appropriate without obscuring the counts.

Annexure 6

Mobilisation / Deployment Undertaking

Tender Reference No.: INVIN/AON/26-27/1008

We undertake that, if awarded, we shall mobilise the full sanctioned manpower, verified relievers, Supervisor, MTS and MST; complete police/background verification and medical fitness; arrange uniforms/PPE, insurance, biometric attendance, machinery/equipment/SPVM-FHC, training and escalation support; and commence services within the timeline notified in the GeM contract/work order.

Mobilisation Activity	Planned Completion from Award / Notice
Contract manager / mobilisation SPOC	Day 1
Site verification / roster finalisation	Within 3 days
Personnel shortlist / document verification	Within 5 days
Police/BGV / medical dossier completion	Before deployment
Uniform/PPE/ID readiness	Before deployment
Insurance coverage	Before deployment
Biometric/electronic attendance	Before deployment
Machinery/equipment positioning	Before deployment
Training / induction	Before deployment
Go-live	As notified / contract commencement

Annexure 7

Local Presence and Multi-City Support Details

Tender Reference No.: INVIN/AON/26-27/1008

Location	Office / Support Address	Contact Person	Phone	Email	Support Arrangement
Delhi-NCR					
Guwahati					
Mumbai					
Other / Backup					

Annexure 8

Non-Blacklisting / Debarment Declaration

Tender Reference No.: INVIN/AON/26-27/1008

We declare that the bidder is not presently blacklisted/debarred/banned/suspended from participating in procurement in a manner rendering it ineligible under applicable Central/State Government, PSU, statutory/autonomous-body or GeM rules as on bid submission date. We undertake to promptly disclose any change in this status until award and during the contract. Details of any past debarment/termination, if required by the bid, are disclosed separately and are true and complete.

Date: Authorised Signatory: Seal:

Performance record declaration: During the three years preceding the GeM bid end date, we have had no contract terminated for poor performance. If any contract was terminated or termination is disputed, we disclose for each the client, contract, termination date, stated reason and present status in an attached signed schedule. A false or incomplete declaration may result in action under the bid/contract and applicable rules. [Delete the inapplicable nil statement and attach details where relevant.]

Annexure 9

Undertaking regarding Restrictions relating to Land Border

Tender Reference No.: INVIN/AON/26-27/1008

The bidder shall submit the declaration/registration requirements applicable under Rule 144(xi) of the General Financial Rules and prevailing Government of India orders concerning bidders from countries sharing a land border with India, in the format prescribed/accepted on GeM. We certify that we fulfil all applicable requirements and are eligible to be considered for this procurement.

Annexure 10

Conflict of Interest / Relationship Declaration

Tender Reference No.: INVIN/AON/26-27/1008

The bidder shall disclose any actual or potential conflict of interest and any relationship of its directors/partners/proprietor/key personnel with Invest India personnel that may reasonably be perceived to affect the procurement process.

Disclosure	Details
No conflict / relationship to disclose	Yes / No
If any, complete details	

Annexure 11

Escalation Matrix

Tender Reference No.: INVIN/AON/26-27/1008

Level	Role / Name	Designation	Mobile	Email	Response Role
L1		Site Supervisor / Operations			Day-to-day operations
L2		Account Manager			Operational escalation
L3		Senior Management			Statutory / persistent issues
L4		Director / CEO			Critical escalation

Annexure 12

Technical Compliance Statement

Tender Reference No.: INVIN/AON/26-27/1008

S.No.	Requirement	Comply (Yes/No)	Bid Reference
1	37-person manpower schedule		
2	16 Housekeeping / 18 Pantry / 1 Supervisor / 1 MTS / 1 MST		
3	Multi-city locations and service windows		
4	Role qualifications and experience		
5	Reliever arrangement at no extra cost		
6	Police/BGV and medical fitness before deployment		
7	Uniforms, IDs, grooming and PPE		
8	Biometric/electronic attendance		
9	Monthly training and evidence		
10	Medical and Group Life/Accident insurance		
11	Machinery/equipment/tools/SPVM-FHC		
12	Invest India free-issue consumables division		
13	Supervisor registers/MIS		
14	MST scope and AMC exclusions		
15	Wage/EPF/ESI/statutory compliance		
16	Bank-transfer wages by prescribed date		
17	SLA/KPI and complaint timelines		
18	Penalty/deduction matrix		
19	24-month term / extension provision		
20	3% Performance Security		
21	Draft Contract acceptance		
22	No subcontracting of core housekeeping/manpower services without prior approval		

For the additional facility eligibility requirements, attach the evidence schedule under Annexure 4, the organisation chart and CVs, sample digital MIS/dashboard, sample housekeeping SOP, quality audit/checklist and equipment list with photographs and ownership/availability evidence. Cite their file/page references in Annexure 18.

Annexure 13

SLA & Penalty Acceptance

Tender Reference No.: INVIN/AON/26-27/1008

We have read the complete SLA/KPI, complaint-response standards and Penalty/Deduction Schedule in Chapter 4 and unconditionally accept the same. We understand that deductions are without prejudice to non-delivery deductions, recovery of worker statutory/wage dues, verified Buyer losses, Performance Security invocation and termination for material/persistent breach, subject to Applicable Law and GeM.

Annexure 14

Performance Security / PBG Format

Tender Reference No.: INVIN/AON/26-27/1008

(Indicative format; GeM-prescribed ePBG/PBG format shall prevail where mandatory.)

Bank Guarantee No.: Date:

In consideration of Invest India, Block 7 & 9, Jodhpur Officer Hostel, Pandara Road, Central Delhi, New Delhi-110003 ("Authority") having entered into a contract with ("Service Provider") for Outsourcing of Manpower for Housekeeping, Pantry & Allied Support Services, we Bank irrevocably and unconditionally guarantee due and faithful performance by the Service Provider and undertake to pay to the Authority, on first written demand and without demur, an amount not exceeding ₹..... being the prescribed Performance Security under the Contract Documents.

The Bank agrees that the Authority's written demand stating a contractual default shall be sufficient for payment, subject to the terms of this Guarantee. The Guarantee shall remain valid until and claims may be lodged until Our liability shall not exceed the Guarantee Amount. Any extension of the Contract shall be supported by corresponding extension of this Guarantee as required.

For Bank: Authorised Signatory/Seal:

Annexure 15

Financial Bid Format

Tender Reference No.: INVIN/AON/26-27/1008

Financial Bid shall be submitted only in the GeM financial section. The table below is for commercial clarity / Buyer Added ATC mapping and shall not be uploaded separately if GeM disallows it in the technical envelope. B1 is the single machinery/equipment/SPVM-FHC rental package and shall not be duplicated in manpower rates or Service Charge.

Item	Role / Component	Qty	Skill	Monthly Rate / Rental / System Value (₹)	24-Month Amount (₹)
A1	Housekeeping / Janitor	16	Unskilled		
A2	Pantry Attendant	18	Semi-skilled		
A3	Supervisor	1	Skilled		
A4	MTS	1	Unskilled		
A5	MST	1	Skilled		
B1	Machinery/equipment/SPVM-FHC rental package	1 Lot	N/A		
C1	Service Charge	As GeM	N/A		
D1	GST	As applicable	N/A		

Annexure 16

Pre-Bid Query Format

Tender Reference No.: INVIN/AON/26-27/1008

#	RFP Page / Clause	Existing Provision	Bidder Query / Suggested Clarification	Rationale

Annexure 17

Confidentiality and Data Privacy Undertaking

Tender Reference No.: INVIN/AON/26-27/1008

We undertake to protect all non-public information and personal data accessed during the procurement/contract; restrict access to personnel with need to know; use information only for contract performance; prevent unauthorised disclosure/photography/recording; implement reasonable access controls; notify Invest India promptly of any suspected breach; and return/delete information on exit except where retention is legally required. These obligations bind our deployed personnel and survive termination.

Annexure 18

Bid Submission Checklist

Tender Reference No.: INVIN/AON/26-27/1008

Bidder Submission Checklist (Technical Bid): Mark each applicable requirement as Yes/No and cite the exact uploaded file name and page number. Upload this completed checklist with the Technical Bid. Financial rates/quotes shall not be disclosed in the Technical Bid except where specifically required by GeM. Where an item is not applicable, state "N/A" with a brief basis. GeM-specific mandatory fields/uploads and corrigenda shall also be complied with.

#	Document / Requirement	Applicability	Uploaded (Yes/No)	File / Page Reference
1	Bid Forms: Offer Forwarding / Tender Submission Letter - Annexure 1	Mandatory		
2	Bid Forms: Tender Acceptance & No-Deviation Letter - Annexure 2	Mandatory		
3	Bid Forms: Bidder General Information - Annexure 3	Mandatory		
4	Legal / Registration: Certificate of Incorporation / Registration / Partnership Deed / Proprietorship proof	Mandatory		
5	Legal / Registration: PAN and GST registration documents, as applicable	Mandatory / As applicable		
6	Legal / Registration: GeM seller / service-provider registration for the relevant service category	Mandatory		
7	Legal / Registration: Authorisation / Board Resolution / Power of Attorney for authorised signatory	Mandatory		
8	Experience: Relevant housekeeping / facility-management / integrated support-service experience - minimum 3 years	Mandatory		
9	Experience: Large facility experience: at least one facility of 1,00,000 sq. ft. or more during the last 5 years, with area evidence	Mandatory		
10	Experience: Multiple large facilities: two facilities of 50,000 sq. ft. or more each OR one facility of 1,00,000 sq. ft. or more	Mandatory		
11	Experience: Large facility contract value: at least one relevant contract with annual value of ₹50 lakh or above	Mandatory		
12	Experience: Integrated facility services experience covering Housekeeping + Pantry/Hospitality + Supervision + Facility Support	Mandatory		
13	Experience: Continuous experience: minimum 2 years at one qualifying large facility, including extension/renewal evidence	Mandatory		
14	Experience: At least two established corporate / institutional clients served during the last 5 years	Mandatory		
15	Experience: Multi-location capability: services managed at three or more locations simultaneously	Mandatory		
16	Experience: Similar Experience Details / evidence schedule - Annexure 4 with work orders, client certificates and page references	Mandatory		
17	Financial: Average annual turnover evidence: CA/Statutory Auditor certificate with UDIN and audited financial statements	Mandatory unless exempt under applicable GeM provision		

#	Document / Requirement	Applicability	Uploaded (Yes/No)	File / Page Reference
18	Financial: Positive net worth certificate with UDIN and supporting audited balance sheet	Mandatory		
19	Manpower / Statutory: Manpower deployment capacity: at least 100 outsourced personnel at peak/currently - client-certified roster/deployment evidence	Mandatory		
20	Manpower / Statutory: Recent statutory/payroll evidence for minimum 50 identifiable personnel: payroll declaration + EPF/ESI ECR or equivalent records	Mandatory		
21	Manpower / Statutory: Manpower Strength & Statutory Capacity - Annexure 5	Mandatory		
22	Manpower / Statutory: EPFO registration and recent EPF challans/ECR/returns	Mandatory		
23	Manpower / Statutory: ESIC registration and recent ESI challans/returns	Mandatory		
24	Manpower / Statutory: Applicable CLRA / labour licence / registration or legally valid undertaking/evidence as required for proposed operations	Mandatory / As applicable		
25	Manpower / Statutory: Recent wage bank-transfer proof for outsourced personnel	Mandatory		
26	Operations: Mobilisation / Deployment Undertaking - Annexure 6, including trained relievers and leave/absence coverage	Mandatory		
27	Operations: Delhi-NCR office / operational establishment proof and multi-city support details - Annexure 7	Mandatory		
28	Operations: Operations Manager / Facility Manager and supervisors: organisation chart + CVs / experience profiles	Mandatory		
29	Operations: Minimum two independently verifiable client references with contact name, designation, official email and telephone/mobile	Mandatory		
30	Technology / Quality: Electronic / biometric attendance, digital reporting and MIS capability: sample dashboard/report + undertaking	Mandatory		
31	Technology / Quality: Documented housekeeping SOP, quality audit/checklist and escalation mechanism: sample documents	Mandatory		
32	Equipment: Cleaning machinery/equipment asset list with photographs and invoices / lease / rental / availability evidence	Mandatory		
33	Insurance: Medical and group life/accident insurance undertaking / proposed coverage evidence	Mandatory		
34	Declarations: Non-Blacklisting / Debarment and performance-track declaration - Annexure 8, including termination details or nil declaration	Mandatory		
35	Declarations: Land Border Restriction Undertaking - Annexure 9	Mandatory / As applicable		
36	Declarations: Conflict of Interest / Relationship Declaration - Annexure 10	Mandatory		
37	Declarations: Escalation Matrix - Annexure 11	Mandatory		
38	Declarations: Technical Compliance Statement - Annexure 12	Mandatory		
39	Declarations: SLA & Penalty Acceptance - Annexure 13	Mandatory		

#	Document / Requirement	Applicability	Uploaded (Yes/No)	File / Page Reference
40	Declarations: Confidentiality & Data Privacy Undertaking - Annexure 17	Mandatory		
41	Declarations: Integrity & Ethics Undertaking - Annexure 19	Mandatory		
42	Commercial / Security: EMD / Bid Security proof or valid exemption evidence - Annexure 20 / GeM field, as applicable	Mandatory / As per GeM		
43	Commercial / Security: MSE / Udyam / DPIIT Start-up certificate if claiming any permissible benefit/exemption	If applicable		
44	Declarations: Undertaking that core housekeeping/manpower services will not be subcontracted without prior written approval and required GeM permission	Mandatory		
45	GeM / Submission: Any Make in India / local-content / other certificate or declaration specifically required by the GeM bid / Buyer Added ATC	If applicable		
46	GeM / Submission: RFP, GeM bid, GTC/STC/SLA and all corrigenda/addenda accepted without material deviation	Mandatory		
47	GeM / Submission: Technical Bid contains no financial price/quote except information expressly required by GeM	Mandatory		
48	GeM / Submission: All uploaded documents are legible, signed where required, valid on bid date, and cross-referenced by file/page number	Mandatory		

Annexure 19

Integrity Pact / Integrity and Ethics Undertaking

Tender Reference No.: INVIN/AON/26-27/1008

The bidder undertakes to observe the Code of Integrity for Public Procurement and not engage in corrupt, fraudulent, collusive, coercive, obstructive or anti-competitive practices. No undisclosed commission, gratification, kickback or benefit shall be offered to influence the procurement or contract administration. The bidder shall disclose conflicts and cooperate with lawful audit/investigation. Breach may attract action under GeM/GFR/Applicable Law.

Annexure 20

Bid Security / EMD

Tender Reference No.: INVIN/AON/26-27/1008

Indicative EMD: ₹5,78,750, unless the GeM bid specifies another amount/format. The bidder shall submit EMD or valid exemption evidence in the form and manner configured in GeM. Exemption shall not be assumed merely from status; required documentary evidence must be valid on the bid date. Bid Security may be forfeited/encashed only on grounds permitted by GeM/procurement rules.

Annexure 21

Draft Services Agreement / Contract

Tender Reference No.: INVIN/AON/26-27/1008

This Draft Agreement will form part of the Contract Documents and shall be completed with the selected bidder's particulars, GeM Contract No., accepted rates, dates, Performance Security and authorised signatories before execution. Mandatory GeM terms prevail to the extent of inconsistency.

SERVICES AGREEMENT

This Services Agreement ("Agreement") is made on at New Delhi by and between INVEST INDIA, a Section 8 not-for-profit company under the aegis of DPIIT, Ministry of Commerce and Industry, Government of India, having its office at Block 7 & 9, Jodhpur Officer Hostel, Pandara Road, Central Delhi, New Delhi-110003 ("Invest India" / "Authority"), and [NAME OF SERVICE PROVIDER], a [company/LLP/partnership/proprietorship] registered under Indian law, having registered office at, PAN, GSTIN, GeM Seller ID ("Service Provider"). Invest India and Service Provider are each a "Party" and together the "Parties".

RECITALS

- A.** Invest India requires trained and statutorily compliant manpower for housekeeping, pantry and allied support services at its designated offices.
- B.** Invest India issued the RFP through GeM under the Manpower Outsourcing Services - Minimum Wage category.
- C.** The Service Provider submitted its bid and has been selected pursuant to the procurement process.
- D.** The Parties wish to record the detailed operational, commercial, legal, statutory and service-level terms governing the Services.

NOW, THEREFORE, the Parties agree as follows:

1. Definitions and Interpretation

"Applicable Law" means all laws, labour/wage/social-security rules, notifications, tax, safety, data and procurement requirements applicable from time to time. "Contract Documents" means the GeM contract/order, GeM GTC/STC/SLA, RFP/ATC/corrigenda, accepted bid, this Agreement/Schedules and approved written amendments. "Deployed Personnel" means all manpower deployed by Service Provider. "Services" means the complete housekeeping, pantry and allied support scope. Headings are for convenience; references to law include amendments/replacements.

2. Contract Documents and Precedence

The Contract is governed by mandatory GeM terms and public procurement rules. Subject thereto, precedence shall be: GeM contract/order and non-waivable GeM terms; corrigenda; RFP/ATC; this Agreement/Schedules; accepted technical bid; accepted financial bid for rates; other incorporated written clarifications. No invoice/quotation condition unilaterally amends the Contract.

3. Term and Commencement

Base term is 24 months from Service Commencement Date unless terminated earlier. Extension is only as permitted by GeM and approved in writing. Service Provider shall complete mobilisation, verification, insurance, equipment positioning, attendance system, training and statutory readiness before go-live.

4. Scope and Sanctioned Strength

Service Provider shall provide the full scope and the sanctioned 37-person base deployment: 16 Housekeeping/Janitors, 18 Pantry Attendants, 1 Supervisor, 1 MTS and 1 MST, together with relievers, machinery/equipment, uniforms/PPE, training, insurance, attendance/MIS and statutory compliance. The binding location-wise allocation is stated in Schedule 2 and mirrors the authoritative deployment schedule in Chapter 4.

5. Service Provider General Obligations

Service Provider shall provide fit, trained and verified personnel; maintain adequate relievers; meet service windows; ensure supervision; maintain machinery; protect Buyer property; provide MIS; comply with

instructions consistent with Contract; and bear all costs except expressly Buyer-supplied consumables/approved items.

6. Manpower Selection / Verification

All personnel must meet role qualification, age, medical-fitness and verification requirements before deployment. Invest India may review dossiers and require replacement of persons reasonably considered unsuitable for documented performance, conduct, security, hygiene or compliance reasons.

7. Relievers and Continuity

Equivalent trained relievers shall cover weekly offs, planned/unplanned leave, absenteeism, resignation, training and emergencies without additional payment. Leave shall be planned and managed so that the sanctioned deployment is maintained at all times. Leave, attendance, weekly-off and replacement/reliever records shall be maintained, reconciled with attendance records and included in monthly MIS. An absent post without a valid reliever is non-delivery and attracts pro-rata deduction plus applicable SLA deduction.

8. Supervisor / Account Management

Service Provider shall maintain on-site Supervisor and nominated account/escalation contacts. Supervisor is responsible for roster, attendance, quality inspections, complaints, registers, consumable control, MIS and statutory-compliance coordination.

9. Housekeeping and Deep Cleaning

Housekeeping shall meet daily, periodic and deep-cleaning frequencies in the RFP. Saturday/periodic deep cleaning shall be documented. Critical hygiene/safety issues shall receive immediate response.

10. Pantry and Hospitality

Pantry/hospitality services shall remain operational throughout required windows, with timely beverage/meeting service, hygiene, crockery handling, water-point upkeep and Buyer-consumable accountability.

11. MST and MTS Scope Boundaries

MST performs only routine minor multi-trade repairs/first-level troubleshooting; specialised/major/statutory/AMC work remains outside scope. MTS performs administrative/general support and shall not undertake repair work.

12. Machinery, Equipment, Tools and PPE

Service Provider shall provide and maintain all required machinery/equipment/tools/SPVM-FHC units and uniforms/PPE, replacing faulty items promptly. Machinery/equipment/SPVM-FHC covered by B1 shall be fully maintained/replaced within the accepted B1 rental package and shall not be billed under any other head. Buyer consumables remain excluded unless expressly stated.

13. Attendance and Deployment Evidence

Biometric/electronic attendance, roster and deployment logs shall be maintained and reconciled with invoices. Proxy/manipulated/falsified attendance constitutes material breach.

14. Wages and Labour Compliance

Service Provider is sole employer/engager. Wages shall be not less than the legally applicable minimum wage and shall be paid by bank transfer within the prescribed timeline. EPF/ESI/EDLI and all applicable statutory benefits/contributions shall be deposited on time. The Service Provider shall directly obtain, manage, renew and comply with the applicable CLRA/labour licence and all other labour registrations/licences, statutory returns, registers and compliance records at its own cost and responsibility, and shall submit/produce evidence whenever required. Labour/wage/social-security laws and replacements/amendments apply automatically. Invest India may withhold affected invoice amounts where prescribed compliance evidence is not furnished, without assuming employer status.

15. Wage Revision

Statutory minimum-wage revision shall be given effect from its legal effective date in accordance with GeM and the Contract. Only admissible wage differential and directly consequential statutory/service-charge effect shall be adjusted; no unrelated escalation is payable.

16. Insurance

Service Provider shall maintain medical and group life/accident insurance for all deployed personnel in addition to required statutory coverage. Coverage evidence and premium receipts shall be produced on request. Lapse is material breach if not immediately rectified.

17. Training

Mandatory monthly training shall cover operations, hygiene, safety, emergency response, first aid, fire safety, POSH awareness, grooming/customer service and sustainability. Attendance/material/photos/report shall be submitted.

18. SLA, Complaints and Deductions

SLA/KPIs, complaint response/resolution and event-based deductions in RFP/Schedule 4 apply. Monthly SLA deductions are ordinarily capped at 10% of monthly invoice value, excluding pure non-delivery, worker statutory/wage recovery, verified Buyer loss, fraud/wilful misconduct and indemnity/third-party liabilities. Persistent failure may constitute material breach.

19. Rates and Commercial Conditions

Accepted rates are those in the GeM award/financial bid. No charge outside the Contract Documents is payable. Consumables designated Buyer-supplied shall not be invoiced. The B1 machinery/equipment rental package is the sole separately payable machinery/rental component and shall not be double-charged in manpower rates or Service Charge.

20. Invoice, SDAC and Payment

Monthly invoice requires attendance, deployment, wage proof, statutory challans/returns, SLA/MIS, training, stock reconciliation and other prescribed documents. Invest India shall certify through SDAC/GeM workflow. Undisputed certified amount shall be processed within applicable timeline; disputed portion may be withheld pending reconciliation. No advance.

21. Taxes

GST and statutory deductions shall be handled under prevailing law/GeM. Service Provider shall issue compliant invoices. Tax/interest/penalty arising solely from Service Provider's incorrect compliance/classification is recoverable to the extent legally permissible.

22. Performance Security

Service Provider shall maintain Performance Security of 3% of contract value, or GeM-mandated amount, through contract plus claim period. It shall be extended/replenished when required. Invest India may invoke it on grounds allowed under Contract/GeM.

23. Confidentiality and Data Protection

Internal information, employee/visitor data, access records, attendance/payroll data and documents shall be used only for contract purposes, protected with reasonable controls and not disclosed/monetised. Suspected breach shall be reported promptly. Information shall be returned/deleted at exit except lawful retention.

24. POSH / Conduct / Security

Service Provider shall enforce workplace dignity, POSH awareness, discipline, ID/uniform, no intoxicants, no harassment/theft/violence and no unauthorised photography/disclosure. Serious misconduct requires immediate withdrawal and investigation.

25. Indemnity and Liability

Service Provider shall indemnify Invest India for third-party claims, statutory demands, employment/social-security liabilities, bodily injury/death, property damage, penalties and reasonable legal costs arising from its breach, negligence, unlawful act/omission or personnel, except to extent caused solely by Invest India's gross negligence/wilful misconduct. Insurance does not limit liability.

26. Audit and Inspection

Invest India may inspect sites, manpower dossiers, attendance, wages, EPF/ESI, insurance, machinery, Buyer-stock registers, training, incidents and invoice support. Service Provider shall cooperate and rectify non-compliance.

27. Integrity / Anti-Bribery / Conflict

Service Provider shall comply with procurement integrity and anti-corruption requirements, disclose conflicts and avoid collusion/fraud/coercion. Breach may lead to termination/debarment action as permissible.

28. Assignment and Subcontracting

No assignment, novation or subcontracting of core housekeeping/manpower services is permitted without prior written approval of Invest India and any required GeM permission. The Service Provider remains fully liable for approved third parties.

29. Change Control

Material changes to scope, quantity, locations or commercial terms require authorised written approval under GeM/procurement rules. Operational instructions within existing scope do not constitute commercial variation.

30. Force Majeure

Force majeure is governed by GeM. Affected party shall notify, evidence, mitigate and resume. Routine absenteeism, staff shortage, equipment breakdown or financial difficulty under Service Provider control are not force majeure.

31. Suspension / Step-In / Risk Purchase

Invest India may direct immediate suspension/removal of unsafe, unverified, unlawful or security-risk personnel/activity. For failure to provide essential Services after notice/emergency SLA, Invest India may arrange substitute support and recover documented incremental cost where permitted, without double recovery.

32. Termination

Invest India may terminate for convenience on 30 days notice subject to GeM. Material default grounds include persistent SLA failure, wage/EPF/ESI default, fraud/falsification, serious misconduct, statutory non-compliance, insurance lapse, unauthorised assignment, abandonment or repeated disruption. Cure opportunity shall be provided where appropriate; immediate action may be taken for safety/security/integrity risks.

33. Exit and Transition

On expiry/termination, Service Provider shall maintain continuity to exit date, hand over attendance/MIS/stock/complaint/statutory records, return passes/keys/property, revoke access, settle personnel dues and cooperate with successor without lien over Invest India property/data.

34. Dispute Resolution

Operational disputes shall first be escalated to contract managers, then senior authorised representatives. Unresolved disputes shall follow applicable GeM dispute mechanism and, where permissible, arbitration under the Arbitration and Conciliation Act, 1996 as amended, with seat/venue New Delhi and English proceedings.

35. Governing Law / Jurisdiction / Notices / Miscellaneous

Indian law governs. Subject to dispute mechanism, New Delhi courts have jurisdiction. Notices shall be written through authorised GeM/email/address channels. No waiver is implied by delay; invalid provisions are severable; amendments require authorised writing; provisions intended to survive shall survive expiry/termination.

SCHEDULE 1 - CONTRACT PARTICULARS

Particular	Details
GeM Contract No.	
RFP No.	INVIN/AON/26-27/1008
Service Provider	
Commencement Date	
Base Term	24 months
Performance Security	3% / GeM-prescribed
Invest India Contract Manager	
Service Provider Account Manager	

SCHEDULE 2 - MANPOWER / LOCATION SCHEDULE

Role	Skill	Qty	Location-wise Distribution
Housekeeping / Janitor	Unskilled	16	Delhi office 1: 9; Delhi office 2: 6; Delhi office 3: 1
Pantry Attendant	Semi-skilled	18	Delhi office 1: 9; Delhi office 2: 6; Delhi office 3: 1; Guwahati: 1; Mumbai: 1
Supervisor	Skilled	1	Shared coverage - Delhi offices 1 & 2
MTS	Unskilled	1	Shared coverage - Delhi offices 1 & 2
MST	Skilled	1	Shared coverage - Delhi offices 1 & 2

SCHEDULE 3 - ACCEPTED COMMERCIAL SCHEDULE

To be populated from GeM award/accepted financial bid before execution.

Item	Accepted Rate / Basis
Housekeeping / Janitor monthly rate	₹.....
Pantry Attendant monthly rate	₹.....
Supervisor monthly rate	₹.....
MTS monthly rate	₹.....
MST monthly rate	₹.....
B1 machinery/equipment/SPVM-FHC monthly rental package	₹..... / month
Service Charge	% / GeM system value
GST	As applicable

SCHEDULE 4 - SLA / DEDUCTION MATRIX

Chapter 4, Clauses 23 and 24 of the RFP are incorporated into this Schedule and shall be binding. The final executed contract may attach the GeM-exported SLA/ATC matrix without substantive alteration.

SCHEDULE 5 - PERSONNEL DOSSIER CHECKLIST

#	Mandatory Record	Status / Reference
1	Photo + full name/address/contact	
2	Government ID/address proof	
3	Qualification / trade certificate as applicable	
4	Experience evidence	
5	Police/background verification completed	
6	Medical fitness certificate	
7	Insurance enrolment / coverage	
8	EPF / ESI identifiers as applicable	
9	Uniform / ID / PPE issued	
10	Training / induction completed	
11	Bank account for wage transfer	
12	Emergency contact	

SCHEDULE 6 - MONTHLY INVOICE SUPPORT CHECKLIST

- Tax-compliant invoice / GeM bill
- Biometric/electronic attendance and deployment summary
- Role/location-wise invoice computation
- Wage sheet and bank-transfer proof
- EPF/ESI/EDLI challans/ECR/returns
- Insurance coverage declaration / renewal evidence
- SLA/KPI and deduction report
- Complaint register / closure report
- Training evidence
- Buyer-consumable stock/issue/reconciliation
- Equipment availability/breakdown report
- SDAC / authorised certification

SCHEDULE 7 - EXIT / HANDOVER CHECKLIST

Deliverable	Due
Return passes, keys, ID/access materials	By exit / replacement
Final attendance/deployment/MIS	Within 3 Business Days
Buyer-consumable and inventory reconciliation	By exit / final invoice
Open complaint/incident handover	By exit
Final statutory/wage compliance pack	With final bill
Insurance/incidents closure information	As applicable
Revocation of digital/access credentials	By exit
Final invoice / settlement	Within GeM/contract timeline

SIGNATURE PAGE

IN WITNESS WHEREOF, the Parties, acting through their duly authorised representatives, have executed this Agreement on the date first written above.

For INVEST INDIA	For [SERVICE PROVIDER]
Name:	Name:
Designation:	Designation:
Signature:	Signature:
Date:	Date:
Place: New Delhi	Place:

Witnesses

Witness 1	Witness 2
Name:	Name:
Address:	Address:
Signature:	Signature: