

DICDL/DSIR/AMC/14/2024-25

**General Instructions and
Eligibility Criteria**

for

Annual Maintenance Contract for Administrative
Cum Business Centre (ABCD Building), Dholera

Dholera Industrial City Development Limited (DICDL)

6th Floor, Block No. 1 and 2, Udhog Bhavan,

Sector-11, Gandhinagar – 382017

Gujarat, India

CINCIN: U45209GJ2016SGC085839

December 2024

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General Instructions

1. The Applicants who are interested in participating in the tender must read and comply with the instructions and the terms and conditions contained in the tender document.
2. The Bids shall be filled in by the Applicant clearly, neatly and accurately. Any alteration, erasures or over-writing would be liable to make the tender invalid unless the same is neatly carried out and attested over the full signature of Applicant. The decision of DICDL to interpret the information and rates filled in by the applicant shall be final and binding on the applicant.
3. The Applicants are requested to make themselves fully conversant with the tender document at the time of submitting their bids. The Applicant is deemed to have examined and understood the tender document, obtained his own information in all matters whatsoever that might affect the carrying out the works expressly mentioned or works which may have to be carried out to fulfil his contractual obligation within the scheduled rates and to have satisfied himself to the sufficiency for his offer.
4. The Applicants are required to fill in complete and accurate details as required under the tender documents. Failure to furnish all the information as required under the bid documents or submission of a bid containing deviations from the tender document provisions and / or requirements shall be treated and rejected as being non – responsive.
5. The Applicants are expected to carefully examine the provisions in the Bid documents and to fully inform themselves as to all the conditions and matters which may affect the subject matter of the work/tender or the cost thereof. If any errors, discrepancies or omissions are found in the documents or any applicant is in doubt as to the true meaning or interpretation of any part, he shall seek necessary clarifications. However, no claim of any nature on account of any errors found in the tender documents shall be entertained.
6. Conditional offers shall be summarily rejected.
7. A particular Applicant shall be allowed to make and submit only one Bid document. An Applicant shall not submit more than one bid, either in sole entity or through any joint venture.
8. DICDL reserves the right to amend and modify the bidding documents at any time prior to the deadline for submission of bids, either at its own discretion or in response to a clarification requested by a prospective applicant. In such cases, the DICDL may in its discretion extend the deadline for submission of bids in order to facilitate the prospective applicants for incorporating the effect of the amendment in their bids.
9. The Applicant shall bear all costs and expenses associated with and incidental to the preparation and submission of their respective bids, to attend meetings or conferences, if any, including any pre award discussion with the successful Applicant, technical and other presentations, etc. and DICDL shall not be liable in any manner for the same.

10. The Applicant shall be disqualified if any untrue/ false statement or misrepresentation is made in the bid forms, attachments and other supporting documents submitted by the Applicant.
11. DICDL reserves the right to qualify/disqualify any applicant without assigning any reason.
12. The Applicant shall submit required Earnest Money Deposit ('EMD') for the amount as specified in the GeM portal in the form of Demand Draft in favour of **Dholera Industrial City Development Limited** payable at Gandhinagar. Hard Copy to be submitted at Gandhinagar Office before bid due date (Physical Submission). Exemption for submission for EMD shall be applicable in accordance with terms and conditions of GeM.
13. The EMD of the successful Applicant will be returned after the Applicant provides a Security Deposit, as required, and execution of contract agreement.
14. The EMD paid in the form of Demand Draft will be refunded by means of Account Payee cheque or return of the same DD to the unsuccessful Applicant as soon as the tender process is completed.
15. Any Bid not accompanied with EMD or if the same are found to fall short, the bid will be rejected. The EMD should be submitted in physical form directly to DICDL.
16. No interest shall be payable on EMD.
17. The EMD will be forfeited if the Applicant (i) withdraws his tender before the validity date of the tender or (ii) withdraws his tender after acceptance or (iii) non-submission of security deposit within the specified period or (iv) failure in execution of contract agreement.

Eligibility Criteria

1. The Applicant should be a sole Proprietary Firm or Partnership Firm or a Company incorporated under the Indian Companies Act, 1956/2013 or Limited Liability Partnership registered under Limited Liability Partnership Act 2008.
2. Participation in Joint Venture is not allowed.
3. The Agency must be registered with ESI, EPF, Contract Labour (R&A) Act, 1970 (for any running contract), Income tax/Professional Tax/GST or any other registration which is mandatory for such agency stipulated by the concerned authority.
4. The Applicant should have a functional office or shall setup within 30 days from issue of LOI/Work Order a functional office in Gujarat State.
5. Power of Attorney for signing of Bid shall be submitted by the applicant as per the format stipulated in Annexure-2. Copy of Board Resolution shall also be submitted.
6. A) The Applicant must have at least 5 years of Experience of Operation & Maintenance Services as of the Bid Due Date of the Tender. This experience should have been gained in any Government Department, Public Sector Undertaking, reputed Academy, Private Company, Financial Institution, or Listed Company.

B) In addition, during the last 5 years, the Applicant must have completed *similar services fulfilling one of the following criteria:
 - a) One similar completed work/service with a cost not less than **80%** of the estimated cost of services. **OR**
 - b) Two similar completed works/services with a cost not less than **50%** of the estimated cost of services each. **OR**
 - c) Three similar completed works/services with a cost not less than **40%** of the estimated cost of services each.

Note:

* **Similar services:** Operation & Maintenance Services including MEP and Civil Services for any Building like Residential Building / Institutional buildings State/central Government offices /Airports / Five-star Hotels/ Hospitals/ museum or Auditorium as of the Bid Due Date of the Tender. This experience should have been gained in any Government Department, Public Sector Undertaking, reputed Academy, Private Company, Financial Institution, or Listed Company.

C) Bidder should also have experience of operation & maintenance of HVAC system in any building.

The Applicant must submit Work Order Copies/GeM Contract Copies along with Completion Certificates to substantiate the qualification criteria.

7. The Applicant should have Minimum Average Annual Turnover of **₹ 02.00 Crore** (Rupees Two Crores only) **in the last three financial years (2021-22, 2022-23, 2023-24) ending 31.03.2024.**

Audited Financial documents of balance sheets & P&L duly certified by CA shall be provided by Applicant along with Income Tax Returns.

8. The Applicant firm shall be profit (net) making firm and shall have made profit at least in two financial years out of the last five financial years prior to submitting the Bid. The Applicant should submit attested copies of auditor's report/ chartered accountant.
9. Minimum Manpower on its payroll: The Applicant should have maintained a minimum of 50 employees on payroll.

Bid Submission

- 1) The Applicant shall have to submit the self-attested copies of the following documents in the Bid Submission but not limited to:
 - i. Annexure-1 Check list
 - ii. Annexure-2 Power of Attorney for signing the Bid
 - iii. Annexure-3 Details of works of similar nature carried out in any Govt. Department / Public Sector Undertaking / any reputed Academy / Private Companies/ Financial Institutions/ Listed Companies in during last 5 years
 - iv. Annexure-4 Undertaking by the Applicant
 - v. Annexure-5 Undertaking for Non-Blacklisting or Debarring
 - vi. Annexure-6 Undertaking for Insolvency & Bankruptcy Code
 - vii. Annexure-8 Undertaking for setting up of office in Gujarat State if applicable
 - viii. Registration of firm as Proprietorship / Partnership / Company / LLP
 - ix. PF Registration with PF code number.
 - x. ESI Registration
 - xi. PAN
 - xii. GSTIN Registration
 - xiii. All payments pertaining to, GST, ESIC/EC, EPF should have been paid up to date.
 - xiv. Copies of Income Tax return, Balance Sheet and Profit & Loss A/c of last three financial years duly certified by CA.
 - xv. Details of key managerial staff, supervisory staff and other staff
 - xvi. Undertaking of the agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment.
10. The Applicant shall submit the Technical Bid comprising aforesaid requisite documents duly stamped & signed by authorised person on each page.
11. The Applicant shall be liable for rejection of Bid due to conditional and/or incomplete Bid.
12. Employer may seek clarification on the submitted documents, if required. Non-responsive to the clarification may lead to rejection/ disqualification of Bid.
13. The Applicant should not be black listed/ debarred by any Govt./Semi Govt./PSUs. The firm should give such an undertaking with their bid on stamp paper of Rs. 300/-
14. All the required documents, Certificates / Supporting Papers / EMD / Pre-Qualification Form Annexure-1 should be uploaded on the GeM Portal.

15. Schedule of Tender Process:

Issue of Tender	:	23.12.2024
Last date for receiving Pre-Bid Queries	:	03.01.2025
Pre-Bid Meeting	:	03.01.2025 at 12:00 Hrs Place: 2 nd Floor, SPV Building, ABCD Complex, Dholera
Response to Pre-Bid Queries	:	07.01.2025
Application Due Date (Online)	:	16.01.2025 17:00 Hrs
Physical Submission	:	20.01.2025 15:00 Hrs
Technical Bid Opening Date	:	20.01.2025 15:30 Hrs

16. Physical Submission of EMD, Power of Attorney:

It is **mandatory** to submit hardcopy of EMD, Annexure 2 - Power of Attorney for signing the bid, Annexure 4 - Undertaking by the Applicant, Annexure 5 - Undertaking for Non-Blacklisting or Debarring, Annexure 6 - Undertaking for Insolvency & Bankruptcy Code, Annexure 7 - Details of Manpower and Annexure 8 - Undertaking for setting up of office in Gujarat State if applicable

To,
General Manager (Commercial, Corporate & HR),
Dholera Industrial City Development Limited,
6th Floor, 1st & 2nd Block,
Udyog Bhavan, Gandhinagar- 382011

17. Premises/ Site Location:

1. ABCD Complex, Dholera

Evaluation of Bids

1. The agency will be selected under Least Cost Selection (LCS) and procedures described in this Document.
2. As part of the evaluation, the Bid submission shall be checked to evaluate whether the Bidder meets the prescribed Qualification Criteria. Subsequently the Technical Bid submission, for Bidders who meet the Qualification Criteria (the “Shortlisted Bidders”), shall be checked for responsiveness in accordance with the requirements of the Bid process and only those Bids which are found to be responsive would be further evaluated in accordance with the criteria set out in this document.
3. Prior to evaluation of Bids, the Employer will determine whether each Bid is responsive to the requirements of the Bid process at each evaluation stage as indicated below. The Employer may, in its sole discretion, reject any Bid that is not responsive hereunder. A Bid will be considered responsive only if:
 - (a) Pre-Qualification Bid Stage
 - (i) The Bid is received in the specified form.
 - (ii) It is received by the Bid Due Date including any extension thereof in terms hereof.
 - (iii) It is accompanied by the Bid Processing Fee and Bid Security as specified.
 - (iv) It is signed, sealed, bound together in hard/spiral, covered, and marked as stipulated in this document.
 - (v) It does not contain any condition or qualification; and it is not non-responsive in terms hereof.
 - (b) Technical Bid Stage
 - (i) The Technical Bid is received in the form specified in this document;
 - (ii) It is received by the Bid Due Date including any extension thereof in terms hereof.
 - (iii) It is signed, sealed, bound together in hard/spiral, covered and marked as stipulated in this document.
 - (iv) It does not contain any condition or qualification; and It is not non-responsive in terms hereof.
 - (c) Financial Bid Stage: (to be submitted online only)
 - (i) The Financial Bid is received in the form specified in this document;
 - (ii) It is submitted online on GeM.
 - (iii) It does not contain any condition or qualification; and It is not non-responsive in terms hereof.
4. The Employer reserves the right to reject any Bid which is non-responsive and no request for alteration, modification, substitution, or withdrawal will be entertained by the Employer in respect of such Bid. However, Employer reserves the right to seek clarifications or additional information from the Bidder during the evaluation process. The Employer will subsequently examine and evaluate Bids in accordance with the Selection Process.
5. A Bid will be considered unsuitable and will be rejected at technical bid evaluation stage if it does not respond to important aspects of Qualification criteria and if it fails to achieve the minimum technical score. The Employer will notify Bidders who fail to score the minimum technical score about the same.
6. As part of the evaluation, the Pre-Qualification Bids submitted should fulfil the Minimum Qualification Criteria. In case a Bidder does not fulfil the Minimum Qualification Criteria, the Technical Bid of such a Bidder will not be opened and evaluated further. In such cases,

the Technical Bid envelope containing the Technical Bid will be returned unopened after issue of Letter of Award to the selected bidder.

7. The Employer will notify the Bidders who secure the minimum qualifying technical score as per clause 7.1 will be shortlisted as per clause 7.2 below, indicating the date and time set for opening the Financial Bids. The notification may be sent by registered letter, facsimile, or electronic mail.

7.1 Evaluation of Technical Bid:

S. No.	Parameter	Max Score
A	Number of years in existence as service provider <ul style="list-style-type: none"> • 5-7 years – 10 Marks • 7-10 years – 15 Marks • More than 10 years – 20 Marks 	20
B	Prior experience in executing similar assignments: Similar nature of work experience for providing AMC in any Govt. Department / Public Sector Undertaking / any reputed Academy / Private Companies/ Financial Institutions/ Listed Companies. Similar Nature/Activities Means- Experience of Operation & Maintenance Services including MEP & Civil Services for any Building like Residential Building / Institutional buildings State/central Government offices /Airports / Five-star Hotels/ Hospitals/ museum or Auditorium. <ul style="list-style-type: none"> • Similar work costing not less than the amount equal to 80% of estimated cost – 10 Marks each • Similar works each costing not less than the amount equal to 50% of estimated cost – 08 Marks each • Similar works each costing not less than the amount equal to 40% of estimated cost – 05 Marks each Note: 1) Maximum of 3 eligible assignments shall be considered for the evaluation.	30
C	Annual Average Turnover of the applicant during the last three Financial Years. <ul style="list-style-type: none"> • If the Annual Avg. turnover of the firm is more than INR 02.00 Cr and less than INR 04.00 Cr. – 5 Marks • If the Annual Avg. turnover of the firm is more than INR 04.01 and less than INR 06.00 Cr. – 10 Marks • If the Annual Avg. turnover of firm is more than INR 06.01 Cr – 15 Marks 	15
D	Manpower: The bidder has relevant Nos of Manpower on payroll. <ul style="list-style-type: none"> • If the Nos of Manpower of the firm is more than 50 upto 100 – 	15

	<p>05 Marks</p> <ul style="list-style-type: none"> • If the Nos of Manpower of the firm is more than 100 up to 200 – 10 Marks • If the Nos of Manpower of the firm is > 200 – 15 Marks <p>Note: Nos of Manpower available in the Latest PF Challan and/or ESIC Challan will be considered for evaluation (October Month shall be considered).</p>	
D	<p>Presentation</p> <ul style="list-style-type: none"> • Organizational Chart • Available Resources (Manpower and Equipment) for the Assignment • Approach & Methodology for AMC Activities 	20
	Total	100

The applicant scoring 70 marks shall be considered as technical qualified.

7.2 Financial Bid:

The shortlisting of the applicants for the financial bid opening will be carried out as per the following:

- The Applicants, who secure the minimum qualifying technical score, will finally be ranked in accordance with their technical score.
- The financial bid will be opened only of the first “N” number ranked applicants, subject to a minimum value of the number (N) being Three (3) where N is defined as follows:

$N = (n+1)/2$; if n is an odd number.

$N = n/2$; if n is an even number.

Where

N = Total Number of Shortlisted applicants for Financial Bid opening.

n = Total Number of applicants who secure the minimum qualifying technical score.

- In case the total number of applicants who secure the minimum qualifying technical score less than or equal to three (3), then the financial bid of all the applicants shall be opened.

The lowest Financial Bid will be considered to be the successful applicant and In the event of a tie in the financial bid, the selection of the successful bidder will be determined by a random draw conducted through the GeM platform. And selected applicant will be invited for contract signing (the “**Successful Applicant**”).

The successful applicant shall be intimated of his selection through the Letter of Award/ Work Order which shall be issued to him through e- mail and courier. Such successful applicant shall be required to tender his/its acceptance within seven days from the date of receipt of such Letter of Award/Work Order as the case may be, failing which the same shall stand cancelled and the EMD shall be forfeited.

Further, the successful Applicant shall have to submit the Performance Security of 5% of the financial proposal within 15 days of the issuance of Work Order/ Contract. The Performance Security shall be valid for at least three months after the Completion of the Service Period.

Annexure-1

Checklist (Summary of compliance to requirement of bid)

Note- It is mandatory to submit Technical Bid on GeM portal, and send only the hardcopies of EMD, Annexure-2,4,5,6,8 at the office of DICDL, Gandhinagar before Due Date of Bid Submission on GeM portal.

Sr. No	Description of requirement	Yes/ No
1.	Covering Letter	
2.	Annexure 2 - Power of Attorney for signing of Bid	
3.	Annexure 3 - Details of Assignments	
4.	Annexure 4 - Undertaking by the Applicant	
5.	Annexure 5 - Undertaking for Non-Blacklisting or Debarring	
6.	Annexure 6 - Undertaking for Insolvency & Bankruptcy Code	
7.	Annexure 7 - Details of Manpower	
8.	Certificate of Incorporation/ Firm Establishment proof	
9.	PF Registration Certificate Self-attested copies of latest EPF challan	
10.	ESI Registration Certificate Self-attested copies of latest ESI challan	
11.	Service Tax/ GST Registration Certificate	
12.	Audited Financial Report for the last three Financial Years (2021-22, 2022-23 and 2023-24)	
13.	Income Tax Return for the last three Financial Years (2021-22, 2022-23 and 2023-24)	
14.	All payments pertaining to, service tax, GST, ESIC/EC, EPF should have been paid up to date	
15.	Details of works of similar nature, duly indicating deployment of nos. of Manpower, carried out in any Govt. Department / Public Sector Undertaking / any reputed Academy / Private Companies/ Financial Institutions/ Listed Companies in the last 5 years ending on 31 March 2024	
16.	Valid Labour License	
17.	Proof for a functional office in Gujarat State or Annexure 8 - Undertaking to setup an office in Gujarat State within 30 days	
18.	Details of key managerial staff, supervisory staff and other staff (to be furnished on the letterhead of the company)	

Annexure-2

Format for Power of Attorney for signing of Bid

(Refer Clause 5 of Eligibility Criteria)

Know all men by these presents, We..... (name of the firm and address of the registered office) do hereby irrevocably constitute, nominate, appoint and authorize Mr/ Ms (name), son/daughter/wife of and presently residing at, who is presently employed with us/ the Lead Member of our Joint Venture and holding the position of, as our true and lawful attorney (hereinafter referred to as the “Attorney”) to do in our name and on our behalf, all such acts, deeds and things as are necessary or required in connection with or incidental submission of our bid for the ***** Service proposed or being developed by the ***** (the “Employer”) including but not limited to signing and submission of all bids and other documents and writings, participate in Bids and other conferences and providing information/ responses to the Employer, representing us in all matters before the Employer, signing and execution of all contracts including the Agreement and undertakings consequent to acceptance of our bid, and generally dealing with the Employer in all matters in connection with or relating to or arising out of our bid for the said Service and/ or upon award thereof to us and/or until the Commencement Date under Agreement

AND we hereby agree to ratify and confirm and do hereby ratify and confirm all acts, deeds and things done or caused to be done by our said Attorney pursuant to and in exercise of the powers conferred by this Power of Attorney and that all acts, deeds and things done by our said Attorney in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

IN WITNESS WHEREOF WE,, THE ABOVE NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON THIS DAY OF 2.....

For
.....

(Signature, name, designation and address)

Witnesses:

1.

(Notarised)

2

Accepted

.....

(Signature)

(Name, Title and Address of the Attorney)

Notes:

- *The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required, the same should be under common seal affixed in accordance with the required procedure.*

- *Wherever required, the Applicant should submit for verification the extract of the charter documents and documents such as a board or shareholders' resolution/ power of attorney in favour of the person executing this Power of Attorney for the delegation of power hereunder on behalf of the Applicant.*

- *For a Power of Attorney executed and issued overseas, the document will also have to be legalised by the Indian Embassy and notarised in the jurisdiction where the Power of Attorney is being issued. However, the Power of Attorney provided by Applicants from countries that have signed the Hague Legislation Convention 1961 are not required to be legalised by the Indian Embassy if it carries a conforming Appostille certificate.*

Annexure-3

Details of Assignments

S. No.	Name of Employer	Category#	Name of Assignment	Work Order Date	Work Order Value	Nos. of Manpower Deployed	Date of Completion of Service	Amount Paid w.r.t. Work Order Value on completion of service

#Category means Govt. Department / Public Sector Undertaking / any reputed Academy / Private Companies/ Financial Institutions/ Listed Companies.

The Applicant is required to provide the Work Order copies, Completion Certificates for the assignments mentioned in the above table for substantiate the details.

Annexure-4

Undertaking by the Applicant

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Being duly authorized to represent and act on behalf of (Applicant Name & Address) and having reviewed and fully understood all the eligibility requirements and information provided, the undersigned hereby declare that: i. the statement made and information provided in the bid application are completely full, true, correct and complete in every detail. ii. this application is made in the full understanding that: (a) bids by Applicants will be subject to verification of all information submitted at the time of bidding & Dholera Industrial City Development Limited (DICDL) or any authorized representative of DICDL is hereby authorized to conduct any inquiries or investigations to verify the statements, documents and information submitted in connection with the application and to seek clarification from our bankers, clients regarding any financial & technical aspects. (b) in the event that the information/document submitted are found to be false or misleading, this bid application will be disqualified. iii. Dholera Industrial City Development Limited reserves the right to: (a) modify the scope of work including methodology of services and the Tenderer/s shall have no claim on this account. (b) reject or accept any application, cancel the tender process, and reject all applications without assigning any reason therefor.

Place:
Date:

Authorized Signature

Annexure-5

Undertaking for Non-Blacklisting or Debarring

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Being duly authorized to represent and act on behalf of M/s (Bidder's Name) with registered office at (Bidder's address), the undersigned hereby declare undertake that M/s (Bidder's Name) has not been blacklisted or debarred by any Department of India/State Government, Public Unit Sector and any other Government Organization from participation in tenders as on date of submission of RFP either in an individual capacity or as a member.

Place:

Authorized Signature

Date:

Annexure-6

Undertaking for Insolvency & Bankruptcy Code

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Being duly authorized to represent and act on behalf of M/s (Bidder's Name) with registered office at (Bidder's address), the undersigned hereby declare undertake that M/s (Bidder's Name) has not been referred to NCLT under Insolvency & Bankruptcy Code (IRP has been appointed or Liquidation proceedings have been initiated under IBC) within one year from last date of Bid Submission.

Place:

Authorized Signature

Date:

Annexure-7

Details of Manpower

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Sr. No.	Name of Employee	Position	Educational Qualification	Total Experience in years	Details of Experience providing AMC Activities
1.					
2.					
3.					
4.					
5.					
6.					
7.					
8.					
9.					
10.					
.....					
100.					

The list of Employees should be countersigned by the Statutory Auditor of the Company. This list of Engineering capacity shall be declared by the Bidders on non-judicial stamp paper of worth INR 300/- and notarized.

Annexure-8

Undertaking for Setting up of Office in Gujarat State

(To be executed on RS. 300/- Non-Judicial stamp paper duly notarized)

Being duly authorized to represent and act on behalf of M/s (Bidder's Name) with registered office at (Bidder's address), the undersigned hereby declare, undertake that M/s (Bidder's Name) shall setup within 30 days from issue of LOI/Work Order a functional office in Gujarat State.

Place:

Authorized Signature

Date: