

Contract



Contract No: GEMC-511687787170259

Generated Date: 02-Jul-2022

Bid/RA No: [GEM/2022/B/2143531](#)

Organisation Details	Buyer Details
Type: Central Autonomous	Name: Rajesh Ranjan
Ministry: Ministry of Education	Designation: PGT1
Department: Department of School Education and Literacy	Contact No.: 033-25409004-
Organisation Name: Kendriya Vidyalaya Sangathan (KVS)	Email ID: buyer143.kvsk.wb@gembuyer.in
Office Zone: Kendriya Vidyalaya No2 Ishapore	GSTIN: -
	Address: East Land Estate, PO- Bengal Enamel (Palta), NORTH 24 PARGANAS, WEST BENGAL-743122, India

Financial Approval Detail	Paying Authority Details
IFD Concurrence: No	Payment Mode: Offline
Designation of Administrative Approval: PRINCIPAL	Designation: SSA
Designation of Financial Approval: PRINCIPAL	Email ID: buycon48.kvsk.wb@gembuyer.in
	GSTIN: -
	Address: East Land Estate, PO- Bengal Enamel (Palta), North 24 parganas, WEST BENGAL-743122, India

Consignee Details		
S.No	Consignee Name & Address	Service Description
1	Name: Raghib Roushan Contact: 033-25359496- Email ID: pao4.kvs.ishapore@gembuyer.in GSTIN: - Address: East Land Estate, PO- Bengal Enamel (Palta), NORTH 24 PARGANAS, WEST BENGAL-743122, India	Hiring of Sanitation Service

Service Provider Details	
GeM Seller ID:	LHZI210002898550
Company Name:	DAS FACILITY SERVICES
Contact No.:	09883692435
Email ID:	dasnirupamchandra@gmail.com
Address:	695,NORTH MATHPARA,ICHAPUR,P.O-NAWABGANJ,P.S-NOAPARA,ICHAPUR, North 24 parganas, WEST BENGAL-743144, -
MSME verified:	Yes
MSME Registration number:	udyam-wb-14-0006016
MSE Social Category:	General
MSE Gender:	Male
GSTIN:	19ASDPD7139E1ZV

*GST / Tax invoice to be raised in the name of - Consignee

Service Details

Contract Start Date : 11-Jul-2022 **Contract End Date :** 10-Jul-2023

Category Name : Hiring of Sanitation Service

Billing Cycle : monthly

Description	Number of Resources	Other Charges Including Allowances over and above Minimum Wage (% Per Month) inclusive of GST (INR)
Area Inclusions	4	0.850
Category of Resource		
Cost of consumables/Equipments		
Zipcode		
District		
Number Of Working Days in Week		
Cleaning Cycle		
Machinery and Cleaning Agents		
Type of Area		
Cleaning Frequency		

Monthly Volume of Garbage (In Tons)	1						
Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST	20050						
Total Amount (Formula) : (((Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, a nd relieving charges if applicable) in INR exclusive of GST) +(Minimum Wage Per Month Per Resource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charge s if applicable) in INR exclusive of GST)*(0.18)+(Minimum Wage Per Month Per Res ource (Including ESI,PF,ELDI, PF Admin Charge, and relieving charges if applicable) in INR exclusive of GST*Other Charges Including Allowances over and above Minimum Wage (% Per Month) inclusive of GST/100)) *(Contract Period/30)*Number of Resources)							
Total Value without Addons (INR)		1159698.69					
Total Addon Value (INR)		0.12					
Total Value Including Addons (INR)		1159698.81					
Amount of Contract							
Total Contract Value Including All Duties and Taxes (INR)		1159698.81					
SLA Details							
<h1>CLEANING AND SANITATION SERVICE</h1>							
<h2>1. Agreement Overview</h2>							
<p>This Agreement represents a Service Level Agreement (“SLA” or “Agreement”) between the Buyer and Sanitation Services provider. The purpose of this agreement is to facilitate implementation of Sanitation Measures at the Buyer’s premises. This Agreement outlines the scope of work, Buyer’s Obligations and Special Terms and Conditions of Services covered as they are mutually understood by the stakeholders.</p>							
<h2>2. Objective And Goals</h2>							
<p>The objective of this Agreement is to ensure that the proper elements and commitments are in place to provide consistent delivery of service to Buyer by Service Provider.</p>							
<p>The goals of this Agreement are to:</p>							
<div><div>1.</div><div>Present a clear, concise and measurable description of service provision to the customer.</div></div> <div><div>2.</div><div>Establish Terms and Conditions for all the involved stakeholders.</div></div> <div><div>3.</div><div>To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.</div></div> <div><div>4.</div><div>To provide clear reference to service ownership, accountability, roles and/or responsibilities.</div></div>							
<h2>3. Service Scope</h2>							
<p>The scope includes requires the Service Provider to provide manpower and resources for the Buyer Department to maintain cleanliness and hygiene of the mentioned area. The buyer will have option to outsource sanitation service depending upon the area or event.</p>							
<p>Here we are classifying the Areas into following parts:</p>							
<table><tr><td>No</td><td>Area Type</td></tr><tr><td>1</td><td>Indoor Area (Like Cabins, Corridor, Halls, Medical Rooms, Service Rooms, Class Rooms, Staircase etc)</td></tr></table>				No	Area Type	1	Indoor Area (Like Cabins, Corridor, Halls, Medical Rooms, Service Rooms, Class Rooms, Staircase etc)
No	Area Type						
1	Indoor Area (Like Cabins, Corridor, Halls, Medical Rooms, Service Rooms, Class Rooms, Staircase etc)						

2	High Intensive Area (Like Washrooms, Entrance Lobbies/Receptions etc)
3	Outdoor Area (Like Lawns, Playground, Garages, Parking, Roads inside the campus etc)
4	Exterior of the Building
5	Seating Area (Stadiums)

All Areas specification will include - Indoor, Outdoor, High Intensive, Exterior of the Building, Seating Area or any other are as per Buyer's requirement. The Scope of the Area will be as per the area type/ job description.

3.1 Common Areas (Entrance Lobbies/ Reception/ Conference Hall)

1. Wiping of the glass doors on all the entrances.
2. Cleaning the entire common area at a convenient time without hindering the occupants movement which includes Sweeping, Mopping, Scrubbing, buffing etc.
3. Periodical wiping of the entire side walls – Marble / Granite / Tiles/ Wooden Panels.
4. Periodical dusting or vacuuming and wiping of all fixtures and furniture in all the entrance lobbies
5. Keep the signage clean and visually clear.
6. Sweeping and smooth brushing of the lift floors – removal of all dirt etc. throughout the day.
7. Dusting and Wiping of all the lift doors.
8. Collection of all waste material and its disposal as per instructions of the Buyer Department.
9. Cleaning of rugs and carpets on floors with vacuum cleaner
10. Cleaning of water cooler tanks, Air conditioning grills and space underneath water coolers.
11. Dusting and cleaning of fans, electrical fittings, windows, panes with glass cleaning chemicals/agents and cleaning of partitions and other furniture, paneling etc.
12. Cleaning of wall, ceiling for dust, cobwebs etc.

3.2 Staircase And Fire Staircase

1. Sweeping of all the staircases and common landings.
2. Removal of dust etc. from the skirting top.
3. Ensuring signage are clean and visually clear.
4. Cleaning of all the fire escape doors.
5. Cleaning of all the ceilings and walls for dust, cobwebs, etc.
6. Thoroughly wipe all door handles, latches, tower bolts, etc.

3.3 Pantry/Cafeteria

1. Cleaning of water cooler tanks and space underneath water coolers.
2. Check & clean water dispenser & vending machines.
3. Cleaning of refrigerators, tea/coffee vending machines and furniture if any, in the pantry.
4. Cleaning of cobwebs, wax polishing of walls, floor areas etc.
5. Maintain hygiene in the pantry all times.

3.4 Basement/ Parking Area/ Service Areas

1. Removal of grease and dirt stains from the surfaces.
2. Cleaning of machine rooms and other sensitive areas floors, walls and ceilings (in the presence of the operators in these areas). The machinery itself will not be touched by the cleaning staff since the operators will clean their own equipment cleaning of ceilings and walls so that cobwebs, stains etc. are taken care of.
3. Cleaning of the car parking area.
4. Cleaning of Substation, HVAC Plant Room, Pump Room, AHU Rooms, Ventilation Rooms and Other Service Rooms without affecting the Operation of the Equipment.

3.5 Restrooms

1. Sweeping and mopping of the floor and keeping the floor without stains throughout the day.
2. Mopping of all glazed tiles and keeping them clean.
3. Washing and mopping of floor areas with detergents.
4. Acid cleaning of sanitary wares without damaging their shine/lustre.
5. Washing of all the urinals, closets and washbasins with mild soap solution / cleaning solutions.
6. Ensuring clean and visually clear mirror throughout the day by periodic cleaning using glass cleaner.
7. Replace toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
8. Clean all toilet fixtures and fittings.
9. Urinals should have disinfectant naphthalene balls at all times.
10. Clearing of the dustbins in the toilets periodically.
11. Cleaning of walls, ceiling for dust, cobwebs etc.

3.6 Surroundings

1. Removal of all litter, mud, dust, etc within the periphery of the building as and when felt necessary during the day.
2. Taking necessary precautions to maintain the entrance to the building clean.
3. Sweeping of all the roads, parking area and open area etc.

3.7 Exteriors Of Building

1. Clean the glass and other structures inside and outside with a suitable approved glass cleaner leaving no streaks behind.
2. Clean the metal frame – dust as well as use a mild wet mop so that no stains remain on its surface.
3. Extra care shall be taken of the joints between the glass and the frame so that no dust settles there.

4. Thorough cleaning and buffing so that surfaces are clean and visually clear.
5. Keeping the terrace clean of all litter.
6. Keeping all external signage clean.
7. Cleaning of external wall & Surroundings

3.8 Seating Area Of Stadiums (Indoor/Outdoor)

1. Sweeping of all the staircases and common landings.
2. Removal of dust, stains etc. from the skirting top.
3. Ensuring signage are clean and visually clear.
4. Cleaning of all the fire escape doors.
5. Wiping and removal of dust, stains etc of all seats or sofas and under space of seats.
6. Cleaning of all the ceilings and walls for dust, beehives and cobwebs etc.
7. Thoroughly wipe all door handles, latches, tower bolts etc.

4. Terms And Conditions

4.1 Buyers Obligations

1. This Buyer Department shall provide a small room/space for supervisor & storage of materials etc. to the Service Provider free of cost during the period of contract. No name of agency shall be allowed on the room and nobody will be allowed to stay in the office unnecessarily after office hours without permission.
2. The Buyer Department shall provide sufficient running water or stored water for cleaning purposes.
3. In case, the Buyer has not included consumables in the scope of contract, the Buyer shall provide consumable materials as and when required for the work.
4. If the consumable materials are to be provided by the service provider, the cost of consumables has to be included by the service provider in charges quoted by him.
5. Price Variation Clause:

"It is advisable to include Price Variation Clause in the long term contracts to take care of the increase/decrease in prices of various ingredients which majorly affect the overall price of the service. Buyers are therefore advised to include the Price Variation Clause (PVC) in the bid document through ATC for long term contracts. The additional payment, if any, on account of PVC can be done offline till such time online functionality is developed on GeM."

SR. No	Items
1	Liquid soap in toilets/wash rooms
2	Naphthalene Balls
3	Phenyl liquid 5 ltr
4	Toilet cleaner
5	Glass cleaning agent

6	Tissue papers
7	Air Fresheners (75 gm pkts)
8	Air perfume
9	Acid (HCL)
10	Toilet paper rolls
11	Disposable bags for garbage collection (biodegradable)
12	Liquid soap General toilets
13	Urinal cubes
14	Cleaning powder
15	Mosquito repellents
16	Glass Cleanser Spray

4.2 Service Providers Obligations

1. The Service Provider would submit a daily monitoring report to the Buyer Department.
2. A weekly log of the services rendered will be maintained and presented to the Buyer Department.
3. The Service Provider would submit a list of all employees along with full addresses for security to the Buyer Department at the time of contract. The employees deployed should be medically fit.
4. The Service Provider will have to deploy experienced and skilled workers for the job of housekeeping.
5. The service provider have to maintain compliant register at location decided by the concerned administrator.
6. The employees of the Service Provider should wear uniform along with a name tag and i-card. The Service Provider would provide the necessary equipment required for the mechanize service along with the equipment listed below at his own cost.

Floor Duster	3M Doodlebug	Floor Wiper	Telescopic Rod
White Dusters	Mop Wringer Trolley	Hard Gloves	Pressure Pump

Bamboo Brooms	Vacuum Cleaner	Soft Brooms	Safety Signage
Rubber Stamps	Hard Brooms	Feather Brush	Kentucky Mop
Toilet Brush	Barricade Tape & Stand	Hand Brush (Scrubber)	Gloves HB
Vacuum Pump	Glass Wiper	Carpet Brush	Safety Shoes
Buckets/Baskets	Dust Pans		

4.3 Special Terms And Conditions

1. The Service Provider shall abide by and comply with all the relevant laws and statutory requirements covered under various Labour Acts, Minimum Wages Act, Contract Labour (Registration & Abolition) Act 1970, EPF, ESI etc. with regard to the personnel engaged by him for providing support services. It will be the responsibility of the Service Provider to provide details of all manpower and resources deployed.
2. The Agreement shall commence w.e.f the date of effectiveness of the agreement unless it is curtailed or terminated by the authority owing to deficiency of service, sub-standard quality of manpower deployed, breach of contract etc. or change in requirements.
3. The Service Provider shall not engage any sub-Service Provider or transfer the contract to any other person in any manner.
4. The quality assurance and control shall be ensured by the Service Provider in all respects.
5. The requisite supervisory staff shall be provided at all the site of work for effective supervision and quality assurance work.
6. The Service Provider shall take care of lifting, carrying and disposing dead birds, animals, rats and insects.
7. All materials to be used for cleaning and other consumables shall be in conformity with the specifications/brand/make of Government approved standards.
8. The Service Provider shall ensure that the person deployed are disciplined and shall enforce in prohibition of consumption of alcoholic drinks, paan, smoking, loitering and shall not engage in any immoral act.
9. Garbage collection drums should be placed at all suitable points. The drums should be provided with polythene bags, which may be removed so that garbage does not spill out or spoil the drums.
10. Under no circumstances the garbage collected would be kept inside complex and all the arrangements to be made by the agency for its disposal at a suitable place at his own cost as decided by concerned department.
11. The Service Provider shall have his own Establishment/Setup/Mechanism, etc. at his own cost to ensure correct and satisfactory performance of his liabilities and responsibilities under the contract.
12. The employees of the Service Provider should be present on duty as per the Buyer's department instruction.
13. The agency shall maintain sufficient stock of all items required for cleaning of the premise.
14. The Buyer Department shall have the right to inspect the cleaning site at any time and also to issue such orders and direction to the organization as may be considered necessary. The organization shall ensure that such orders are complied forthwith.
15. The Service Provider shall deploy a person to supervise the cleaning and maintenance services, who will report to the concerned Buyer Department on a daily basis.
16. The Service Provider shall ensure all consumables are within the expiry.

5. Penalty And Termination.

S NO.	Service level agreement	Penalties for non-compliance
1	Non completion of the cleanliness operation	Penalize the Service Provider by 0.25% of the

	mentioned in the contract.	Monthly billed amount per incident up to maximum of 5% of monthly bill.
2	If the employee is found responsible for any theft, loss of material/ articles and damages	Immediate payment in actual/replacement, equivalent to the value of the article theft/lost/damaged as decided by the buyer depending on the gravity of the act. Also, the manpower responsible to be replaced.
3	Cumulative Penalty	Cumulative Penalty cannot exceed more than 10% of the total contract value.

Additional Required Data/Document(s) : Buyer

1. Additional Scope of Work and Size of Areas to be Serviced [click here](#)

Additional Data/Document(s) : Seller

1. Certificate (Requested in ATC) [click here](#)

Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the [General Terms and Conditions](#), conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. Successful Bidder can submit the performance security in the form of payment online through RTGS/Internet Banking also (besides PBG which is allowed as per GEM GTC). Online payment shall be in Beneficiary name KV NO.2 ISHAPORE VVN ACCOUNT NO. 547002010011217 IFSC CODE - UBIN0575488 BANK NAME - UNION BANK OF INDIA BRANCH ADDRESS - ICHHAPUR KOLKATA 743133. Successful Bidder to indicate contract number and name of seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy/proof of the online payment Transfer in place of PBG within 15 days of award of contract.
2. Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document. ATC and corrigendum if any.
3. An office of the service provider must be in the state of WB.
4. To be eligible for award of contract bid, Buyer must possess EPF/ESIC Registration certificate/License issued by Govt of West Bengal to engage in conservancy services.
5. Availability of office of service provider: An office of the service provider must be located in the state of Consignee. Documents evidences are to be submitted. Farms having offices nearer to this Vidyalaya will be preferred in case of tie.
6. Dedicated Toll Free Telephone No. for Service Support: Bidder/OEM must have dedicated toll free Telephone
7. GST is not applicable for Educational institution.
- 8.1. CLEANING AND SANITIZING MATERIALS COST ARE TO BE INCLUDED IN THE BID for approximately 50 rooms, 12 toilets, corridors, Labs, etc. You are advised to see the Vidyalaya for details.
9. 2% Income tax to be deducted from each bill.
10. Bidders are advised to quote considering above expenditure and minimum wage rule.

2.2 Generic:

WORLD BANK TERMS AND CONDITIONS: Special Terms and Conditions as defined by world bank at [click here](#) will also be applicable. APPLICABLE ONLY IN CASE OF WORLD BANK FUNDED PROJECTS.

2.3 Generic:

Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate

the Contract or any part thereof by a written notice to the Seller, if:

i) The Seller fails to comply with any material term of the Contract.

ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.

iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.

iv) The Seller becomes bankrupt or goes into liquidation.

v) The Seller makes a general assignment for the benefit of creditors.

vi) A receiver is appointed for any substantial property owned by the Seller.

vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

2.4 Generic:

While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

Note: This is system generated file. No signature is required.