

**बिड दस्तावेज़ / Bid Document**

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	29-07-2025 17:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	29-07-2025 17:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Ministry Of Commerce And Industry
विभाग का नाम / Department Name	Department Of Commerce
संगठन का नाम / Organisation Name	Spices Board
कार्यालय का नाम / Office Name	Head Office
वस्तु श्रेणी / Item Category	Custom Bid for Services - Outsourced Manpower Services - Multitasking- Office Assistant , Data entry, Housekeeping Supervisor
समान श्रेणी / Similar Category	<ul style="list-style-type: none"> <li>Manpower Outsourcing Services - Minimum wage</li> </ul>
अनुबंध अवधि / Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) / Minimum Average Annual Turnover of the bidder (For 3 Years)	35 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष / Years of Past Experience Required for same/similar service	3 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है / Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Exemption for Turnover	Yes   Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Exemption for Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	<p>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)</p> <p>*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</p>

बिड विवरण/Bid Details	
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
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
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 बिड मूल्य /Estimated Bid Value	7000000
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	PUNJAB NATIONAL BANK
ईएमडी राशि/EMD Amount	200000

#### ईपीबीजी विवरण /ePBG Detail

आवश्यकता/Required	No
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(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

Secretary  
Spices Board, Sugandha Bhavan, Palarivattom PO, Kochi-682025  
(Secretary, Spices Board)

### विभाजन/Splitting

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
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.
2. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.
3. 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.
4. 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.
5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs 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 the Purchase preference for services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered service. 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. The buyers are advised to refer to 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 the credentials of the service provider are validated on-line in GeM profile as well as validated and approved by the Buyer after evaluation of submitted documents.
6. 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.
7. 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.

8. 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 :

Financial Bid Break-up - [1751972524.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:[1751972541.pdf](#)

Payment Terms:[1751972552.pdf](#)

GEM Availability Report ( GAR):[1751972620.pdf](#)

Undertaking of Competent Authority is mandatory to create Custom Bid for Services. Please download standard format document and upload:[1751972644.pdf](#)

**Custom Bid For Services - Outsourced Manpower Services - Multitasking- Office Assistant , Data Entry, Housekeeping Supervisor ( 1 )**

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
<b>कोर / Core</b>	
Description /Nomenclature of Service Proposed for procurement using custom bid functionality	Outsourced Manpower Services - Multitasking- Office Assistant , Data entry, Housekeeping Supervisor
Regulatory/ Statutory Compliance of Service	YES
Compliance of Service to SOW, STC, SLA etc	YES
<b>एडऑन /Addon(s)</b>	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / The quantity of procurement "1" indicates Project based or Lumpsum based hiring.	अतिरिक्त आवश्यकता /Additional Requirement
1	Mohammed Shameer Cheriya	682025,Sugandha Bhavan N.H.By Pass, Palarivattom.P.O Cochin Kerala, India GSTIN - 32AAIAS3118C1Z0	1	N/A

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

### 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. Buyer Added Bid Specific ATC

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

## अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.

12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. 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.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. 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 catalogs 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 within 4 days of bid publication on GeM. 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 are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.**

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---



**SPICES BOARD**

**(Ministry of Commerce and Industry, Govt. of India)**

Sugandha Bhavan, N.H. By Pass, Palarivattom P.O, Cochin – 682025, Kerala, India.

Phone: 0484-2333610-615, Website: [www.indianspices.com](http://www.indianspices.com)

**TENDER NOTICE FOR SELECTION OF AGENCY FOR PROVIDING MANPOWER  
SERVICES ON MINIMUM WAGES BASIS FOR JOB OUTSOURCING**

Bid ref no: Admin/Estt/Housekeeping/Payment/2023-24

Date of issue:08 July 2025

**ISSUING AUTHORITY:**

For the Secretary of Spices Board,

Assistant Director (Purchase & Establishment)

(Ministry of Commerce and Industry, Govt. of India)

Sugandha Bhavan, N.H. By Pass, Palarivattom P.O, Cochin – 682025, Kerala, India.

**Phone: 0484-2333610-615, Website: [www.indianspices.com](http://www.indianspices.com)**

# **NOTICE INVITING BIDS**

## **1.General Information & Instructions for Bidders**

1.1.0 **Spices Board India**, under the Ministry of Commerce and Industry, Government of India, invites online bids through a two-bid system—comprising Technical and Financial Bids—in accordance with Rule 149 of the General Financial Rules (GFR) 2017, for the selection of a manpower agency **to provide contractual manpower services across various** categories to the Spices Board, Head Office, located at *Sugandha Bhavan, NH Bypass, Palarivattom P.O., Cochin – 682025, Kerala, India.*

1.1.1 Eligible and interested bidders who can meet the specifications outlined in the GeM Bid/RA and agree to the stipulated terms and conditions are invited to submit their bids along with all necessary documents as per the Tender Enquiry guidelines.

1.1.2 The Tender document can be downloaded free of cost from the websites <https://www.indianspices.com/tenders.html> and <https://gem.gov.in>

## **1.1.3 Description of Job, Qualification required, Number of post and Scope of Work:**

**Table A:**

Manpower Requirement	Job description	Educational qualification and experience	Total requirement
Skilled- Housekeeping Supervisor	The Cleaning Supervisor is responsible for overseeing the daily operations of cleaning staff, ensuring office premises remain clean, safe, and hygienic. Key duties include preparing and implementing daily cleaning schedules for all office areas. Regular inspections must be conducted to maintain high-quality standards as per government norms.	Should have educational qualification of Class 12 and above  Minimum two years work experience in Housekeeping supervisory role Should be in a position to work beyond office hours and also to work on holidays as and when required. Age limit: 30 to 50 years	1 (Female)
Unskilled - Housekeeping service	General maintenance of office building and premises, housekeeping services and up keeping of various facilities Daily up keeping, dusting, and cleaning of furniture and lab equipment.	Should have educational qualification of Class 8 and above  Should be experienced and capable of Unskilled work like sweeping, mopping and cleaning of office floors, toilets/bathroom, corridor, verandah and guest room areas , in large establishment preferably in Government office  Age limit: 20 to 45 years	16 (Female)



Semi Skilled  Multitasking( Office Assistant)	<p>The duties, roles and responsibilities of the employees under MTS would broadly include:</p> <ul style="list-style-type: none"> <li>• Physical Maintenance of records of the Section.</li> <li>• Carrying of files &amp; other papers within the building.</li> <li>• Photocopying,</li> <li>• Assisting in routine office work like diary, dispatch etc., including on computer</li> <li>• Delivering of dak (outside the building).</li> <li>• Any other work assigned by the superior authority</li> </ul>	<ul style="list-style-type: none"> <li>• Should have educational qualification of Graduation and above</li> <li>• Proficiency in Microsoft word, Excel, Power point etc.</li> <li>• At least 2 years experience in office / establishment work.</li> <li>• Good verbal and written communication skills in English Language.</li> <li>• Should be able to maintain strict confidentiality and fidelity about the files and papers handled and information coming to knowledge.</li> <li>• Age limit: 21 to 40 years</li> </ul>	4
Semi Skilled  Multitasking( Data Entry)	<p>The broad details of work expected from Data Entry Operator (DEO) are given below:</p> <ul style="list-style-type: none"> <li>• Updating data in excel on routine basis.</li> <li>• Data downloading/ uploading in various sites and platforms.</li> <li>• Preparation of reports.</li> <li>• Compilation of the information, requisition &amp; other communication received from various Directorates.</li> <li>• Other miscellaneous work as directed by Officials.</li> </ul>	<ul style="list-style-type: none"> <li>• Should have educational qualification of Graduation and above</li> <li>• Good verbal and written communication skills in English Language.</li> <li>• Having sound knowledge of computer with good typing speed.</li> <li>• Minimum speed of typing @ 40 words per minute.</li> <li>• Knowledge of software such as MS Word, MS excel etc.</li> <li>• Should be able to maintain strict</li> </ul>	2

		confidentiality and fidelity about the files and papers handled and information coming to knowledge. <ul style="list-style-type: none"> <li>• Age limit: 21 to 40 years</li> </ul>	
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#### 1.1.4 Working hours and rest day:

The deployed personnel shall adhere to the following working hours and weekly schedule:

Category	Working Hours	Working Days
<b>Skilled – Housekeeping Supervisor</b>	8:00 AM to 4:00 PM	Monday to Saturday
<b>Unskilled – Housekeeping Staff</b>	8:00 AM to 4:00 PM	Monday to Saturday
<b>Semi-Skilled – Multitasking Staff (Office Assistant)</b>	9:30 AM to 5:30 PM	Monday to Saturday
<b>Semi-Skilled – Multitasking Staff (Data Entry Operator)</b>	9:30AM to 5:30 PM	Monday to Saturday

- **Lunch Break:** 1:00 PM to 1:30 PM (30 minutes)

The personnel engaged through the Service Provider shall be entitled to:

- **One eligible paid leave per month**
- **Weekly rest on Sundays**
- **Leave on all gazetted holidays as notified by the Government of India**

## **INSTRUCTIONS TO BIDDERS**

### **2. GENERAL TERMS AND CONDITIONS**

2.1.0 Bidders should carefully review all clauses in the Terms and Conditions before submitting their bids.

2.1.1 Bidders are solely responsible for ensuring their bids and all supporting documents are submitted on time and as specified.

2.1.2 If the bid opening date falls on a declared holiday, the opening will be held on the next working day at the same time or as notified by the Buyer.

2.1.3 Any extension of the bid opening date by the Buyer will be duly communicated to bidders.

2.1.4 Bid validity must comply with the requirements on the GeM portal.

2.1.5 Bids must be submitted only through the GeM portal; bids sent via any other means will be considered invalid.

2.1.6 All bid documents must be fully completed, duly signed, and uploaded on the GeM portal before the specified deadline.

2.1.7 For clarifications, bidders may submit queries through the representation column on the GeM portal, clearly stating the information needed.

2.1.8 All required documents as per the Terms and Conditions must be submitted online along with the Technical Bid and must be legible.

2.1.9 Spices Board reserves the right to reject any Proposal if

- (i) A blacklisted or debarred party submits bid as mentioned in Rule 151 of General Financial Rules, 2017; or
- (ii) A material misrepresentation is made or discovered; or
- (iii) Bidder does not provide within the time specified the supplemental information sought for evaluation of the Proposal
- (iv) After award of the purchase order the Service Provider fails to comply with the obligations on him as per contract and award letter; or
- (v) However, reasons for rejecting a tender or non-issuing a tender document to a prospective bidder shall be disclosed where enquiries are made by the bidder

2.2.0 Technical Bid and Financial Bid must be submitted separately; otherwise, the bid may be ignored.

2.2.1 Only Technical Bids will be opened on the specified date and time.

2.2.2 Financial Bids will be opened only for bidders whose Technical Bids are found compliant after technical evaluation.

2.2.3 The date of Financial Bid opening will be communicated through the GeM portal after technical evaluation.

2.2.4 The bid document can be downloaded free of cost from the GeM/CPP portals and the official Spices Board website ([www.indianspices.com/tenders.html](http://www.indianspices.com/tenders.html)).

2.2.5 Bidders should keep track of any corrigenda published on the GeM/CPP portals and the official Spices Board website related to this bid.

2.2.6 Site Visit: Prospective bidders are encouraged to visit the site and discuss the scope of work with Director Administration, Spices Board (Ministry of Commerce and Industry, Govt. of India) Sugandha Bhavan, N.H. By Pass, Palarivattom P.O, Cochin – 682025, Kerala, India., during office hours (9:00 AM to 5:30 PM) before submitting their quotation.

**2.2.7. Tender Completeness:** Incomplete tenders or missing annexure details will lead to disqualification. The signatory must clarify their authority and role in the firm.

**2.2.8 Tender Rights:** Spices Board reserves full rights to accept or reject any tender, wholly or partially, without assigning reasons.

### **3. ADDITIONAL TERMS & CONDITIONS**

**3.1.0 Contract Period:** Initially valid for 1 year from the date of award of work, extendable up to 2 years on the same terms if performance is satisfactory.

**3.1.1 Contract Period Modification:** The Board may extend, shorten, or terminate the contract at its discretion, without obligation to provide justification. All disputes will be resolved at the Institute level and not through arbitration.

**3.1.2 Non-Transferability:** The contract cannot be transferred or assigned to another party.

**3.1.3 Work Scope Flexibility:** The quantity of work provided is approximate. The contractor must undertake additional work of a similar nature at the same rates, if assigned.

**3.1.4 No Regularization:** Daily wage engagements under this contract do not entitle workers to permanent employment in Government service.

**3.1.5 Paid Holidays:** National holidays will be paid for all contract workers except security staff and others with a 6 or 7-day workweek.

**3.1.6 Manpower Adjustment:** Spices Board reserves the right to increase or reduce the number of contract workers as needed during the contract period.

**3.1.7 Recruitment & Conduct:** Agencies must maintain clear recruitment and exit policies and provide personnel between ages 20 to 50 who are mentally and physically fit and well-disciplined.

**3.1.8 Wages:** The Outsourced Manpower are entitled for the wages as per the updated or recent minimum wages act applicable for A, B, & C category (OM DATED: 28-03-2025 file No.1/6(1)/2025-LS-II of the Chief Labour Commissioner). On revision of the minimum wages by the Ministry of Labour, the competent authority will revise the work order; on the condition that the existing rate in the work order should be less than the revised minimum wage.

**3.1.9 Code of Conduct:** Contract workers must:

- Arrive five minutes early and wear the designated uniform.
- Maintain punctuality, alertness, and discipline at all times.
- Refrain from distractions such as gossiping, reading unrelated materials, or using mobile phones during duty.
- Do not consume or be under the influence of tobacco or alcohol while on duty.
- Ensure all assigned tasks are completed before leaving.
- Immediately report any incidents or unusual occurrences.
- Treat all staff members and visitors with respect and courtesy.
- Must not have any criminal record.

**3.2.0 No Accommodation:** Residential facilities or cooking on premises will not be provided.

**3.2.1 Uniforms and Identification:** All contract staff must wear proper uniforms and carry ID cards. Inappropriate dress will result in denial of duty.

**3.2.2 Statutory Compliance:** The firm must ensure EPF, ESI, and other statutory payments are directly paid and must submit detailed list of workers and their respective EPF/ESI contributions with the bill, including bank statements.

**3.2.3 Timely Payment:** Wages must be disbursed by the 7th of each month, with submission of duplicate monthly bills and supporting documents (bank and PAN details).

**3.2.4 Wage Slips:** Workers must receive wage slips, with a copy sent to the office monthly.

**3.2.5 Working Hours:** Contract workers are required to work 8 hours daily.

**3.2.6 Replacement of personnel:** Spices Board may direct the Service Provider to replace from the site of work any manpower supplied by the service provider for reasons of incompetence or misconduct or indiscipline or security risk or conflict of interest or breach of confidentiality or deterioration of health or incapacity due to any mishap or any other reason prejudicially affecting interest of the Board and in such case the service provider shall forthwith comply with such direction

**3.2.7 Wage Allowance and Deductions:** Allowances for skilled workers are not part of minimum wages. EPF, ESI, and other deductions shall apply only to the minimum wage component.

**3.2.8 Agreement Execution:** The successful bidder must sign a contract on ₹200 non-judicial stamp paper with Spices Board.

**3.2.9 Subject to Guidelines:** The bid award is subject to changes in government guidelines.

**3.3.0 Legal Compliance:** The agency must comply with all applicable labour laws and indemnify the Institute against any legal claims arising due to non-compliance.

**3.3.1 Employee Insurance:** The agency must insure its workers under the Workmen's Compensation Act and indemnify the Institute against related claims.

**3.3.2 Register Maintenance:** The contractor must maintain and produce all relevant registers such as attendance, wages, and EPF/ESI records upon request.

**3.3.3 No Employment Rights:** Workers deployed under this contract will not have any claim for employment or absorption into Spices Board. They will remain employees of the agency.

**3.3.4 No right to claim continued deployment as outsourced personnel:** Their engagement in pursuance of this Tender Notice shall not entitle the outsourced personnel supplied by the selected Service Provider to any right to even continued service as outsourced personnel for any particular period. Spices Board shall not be under any obligation to outsource them through present or any future Service Provider for any period at any point of time whatsoever. They shall not claim such right before any authority or in any court of law. They have to furnish an undertaking in this regard in prescribed format

**3.3.5 Engagement of manager or representative to supervise work** by outsourced persons: Service Provider shall engage suitable manager to oversee and manage attendance, punctuality, performance, discipline issues of outsourced persons and also to regularly liaise and coordinate with and respond to queries or complaints by the Spices Board. If such person and managerial and liaison service is not available and calls and other communication from the Board is not responded, the same will be considered a serious lapse and deficiency on the part of Service Provider and the case may be processed for termination of the contract after giving opportunity of being heard.

**3.3.6 Attendance record:** Spices Board will maintain an attendance register regarding the number of days on which the person (s) deployed by the Service Provider actually work and also the overtime hourly work done by them in respect of all person (s) deployed by the Service Provider on the basis of which monthly payment to be made to the Service Provider will be decided.

**3.3.7 Separate bills:** Bills will be submitted by the Service Provider in respect of person (s) deployed by him separately showing name-wise attendance of each outsourced person the number of working days and the overtime hours put in by the manpower supplied. Copy of attendance register has to be attached with bills.

**3.3.8 Payment of GST,** if applicable, will primarily be the responsibility of the Service Provider and will not be paid unless the percentage and value thereof is clearly specified in the quotation document. Service Provider shall be required to enclose evidence of payment of GST on last payment (made by Spices Board) with bills. If not paid, Service Provider shall be liable to all consequences. TDS on GST will be deducted at source if applicable

**3.3.9 Submission of bills latest by 10th of next month:** Service Provider will submit the bill, in triplicate, along-with the above documents, in respect of a particular month by the 10th day of the following month. The payment will be released after deduction of taxes at sources under the laws in force. Service Provider shall submit along with the monthly bill for payment, evidence of payment of salary by 7th day of next month like Bank statement, salary slip of each such person deployed in this office, clearly stating the monthly wage/remuneration/ salary paid/ credited, employer's & employee's contribution paid/credited under the EPF & MP Act, 1952, employer's & employee's contribution paid/credited under ESI Act, 1948 and the overtime payments, if any, paid/credited, to such person (s) supplied by the service provider to the Spices Board. Bills will not be paid if such evidences are not attached with bills.

**3.4.0 No payment unless actually paid to outsourced persons:** No payment will be made to the Service Provider, under any circumstance, until and unless the Service Provider has actually paid to the person (s) supplied by the service provider to the Spices Board, remuneration(s)/salary(ies)/dues/overtime payment(s) for the preceding month by the 7th day of the succeeding month and also, until and unless, the Service Provider has submitted along-with the monthly bill for payment, salary slip of each such person deployed In this office, clearly stating the monthly wage/remuneration/salary paid/credited, employer's & employee's contribution paid/credited under the EPF & MP Act, 1952, employer's & employee's contribution paid/credited under the ESI Act, 1948 and the overtime payments, if any, paid/credited, to such person(s) supplied by him to the Purchaser

**3.4.1 Service provider to pay wages from own resources:** Spices Board shall make all efforts to pay bills within 90 (ninety) days of receipt of the monthly bill from the selected Service Provider. However, even in the event of non-payment of bills within the stipulated period for non-availability of fund etc. reasons, the Service Provider shall be bound to continue deployment of the person(s) in the office of the Purchaser or any other place as instructed by the Purchaser. Service Provider shall be required to furnish an undertaking with the technical bid affirming his capability to pay from his resources up to 3 (three) months.

**3.4.2 Details in bill:** Service provider shall submit single bill in respect of all outsourced personnel but shall give individual person's name and number of days he/she worked. Bills must not be just by showing total number of persons and total amount of bill. Service Provider shall verify before submission of bill from the office of the Purchaser whether any of the outsourced persons was absent. Payments to the

service provider would be strictly on certification by the Head office of the Spices Board that service was satisfactory and attendance shown in the bill preferred by the service provider is correct.

**3.4.3 Giving pay slips and records of payment to outsourced persons for transparency:** It shall be the duty of the service provider to pay their remuneration every month on time and provide them with salary slips by whatever name called bearing proper details of the remuneration, provident fund and ESIC dues contributed by the employer and the employee and this office shall not be responsible for payment of any kind of remuneration to the manpower so supplied even if Service Provider has not paid them. All disputes between Service Provider and outsourced persons shall be decided by themselves.

**3.4.4 Deduction of Income Tax and GST at source:** Income Tax<sup>17</sup> and GST will be deducted as per law

**3.4.5 Increase and decrease of number of persons:** Spices Board may increase or decrease the number of persons supplied for performance of outsourced services at any time depending upon the work in the office of the Purchaser and the service provider shall be bound to increase or decrease the number of persons supplied for performance of outsourced services on receipt of such a request from the Purchaser.

**3.4.6 Execution of contract:** The successful bidder shall enter into a contract by signing an agreement with the Spices Board for supply of manpower for performance of outsourced services at the terms and conditions specified in this Tender Notice.

**3.4.7 Termination of contract by Service Provider by giving 2 (two) months' notice:** The original contract or a new contract for incorporating additional terms and conditions/for extension of the period of validity of the original contract can be terminated by Service Provider by giving 2 (two) months' notice in advance.

**3.4.8 Termination by Purchaser giving 1 (one) month's notice:** Spices Board can terminate the agreement and engage any other Service Provider giving 1 (one) month's notice if any one or more of the terms & conditions mentioned in this RFQ or agreement are not fulfilled or violated or any of the rules and regulations made by the Government makes it necessary to do so.

**3.4.9 Service provider entitled to only service charges only:** Service provider shall be entitled to only the service charges as claimed in the Financial Bid and not be entitled to demand or deduct any amount from the person(s) supplied to Spices Board in the name of application fees, processing fees/charges, security fees/charges, verification fees/charges or any other fees/charges by whatever name called for recruiting or engaging them in the office of the Board. If any such instance comes to the knowledge of the Purchaser, the Service Provider shall be liable to cancellation of award of contract or blacklisting or penalty or prosecution in court of law as may be decided by the Board.

**3.5.0 Single quotation will also be entertained:** In case a single quotation is received in response to the notice for inviting quotations, the contract may be awarded to that single participant provided all terms and conditions mentioned in this Tender Notice are fulfilled by the participating Service provider

**3.5.1 Reservation :** While deploying manpower, the service provider must comply with the statutory reservation policies in place for Scheduled Castes (SC), Scheduled Tribes (ST), and Other Backward Classes (OBC).

# ELIGIBILITY CRITERIA OF SERVICE PROVIDER

## **4. ELIGIBILITY CRITERIA FOR BIDDER(S)**

- 4.1.0 Bidder must be a Limited Company, Partnership Firm, or Proprietorship Firm registered in India.
- 4.1.1 Bidder must possess valid PAN and GST registration certificates and should be registered with the Employees Provident Fund (EPF) and Employees State Insurance (ESI). Copies of relevant cards and evidence of filing Income Tax returns, Tax Deduction at Source (TDS) statements and GST returns for FY 2021–22, 2022–23, and 2023–24 should be enclosed with Technical bid
- 4.1.2 Bidder should be in the business of supplying manpower to Government departments and private organizations of repute for at least 3 years. Relevant work orders should be enclosed with Technical bid.
- 4.1.3 Bidder must have an average annual turnover of at least ₹35 Lakhs during the last three financial years (2021–22, 2022–23, and 2023–24).
- 4.1.4 Bidder should have the license for supply of Skilled/Semi-Skilled/Unskilled Workers, if so required as per the prevailing rules and regulations of the Central Government or Government of Kerala
- 4.1.5 The firm must not be blacklisted by any Central or State Government organization.
- 4.1.6 Only firms with a registered office in Kerala and having at least one operational office in Ernakulam District will be considered for this project.
- 4.1.7 Bidder should not have any criminal record or criminal antecedents or any criminal proceedings pending against it
- 4.1.8 Bidder should be legally competent and eligible in all respects as per eligibility criteria mentioned in this Tender Notice and under all laws as may exist presently or in future. If it turns ineligible due to any such deficiency, the bid will be rejected or, if detected after award of contract, the contract will be liable to be terminated.
- 4.1.9 Bidder should agree with all the terms and conditions as mentioned in the Tender Notice by putting signature below each page

## **4.2.0 Checklist of Documents to be Submitted by Bidders**

Bidders must upload the required documents in the specified order, as outlined in the completed checklist.



**Table B:**

Sl No	Documents to be submitted by the Bidders for technical Qualification	Submitted on Gem Portal (Yes/No)
1	Valid labour registration certificate	Yes/No
2	Proof of 3 years' experience (attach work orders)	Yes/No
3	EPF & ESI registration certificates	Yes/No
4	PAN & GST registration	Yes/No
5	EMD payment or exemption certificate	Yes/No
6	Non-blacklisting declaration	Yes/No
7	Average annual turnover of ₹35 lakhs for the last three financial years (2021-22, 2022-23, 2023-24)	Yes/No
8	Balance sheets and P&L statements for the last three financial years (2021-22, 2022-23, 2023-24) (CA-certified)	Yes/No
9	Proof of MSME registration for exemption from turnover requirement	Yes/No
10	Proof of office/branch in Ernakulam	Yes/No
11	Bank Account details	Yes/No

## **BIDDING PROCESS**

### **5. HOW TO SUBMIT THE BID**

5.1.0 This tender document will have to be submitted with technical bid with signature of bidder at the bottom of each page of this document. This shall mean that the bidder has agreed to abide by and fulfill all terms and conditions mentioned in it and these will be binding on the selected Service Provider along with the terms & conditions mentioned in the agreement to be executed.

5.1.1 Bids with nil service charge not to be entertained: In order to discourage and eliminate frivolous bids and disguised or hidden share/deduction from wages of manpower provided by Service Provider, if a bidder quotes NIL or absurdly low service charges/consideration, the bid shall be treated as unresponsive and will not be considered.

5.1.2 Authentication of Bids: The bid shall be in typed form and signed by the Bidder or a person duly authorized to bind the Bidder to the contract. The authorization shall be in the form of a written power of attorney accompanying the proposal or in any other form demonstrating that the representative has been duly authorized to sign. All pages of the bid shall be initialed and stamped by the person or persons signing the bid.

5.1.3 Interlineations in Bids: The bid shall contain no interlineations, erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed and stamped by the person or persons signing the bid.

5.1.4 Bids shall have to be submitted in two stages, namely, Technical bid and Financial bid.

5.1.5 Technical bid shall contain the following:

- i) Bidder should be eligible as per Chapter — 4
- ii) All documents evidencing eligibility (Refer 4.1.8 Table B) have to be attached with technical bid
- ii) Acceptance of Terms and Conditions with signature at the bottom of each page
- (vi) Declaration regarding Bid Security in Technical Bid

#### **5.1.6 FINANCIAL BID**

The Financial Bid shall be submitted on the GeM Portal. In addition, the bidder must provide a detailed break-up of the lump sum amount quoted, strictly as per the format prescribed in Annexure 1, and upload the same in .xls format on the GeM Portal.

**5.1.7 Opening of bids:** Technical bid will be opened first and the bidders shall be either accepted or rejected. Thereafter financial bids of only those bidders shall be opened who have qualified in technical bid. The entire process of procurement or outsourcing of service under this Tender Notice shall be made online through GeM as is mandatory" under General Financial Rules, 2017. All Bidders are required to submit their bids online at <https://gem.gov.in/> latest by the date and time mentioned in "Critical dates" below. No facility will be available to drop bids in tender box or to receive bids sent by hand or post or courier. Even if sent or received by any official of this office, the same shall not be considered

#### **5.1.8 Earnest Money Deposit (EMD)**

The bidder must submit an Earnest Money Deposit (EMD) of 2,00,000/- (Rupees Two Lakhs ₹ only) in the form of a Demand Draft drawn in favour of "**Secretary, Spices Board**", payable at Ernakulam. The Demand Draft should be submitted to the **Assistant Director (Establishment), Spices Board, Sugandha Bhavan, Palarivattom PO, Kochi** on or before the last date of bid submission.

Agencies exempt from EMD submission must upload a valid exemption certificate. Quotations without EMD or exemption proof will be rejected. EMD of the technically rejected bidder shall be returned immediately after technical evaluation. EMD of balance unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after award of contract/ finalization of the Bid.

**5.1.9 Rate Quotation:** Contractors must quote the rate on a per-person, per-day basis.. The bidders must submit their quotation in Indian rupees only. Rate(s) must be quoted in words and figures. Total value of contract to be stated: The total value of the contract must be stated clearly for each year for supply of manpower for performing the outsourced services.

**5.2.0 GST Compliance:** Bidding prices include GST as per the GeM system. Proof of GST payment must be submitted..

**5.2.1 Performance Security:** 5% of the awarded value must be deposited within 15 days via Bank Guarantee in favour of Secretary Spices Board. In case of failure to do so, Board shall be entitled to cancel the award to the defaulting bidder and to award the contract to second best bidder. The Performance security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by this Notice. It will be refunded without interest after the contract ends, including a 60-day buffer.

**5.2.2 Non-Compliance:** Failure to commence work or breach of contract terms will result in forfeiture of the security deposit. The Institute may complete the remaining work through other agencies at the contractor's risk and cost.

**5.2.3 Non-Acceptance of Offer:** If the tenderer fails to accept the offer within 15 days of the award, the offer will be considered withdrawn and EMD forfeited.

**5.2.4 Worker Details:** The agency must submit detailed information of all workers, including ID proof, Aadhaar, bank details, and EPF/ESI numbers within 15 days of contract commencement.

**5.2.5 Quotation Withdrawal:** Requests to withdraw a quotation must be submitted at least 24 hours before the scheduled opening time.

**5.2.6 Selection of L1 Bidder:** If more than one bidder is ranked L-1 in the GeM portal or multiple L-1 bidders have quoted the same price, the selection amongst the L-1 bidders will be made through Random Algorithm executed by GeM system/ Run L1 Selection' (Auto run) option.

**5.2.7 Critical Dates:-**

Bid Start date	:	On 08.07.2025 at 17:00 Hrs
Bid End date	:	On 29.07.2025 at 17:00 Hrs
Bid Opening date	:	On 29.07.2025 at 17:30 Hrs

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## ANNEXURE 1

### FINANCIAL BID

Unit Rate for Manpower Supply to be Quoted by Bidder and Corresponding  
Total Annual Expenditure

Sl. No.	Category of Manpower	Skill Level	Qty (A)	Daily* Wage (₹) (B)	EPF (13%) (₹) (C)	ESI (if applicable) (3.25%) (₹) (D)	Service Charges (Rs) (E)	GST (₹) (F)	Total Cost per Person per Day (₹) (G)	Total Cost per Person per month (₹) (F)	Total Cost per Person per Year (₹) (G)	Total Annual Manpower Cost (₹) = H (where H = A × G)
1	Housekeeping Supervisor	Skilled	1									
2	Housekeeping Staff	Unskilled	16									
3	Multi tasking Office Assistant	Semi-Skilled	4									
4	Multi tasking Data Entry Operator	Semi-Skilled	2									
										Gr Total (H) in INR	(Bidders shall mention this amount in their Financial Bid on the GeM portal.)	
			AMOUNT IN WORDS									

*\*Daily wages should not be less than the minimum wages as per latest notification by Chief Labour Commissioner (Central) for Region B City*

**UNDERTAKING TO BE SUBMITTED BY BIDDER(S)**

Undertaking:

I/We hereby declare that:

- (i) I/We have not been debarred or blacklisted under any provision of General Financial Rules or any other statute, Rules or regulations by any authority including Spices Board
- (ii) I/We am/are in the business of supplying manpower to Government departments and private organizations of repute for at least 3 years (Relevant work orders are enclosed with Technical bid)
- (iii) I/ We have a average annual turnover/gross receipt of Rs. 35 Lakhs in the financial years 2021–22, 2022–23, and 2023–24
- (iv) I/ We have valid PAN21, TAN22 and GST23 number and I/We am/are registered with the Employees Provident Fund (EPF) and Employees State Insurance (ESI) (copies of relevant cards and evidence of filing Income Tax returns, Tax Deduction at Source (TDS) statements and GST returns for FY 2021-22, 2022-23 and 2023-24 are enclosed with Technical bid)
- (v) I/We have the necessary license for supply of Unskilled worker, required as per the prevailing rules and regulations of the Central Government or Government of Kerala
- (vi) I/We am/are competent and eligible to do the job mentioned in the Tender Notice in all respects under all laws
- (vii) I/We am/are able to provide manpower of above eligibility and preference criteria
- (viii) I/ We do not have any criminal record or criminal antecedents or any criminal proceedings pending against me/us.
- (ix) I/We am/are capable to pay wages and connected other amounts like EPF etc. from my/our own resources up to 3 (three) months and I/ we undertake not to delay payment of these beyond 7th day of next month as required under Section 17(1) of The Code on Wages, 2019 and Rule 21(1)(i)(a) of The Minimum Wages (Central) Rules, 1950. I also understand that in case of failure in this respect, my/our Performance Security may be encashed by Spices Board for meeting the payment.
- (x) I/We accept that if I/we withdraw or modify my/our Bid during the period of validity, or if I/we am/are awarded the contract and I/we fail to sign the contract, or to submit a performance security before the deadline defined in the request for bids document, I/we will be suspended for a period of 1 (one) year from date of publication of this Tender Notice from being eligible to submit Bids for contracts with Spices Board.
- (xi) If selected, I/We shall confirm my/our preparedness by and provide the manpower with in 15 days of the Work Order.
- (xiii) If selected, I/We shall deposit ESI, EPF, GST, Income Tax TDS and all other deductions/ contributions within time scrupulously as are/ may be legally required from time to time. In case of any malpractice in this regard I/ We shall be liable to any penal action including recovery, termination or penalty etc.
- (xv) If selected, I/We shall make proper arrangement to respond to calls and communications made by the Purchaser and supervise and manage the work of manpower provided by me/us.

(xvi) I/ We agree with all the terms and conditions as mentioned in the RFQ and as testimony of my/our agreement I/ We put my/our signature below each page

I/We hereby certify that the information furnished above is true and correct to the best my/our knowledge. I/We understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted for this tender and for a further time as stipulated in the law and will not have any dealing with the Income tax Department in future.

(Signature of Authorized signatory)

Name.....

Mobile No .....

Email ID .....

Date.....

Place. ....

**(Hindi version follows)**