

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	12-11-2026 17:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	13-11-2026 17:00:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Finance
विभाग का नाम/Department Name	Department Of Financial Services
संगठन का नाम/Organisation Name	State Bank Of India (sbi)
कार्यालय का नाम/Office Name	Local Head Office Mumbai Metro
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id :cdo.lhomum@sbi.co.in Buyer Email id: yogesh.vishwakarma@sbi.co.in
वस्तु श्रेणी /Item Category	Canteen Service - Best Price on Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Lunch; Inside Building Premises (exclusive for employees/ patients/ in house personnel)
अनुबंध अवधि /Contract Period	1 Year(s)
पिछले 3 वित्तीय वर्षों का बिडर का न्यूनतम औसत वार्षिक वित्तीय टर्नओवर/Minimum Average Annual Turnover of the bidder (For the last 3 Financial Years)	31 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	5 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर पात्रता मानदंड/Turnover eligibility criteria	To be verified by the buyer at the time of technical evaluation
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover	No

बिड विवरण/Bid Details	
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC),Additional Doc 4 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	3
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	3
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	2 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	10760000
Payment Timelines	Payments shall be made to the Seller within 30 days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15

ट्रेड्स भुगतान संबंधी विवरण/TReDS Payment Details

This Bid provides for Trade Receivables Discounting System (TReDS) as Preferred mode of payment. For MSME sellers, payments may be processed through a TReDS exchange in which the Buyer is registered, subject to applicable policy and regulatory guidelines. Accordingly, sellers intending to avail payment through TReDS are required to be registered with at least one TReDS exchange in which the buyer is registered.

1. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
2. Years of Past Experience required: The bidder must have experience for number of years as indicated above in bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.
3. **Purchase preference to Micro and Small Enterprises (MSEs):** Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within $L-1+ 15\%$ (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for % (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM_No.1_4_2021_PPD_dated_18.05.2023](#) for compliance of

Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

4. If L-1 is not an MSE and MSE Service Provider (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band as defined in the relevant policy, then 100% order quantity will be awarded to such MSE bidder subject to acceptance of L1 bid price.

5. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

6. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

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

price breakup sheet for Catering Services at Canteen at Local Head Office, Mumbai Metro - [1792753594.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Annual Turnover and Profit Requirement:as per tender

Number (up to 100%) of service provided in the past year to government agencies with minimum footfall.:Nil

Number (Up To 100%) Of contracts executed with business revenue of not less than xxx in A Single Contract To A Government Agency In The Past Three Years:Nil

Minimum Years (Up To 5 Years) Of Experience in Related Field:5

Geographic Presence In States:Maharashtra

If you want to add additional conditions in addition to standard SLA then please mention the clauses of additional SLA.:Nil

Canteen Staff:[1792753644.pdf](#)

Distribution/ Serving Style:[1792753650.pdf](#)

Scope of Work:[1792754007.pdf](#)

Canteen Service - Best Price On Fixed Menu Rate Model - Vegetarian, Non-Vegetarian; Lunch; Inside Building Premises (exclusive For Employees/ Patients/ In House Personnel) (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
Type of Diet	Vegetarian , Non-Vegetarian
Type of Meal	Lunch

विवरण/ Specification	मूल्य/ Values
Type of Canteen Space	Inside Building Premises (exclusive for employees/ patients/ in house personnel)
Electricity Charges	To be provided by Buyer
Cooking Gas Charges	To be provided by Service Provider
Water Charges	To be provided by Buyer
Basic Furniture	To be provided by Buyer
Canteen's Operational Days in a week	6 days a week
Cooking Equipments	To be provided by Service Provider
Essential Crockery	To be provided by Buyer
Canteen Staff	To be provided by Service Provider
Distribution/ Serving Style	From multiple points (To room to room)
Uniform for Canteen Staff	To be provided by Service Provider
Display Shelf	To be provided by Buyer
Smart Vending Machines	To be provided by Service Provider
Raw Material	To be provided by Service Provider
एडऑन /Addon(s)	
अतिरिक्त विवरण /Additional Details	
Canteen Start Time	09:00
Canteen End Time	17:00

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Abbasi Saifuddin Morbi	400051, STATE BANK OF INDIA, SYNERGY, C-6, G BLOCK, BANDRA KURLA COMPLEX BANDRA EAST, MUMBAI 400051	Project / Lumpsum Based	- Total Canteen Space (In Sqft) : 3000 - Total No of Employees/ Individuals/ Footfall to be served per day : 300 - Monthly License Fee : 0 - Duration in Months : 12 - Working Days in a Month : 24

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

1. Generic

OPTION CLAUSE 25% : The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

2. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

Catering Services at SBI, Canteen at Local Head Office, Mumbai Metro

ELIGIBILITY CRITERIA

Bidders meeting the following criteria are eligible to submit their bids along with supporting documents. If the bid is not accompanied by all the required documents supporting eligibility criteria, required formats wherever mentioned, the same would be rejected:

Sr. No.	Eligibility Criteria of the bidder	Documents to be submitted
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1	The bidder must be a Firm / Proprietary / Partnership / Company / LLP registered under Companies Act with an experience of minimum 05 years in the field of Catering services as on 30.09.2026.	Copy of first work order or FSSI license date will be considered for catering experience.
2	Should have successfully completed: Three Similar works (Single work order) each one having "Annual Contract Value" not less than ₹ 36.18 Lakh/120 lunch pack per day OR Two Similar works (Single work order) each one having "Annual Contract Value" not less than ₹ 45.23 Lakh/150 lunch pack per day OR One Similar work (Single work order) having "Annual Contract Value" not less than ₹ 72.36 Lakh/240 lunch pack per day	Copy of the work order and work completion certificates issued by the principal Employers specifying following information relating to the works carried out during the period of last 7 year ending not later than 30/09/2026 1. Scope of work. 2. Contract value or number of pack per day 4. Period of the contract. 5. Date of commencement of the contract 6. Date of completion of the contract 8. Satisfactory Report 9.EPF/ESIC Payment statement.
3	One Similar work (Single work order) under execution / awarded having "Annual Contract Value" not less than aggregate ₹ 72.36 Lakh/ 240 lunch pack per day (The work under execution as on 30/09/2026)	Copy of the work order issued by the principal Employer specifying following information relating to the works to be carried out: 1. Scope of work. 2. Contract value. 3. No. of staff deployed by the Service Provider for the contract. 4. Period of the contract. 5. Date of commencement of the contract.
"Similar Work" under these clauses (2 & 3 above) shall mean works undertaken for Canteen Services for Scheduled Banks, Central & State Govt. Departments/Organisations, Public Sector Undertakings.		

4	Should have a minimum average annual turnover of ₹ 31.00 Lakh for the best three financial years out of last 4 (2022-23, 2023-24, 2024-25/ 2025-26) financial years.	Copies of audited financial statement along with profit and loss statement for corresponding years and / or certificate of the statutory audit or
5	Should be profitable organization on the basis of operating profit for at least 2 years out of last 3 financial years (as on 31/03/2026)	
6	Should have a solvency of ₹ 45.00 Lakh certified by a Scheduled Commercial Bank.	The Solvency Certificate should not have been obtained earlier than 01/07/2026
7	Should have at least 05 Facilitator on payroll.	Copies of (latest 3 months of May/June/July/August 2026) all be low enclosures to be uploaded along with technical bid. i. EPF payment challan along with manpower details. ii. Proof of Salary payment of all employees/facilitators of above.
8	The bidder should have applicable and valid registrations with statutory authorities, viz. (i) Food & Drug (FSSAI) license (ii) Health Licence (iii) NOC from Fire Department (iv) Maharashtra Labour Welfare (v) Income Tax (PAN) / TAN, (vi) Goods & Service Tax (GST), (viii) Employees Provident Fund Organisation (EPF), (ix) Employees State Insurance (ESI) Corporation, etc. (x) Vehicle food transportation licence (xi) Form E for raw materials (xii) Food testing reports from NABL Labs only.	Copies of supporting documents to be uploaded.
9	Should have HACCP, ISO 22000 Certificate	Copy of supporting documents to be uploaded.

10	Should have office at Mumbai / Nav i Mumbai / Thane.	Valid Address Proof of the office premises. i.e.(GST/ Shops & Establishment registration (Gumasta) issued by Maharashtra Govt
11	Should not be under debarment / blacklist period for breach of contract / fraud / corrupt practices by any Scheduled Commercial Bank / Public Sector Undertaking / any regulatory body or regulator of any other Country / State or Central Government or their agencies / departments on the date of submission of bid for this RFP and anytime during the last three years.	Suitable declaration to this effect to be submitted on the Letter Head of the bidder duly signed by the Authorized Signatory.
12	The bidder should have i. its own well equipped licensed kitchen (Health Department) (ii) Distance of Kitchen from State Bank Bhavan Local Head Office, BKC Mumbai must be within 25 KM (by roadway) and also food should be reaching our State Bank Bhavan and other establishments within 1 Hr. time (iii) Utility/Carrier Vehicle: it should be owned by the bidder.	Copy of license and address proof document of kitchen to be uploaded.

- i. Copies of the Documentary evidence must be furnished against each of the above criteria along with an index.
- ii. All documents must be signed by the authorized signatory of the bidder.
- iii. Contract Value of works are including taxes/GST.**
- iv. Facilitator is the person engaged for providing the services as mentioned in the scope of work.

TECHNICAL BID EVALUATION MATRIX

Maximum Score for Technical Bid Evaluation:

100 Marks

Minimum marks required for qualifying in Technical Bid Evaluation:
0 Marks

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1. Technical bid of the Bidder will be evaluated based on the information duly supported by the documents submitted and based on the following evaluation matrix.
2. During the Technical evaluation, each bidder will be assigned marks, out of total of 100 marks, as per the criteria below: -

(i)	Number of Years in Operations	Max. 10 Marks
	(a) 5 years and up to 7 years)	4 Marks
	(b) More than 7 years and up to 10 years)	7 Marks
	(c) <u>More than 10 years</u>)	10 Marks
(ii)	Average Annual Turnover for the best three financial years out of five last financial years	Max. 10 Marks
	(a) Equal to or More than Rs.31.00 Lakh and up to Rs100.00Lakh)	4 Marks
	(b) More than Rs.100.00 Lakh and up to Rs.250.00 Lakh)	7 Marks
	(c) More than Rs 250.00 Lakh)	10 Marks
(iii)	Value of Single Largest Similar Work Completed in Last 7 Years	Max. 10 Marks
	(a) Equal to or More than Rs. 75.00 Lakh and up to Rs.100.00 Lakh) (150 lunch pack)	4 Marks
	(b) More than Rs.100.00 Lakh and up to Rs 200.00 Lakhs (300 lunch pack per day))	7 Marks
	(c) More than Rs. 200.00 Lakhs (450 lunch pack per day))	10 Marks
(iv)	Value of Single Largest Similar Work in Hand	Max. 10 Marks
	(a) Equal to or More than Rs. 75.00 Lakh and up to Rs.100.00 Lakh) (150 lunch pack)	4 Marks
	(b) More than Rs.100.00 Lakh and up to Rs 200.00 Lakhs (300 lunch pack per day))	7 Marks

	(c))	More than Rs. 200.00 Lakhs (450 lunch pack per day)	10 Marks
(v)		Distance to Kitchen from State Bank of India, BKC, Bandra East (by Roadway)	Max. 10 Marks*
	(a))	Within 10 KM	10 Marks
	(b))	More than 10 KM and up to 20 KM	7 Marks
	(c))	More than 20 KM and up to 25 KM	4 Marks
(vi)		Area of Kitchen	Max. 10 Marks
	(a))	Equal to or up to 500 sq. ft.	4 Marks
	(b))	More than 500 sq. ft. and up to 1000 sq. ft.	7 Marks
	(c))	More than 1,000 sq. ft.	10 Marks
(vii)		Performance Certificates for Similar Work Completed in Last 7 Years ending on 30.09.2026 from Scheduled Banks, Financial Institutions, Central & State Govt. Departments/Organisations, Public Sector Undertakings, Multinational National Company and Public (listed) Limited Company.	Max. 10 Marks
	(a)	If satisfactory performance submitted from Three (03) Employer	10 Marks
	(b)	If satisfactory performance submitted from Two(02) Employers	7 Marks
	(c)	If satisfactory performance submitted from One(01) Employer for project not less than Lakh	4 Marks

(viii)	Quality of Services by the bidder at their Kitchen (To be decided by the Bank based on client feedback / site visit reports, the decision taken by the Bank in this regard will be final and binding)	Max. 30 Marks
(a)	Level of general cleanliness and Hygiene maintained in the master kitchen	0 to 5 Marks
(b)	Quality of food	0 to 5 Marks
(c)	Quality of material used for food preparation (fresh vegetables, standard ingredients and spices used in the food)	0 to 5 Marks
(d)	Mechanisation of operations and availability of food container for transportation of food items	0 to 5 Marks
(e)	Proper Uniform (with Company's name badge), shoes, apron, hand gloves provided to the chef / cook, helpers etc.	0 to 5 Marks
(f)	Inspection by Food Inspector / Government Authority, if any, done.	5 Marks (no marks if inspection not done)

3. Buyer Added Bid Specific ATC

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

अस्वीकरण/Disclaimer

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

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy

of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.

8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

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

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

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

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

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

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

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

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

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में

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

---धन्यवाद/Thank You---