

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687779487013

अनुबंध तिथि | Contract Generated Date : 30-Apr-2024

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: [GEM/2024/B/4823898](#)

संगठन विवरण Organisation Details	खरीदार विवरण Buyer Details
प्ररूप Type : Central Government मंत्रालय Ministry : Ministry of Railways विभाग Department : Indian Railways संगठन का नाम Organisation Name : South Western Railway कार्यालय क्षेत्र Office Zone: SOUTH WESTERN RAILWAY	पद Designation : dee tro sbc संपर्क नंबर Contact No. : 080-22155579-580020 ईमेल आईडी Email ID : deetro@sbcrailnet.gov.in जीएसटीआईएन GSTIN : 29AAAGM0289C1ZF पता Address : O/o Divisional Railway Manager, Office Complex, South Western Railway Divisional Office, Bangalore., BENGALURU URBAN, KARNATAKA-560009, India

वित्तीय स्वीकृति विवरण Financial Approval Detail	भुगतान प्राधिकरण विवरण Paying Authority Details
आईएफडी सहमति IFD Concurrence : No प्रशासनिक अनुमोदन का पदनाम Designation of Administrative Approval: DRM/SBC वित्तीय अनुमोदन का पदनाम Designation of Financial Approval : SR.DFM/SBC	भुगतान का तरीका Payment Mode: Railways पद Designation : dee tro sbc ईमेल आईडी Email ID : deetro@sbcrailnet.gov.in जीएसटीआईएन GSTIN : 29AAAGM0289C1ZF पता Address : O/o Divisional Railway Manager, Office Complex, South Western Railway Divisional Office, Bangalore., BANGALORE CITY, KARNATAKA-560009, India

परोषिती विवरण Consignee Details		सेवा विवरण Service Description
क्र.सं. S.No	परोषिती नाम & पता Consignee Name & Address	
1	संपर्क Contact : 080-22155579-580020 ईमेल आईडी Email ID : deetro@sbcrailnet.gov.in जीएसटीआईएन GSTIN : 29AAAGM0289C1ZF पता Address : O/o Divisional Railway Manager, Office Complex, South Western Railway Divisional Office, Bangalore., BENGALURU URBAN, KARNATAKA-560009, India	Custom Bid for Services - Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room serving of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to.. Custom Bid for Services - Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room serving of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to.. Custom Bid for Services - Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room serving of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to.. Custom Bid for Services - Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room serving of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to.. Custom Bid for Services - Supply of meals breakfast lunch dinner for GDR including TeaCoffee with Average meals per day approx 50 per day 03 meals/day per occupant inclusive of a packed food if desired by the occupant as per scope of work number of me.. Custom Bid for Services - Supply of Canned drinking water as per scope of work Approx 01 cans of 20 ltrs per day Custom Bid for Services - Dry cleaning of soiled linens A BEDSHEETS Custom Bid for Services - Dry cleaning of soiled linens b PILLOW COVERS Custom Bid for Services - Dry cleaning of soiled linens c BLANKET Custom Bid for Services - Dry cleaning of soiled linens d MOSQUITO NET

सेवा प्रदाता विवरण Service Provider Details	
जेम विक्रेता आईडी GeM Seller ID :	4A7A200001278273
कंपनी का नाम Company Name :	KHAGAUL LOCO LABOURSCOOPERATIVE SOCIETY LIMITED
संपर्क नंबर Contact No. :	09430511000
ईमेल आईडी Email ID :	khagaullocolabourscooperative@gmail.com
पता Address :	JAI RAM BAZAR, patna, KHAGAUL, PATNA, Patna, BIHAR-801105, -
एमएसएमई पंजीकरण संख्या MSME Registration number :	UDYAM-BR-26-0036014
एमएसई सामाजिक श्रेणी MSE Social Category :	General
एमएसई लिंग श्रेणी MSE Gender :	Male
जीएसटीआईएन GSTIN:	09AAAAK3933D1ZW (B) , 10AAAAK3933D2ZC (R)

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा | GST / Tax invoice to be raised in the name of - Buyer

सेवा विवरण Service Details
सेवा प्रारंभ दिनांक (नवीनतम) Service Start Date (latest by): 07-May-2024 सेवा समाप्ति तिथि Service End Date : 06-May-2026

श्रेणी नाम | Category Name : Custom Bid for Services

बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room serving of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to occupants etc at TK	1	1612441.06
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1612441.06	
कुल ऐडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1612441.06	

श्रेणी नाम | Category Name : Custom Bid for Services

बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room serving of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to occupants etc at HSRA	1	1612441.06
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1612441.06	
कुल ऐडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1612441.06	

श्रेणी नाम | Category Name : Custom Bid for Services

बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room serving of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to occupants etc at MYA	1	1612441.06
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1612441.06	
कुल ऐडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1612441.06	

श्रेणी नाम | Category Name : Custom Bid for Services

बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of	Round the clock caretaking Maintenance Cleaning gardening Housekeeping of Rest Room		

Service Proposed for procurement using custom bid functionality	servicing of train ordering calls to the occupants of RR Providing washed linen to every occupants of RR buying delivering and serving food to occupants etc at SSPN		
Regulatory/ Statutory Compliance of Service	YES	1	1612441.06
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		1612441.06	
कुल एडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		1612441.06	
श्रेणी नाम Category Name : Custom Bid for Services			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Supply of meals breakfast lunch dinner for GDR including TeaCoffee with Average meals per day approx 50 per day 03 meals/day per occupant inclusive of a packed food if desired by the occupant as per scope of work number of meals may vary day	1	2286844.95
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		2286844.95	
कुल एडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		2286844.95	
श्रेणी नाम Category Name : Custom Bid for Services			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Supply of Canned drinking water as per scope of work Approx 01 cans of 20 ltrs per day	1	94461.5
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		94461.5	
कुल एडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		94461.5	
श्रेणी नाम Category Name : Custom Bid for Services			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Dry cleaning of soiled linens A BEDSHEETS	1	354600
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)		354600	
कुल एडऑन मूल्य Total Addon Value(INR)		0	
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)		354600	
श्रेणी नाम Category Name : Custom Bid for Services			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality

विवरण Description		based or Lumpsum based hiring.	Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Dry cleaning of soiled linens b PILLOW COVERS	1	94560
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)			94560
कुल ऐडऑन मूल्य Total Addon Value(INR)			0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)			94560
श्रेणी नाम Category Name : Custom Bid for Services			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Dry cleaning of soiled linens c BLANKET	1	89635
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)			89635
कुल ऐडऑन मूल्य Total Addon Value(INR)			0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)			89635
श्रेणी नाम Category Name : Custom Bid for Services			
बिलिंग चक्र Billing Cycle: monthly			
विवरण Description		The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	Lumpsum Cost of Service in totality
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Dry cleaning of soiled linens d MOSQUITO NET	1	38086.01
Regulatory/ Statutory Compliance of Service	YES		
Compliance of Service to SOW, STC, SLA etc	YES		
कुल राशि (सूत्र) Total Amount (Formula) : (1*Lumpsum Cost of Service in totality)			
ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)			38086.01
कुल ऐडऑन मूल्य Total Addon Value(INR)			0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)			38086.01
अनुबंध की राशि Amount of Contract			
सभी शुल्क और करों सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)			9407951.7
मूल्य विभाजन की पेशकश की Price Break up offered : प्राइज़ ब्रेक अप ऑफ़र किए गए दस्तावेज़ लिंक Price Break up offered Document link			
सलाहकार बैंक Advisory Bank :		State Bank of India	
ईपीबीजी प्रतिशत (%) ePBG Percentage(%):		5.00	
बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा The bidder shall furnish ePBG as applicable as per bid's terms and conditions			

एसएलए विवरण | SLA Details

Preface : Agreement representing a Service Level Agreement ("SLA" or "Agreement") between the Buyer and Service Provider has been uploaded in bid section . The purpose of the agreement uploaded is to facilitate implementation of Services intended by the Buyer . Each documents as uploaded by buyer should be read in totality to conclude the requirement of Custom e Bid floated on portal .

The Agreement uploaded in bid section will generally contain the Scope of Work, (SOW) , stakeholder's obligations, Special Terms and Conditions (STC) related to service delivery as formulated by the Buyer and Payment Terms etc of the service for mutual understanding of the stakeholders. The Agreement remains valid till completion of Scope of Services or end of contractual duration (whichever is earlier) unless either superseded by a revised agreement mutually endorsed by the stakeholders or terminated by either of the parties thereof.

Guiding Principle : The Services contracts placed shall be governed by following set of Terms and Conditions :

1. General Terms and Conditions for Goods and Services;
2. Buyer's Formulated Service Specific STC including the Service Level Agreement (SLA) for the service as uploaded with the bid in form of suitable matching document ,

The above terms and conditions are in reverse order of precedence .Service specific STC supersede GTC, whenever there are any conflicting provisions. The above set of terms and conditions along with scope of work and service level agreement as enumerated in the document shall be construed to be part of the Contract between Buyer and Service Provider.

Intended Objectives And Goals of SLA : The objective of Agreement (SLA) as uploaded in bid section is to ensure that all the commitments and obligations are in place to ensure consistent delivery of service to buyer by service provider. Generally The goals of an Agreement are to:

1. Provide clear reference to service ownership, accountability, roles and/or responsibilities of both parties
2. Present a clear, concise and measurable description of service offered to the buyer
3. Establish Terms and Conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified
4. To ensure that all the parties understand the consequences in case of termination of services due to any of the stated reasons
5. The agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. The agreement can also be revised/ modified on mutual consent of the stakeholders.

Parties To The Agreement

The main stakeholders associated with this agreement are:

1. Buyer: Buyer is responsible to provide clear instructions, approvals and timely payments for the services availed.
2. Service Provider: Service provider is responsible to provide all the required services in timely manner. Service provider may also include seller, any authorized agents, assignees, successors and nominees as described in the agreement

The responsibilities and obligations of the stakeholders have been outlined in this document. The document also encompasses service level /penalties in case of non-adherence to the defined terms and conditions. It is assumed that all stakeholders would have read and understood the same before signing the SLA document.

ADVISORY WITH RESPECT TO SCOPE OF SERVICE

Scope of Work (SOW) is the most important & crucial component of any bidding process. It is for this that the whole bidding process is entered upon to execute the scope of work and deliver outcomes that the Government strives for. Scope of work directly affects the performance of contract therefore utmost care should be taken to avoid ambiguity with respect to deliverable .

For example , in case of Complex / Intricate Consulting Services , Some key guiding principles for drafting scope of work may be as under :

- "Detailed" specification of requirements is extremely critical – please ensure that even standard assumptions on scope of work are laid down and described .
- Make sure that specifications are endorsed by key stakeholders .
- Identify mandatory and non-mandatory requirements in scope of work : It should clearly provide the outcomes expected from solution/service delivery .
- The scope of work should mention what the outcome is based upon – time or material?
- A check should be made that the final specification of requirements :(a) addresses the targeted outcomes and business objectives . (b)meets the agreed stakeholder needs (c) covers whole-of-life of the contract deliverables .
- The objective, structure and expected set of contents of each knowledge item/deliverable should be laid down, in as much detail as possible, rendering the best level of clarity to it.
- The coverage of services needed in the form of activities like client visits, geographies to be studied, stakeholder meetings / interviews / workshops to be conducted, must be detailed out to avoid delivery compromises .
- Buyer must ensure that the service provider complies with the Rule 144(xi) of General Financial Rules (GFR), 2017 and the product supplied, if any, must also comply with Make In India guidelines of DPIIT"

Important Note : Buyers authorities are advised to upload GAR report positively and without fail at appropriate place to ensure process complinace . Buyer may indicate about requirement Past Experience if so required by uploading the same at time of bid creation including approval of their competent authority . Service Providers's response may be assessed atime of technical evaluation.

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."

शुद्धिपत्र | Corrigendum

1. तक बढ़ाया गया | Extended Upto : 2024-04-22 11:00:00

अतिरिक्त आवश्यक डेटा/दस्तावेज़: खरीदार | Additional Required Data/Document(s) : Buyer

1. Introduction about the project /services being proposed for procurement using custom bid functionality : [click here](#)
2. Scope of Work : [click here](#)
3. Service Level Agreement (SLA) : [click here](#)
4. GEM Availability Report (GAR) : [click here](#)
5. Payment Terms : [click here](#)
6. Any other Documents As per Specific Requirement of Buyer -1 : [click here](#)
7. Special Terms and Conditions (STC) of the Contract : [click here](#)

अतिरिक्त डेटा/दस्तावेज़ : विक्रेता | Additional Data/Document(s) : Seller

1. Compliance Documents In Respect Of Sow Etc :[click here](#)
2. Any Other Documents As Per Bid (iii) : [click here](#)
3. Compliance Documents In Respect Of Pqc And Itb : [click here](#)
4. Compliance Documents In Respect Of Resource Qualification , Profiles & Past Experience /expertise :[click here](#)
5. Certificate (Requested in ATC) : [click here](#)
6. Compliance Document In Respect Of Approach & Methodology : [click here](#)
7. Compliance Documents In Respect Of Project Experience Of Firms : [click here](#)
8. Compliance Document In Respect Of Registration And Certification Of Service Provider Entity :[click here](#)
9. Compliance Document In Respect Of Certification Of Resources . : [click here](#)
10. Any Other Documents As Per Bid (i) : [click here](#)
11. Any Other Documents As Per Bid (ii) : [click here](#)
12. Compliance Documents In Respect Of Specification And Standard Of Services :[click here](#)

ईपीबीजी विवरण | ePBG Detail

नियम और शर्तें | 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 Generic

OPTION CLAUSE: 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, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2.2 Buyer Added Bid Specific ATC:

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

2.3 Buyer Added Bid Specific ATC:

Buyer Added text based ATC clauses

As per GCC services and as per the buyer added bid specific ATC, PG required is 10% of awarded value. However, as per GEM, maximum option available is 5% and hence the same has been selected.

It may be noted that the PG has to be submitted at a rate of 10% of advertised value.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है।

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