

D-21012/2/2015-ADMINISTRATION SECTION-BCAS (E-93383)

Government of India

Bureau of Civil Aviation Security

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TENDER DOCUMENT

E-Tender for engagement of persons for housekeeping to Bureau of Civil Aviation Security.

Published Date	29 August 2017 (06.00PM)
Bid Document Download Start Date	29 August 2017 (06.00PM)
Bid Submission Start Date	29 August 2017 (06.00PM)
Bid Document Download End Date	19 September 2017 (04.00PM)
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Bid Opening Date	21 September 2017 (03.00PM)

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Bureau of Civil Aviation Security
Government of India
A Wing I-III floor, Janpath Bhawan
Janpath, New Delhi.

Dated: 29.08.2017

TENDER NOTICE

Subject:- Quotations for award of contract of engagement of persons for housekeeping in Bureau of Civil Aviation Security for a period of one (01) year extendable as per requirement.

Online bids are invited on behalf of the President of India, under one cover system from reputed, experienced and financially sound Companies/Firms/Agencies for engagement of persons for housekeeping in Bureau of Civil Aviation Security initially for one year from the date of taking up of supply of manpower in pursuance of contract unless extended further by the Bureau, on the same terms and conditions. Manual bids shall not be accepted.

2.The Tender Document can also be downloaded from the CPP website <http://eprocure.gov.in/eprocure/app> and from this Bureau's website <http://www.bcasindia.gov.in>.

3. Earnest Money Deposit (EMD) of Rs. 50,000/- (Rupees Fifty Thousand Only) drawn in favour of PAO (Sectt.), Ministry of Civil Aviation, will be deposited with Jt. Director (Admn.) at Room no. 107, 1st floor , A wing, Janpath Bhawan, Janpath, New Delhi – 110001 not later than 03.00 PM on 21st September 2017.

4. The Bureau of Civil Aviation Security reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Director General, Bureau of Civil Aviation Security in this regard shall be final and binding on all.

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SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The Bureau of Civil Aviation Security located at I-III Floor, A Wing, Janpath Bhawan, Janpath, New Delhi-110001 requires reputed, well established and financially sound Companies/Firms/Agencies to provide persons for housekeeping works.

2. The contract will be initially for one year from the date of taking up of supply of manpower. The period of the contract may be further extended upto an additional period of one year on the same terms and conditions.

3. Scope of work:

a. Areas to be covered:

The following areas of 1st, 2nd and 3rd floors measuring 20,602 Sq. feet of A Wing Janpath Bhawan, Janpath, New Delhi occupied by Bureau of Civil Aviation Security (BCAS) will be covered under cleaning and maintenance of services:

i.	Common area (including area of tiles on walls, floors wherever exist) on 1 st , 2 nd and 3 rd floors occupied by Bureau of Civil Aviation Security(BCAS).
ii.	Glass Panels and windows of rooms (from outside and inside)
iii.	Staircases
iv.	34 Rooms
v.	Two Conference Halls
vi.	6 Toilets
vii.	Dusting of Tables/Chairs/Rakes and other items in rooms
Viii.	Any other work as allotted

b. Working Hours:

Working hours will be from **8.00 AM to 4.00 PM from Monday to Saturday**. However one person shall be made available in office till 6.00 P.M.

c. Jobs to be carried out twice daily (cleaning of rooms, Galleries & toilets) – Monday to Friday:

- i. Dusting in rooms, wet mopping of rooms and balconies and washing of urinal pot, wash basin and wet mopping of toilet should be completed by 9.30 AM in morning and 3.00 PM in evening.
- ii. Similarly topping up of liquid soap and other toiletries should be undertaken once daily by 9.30 AM and 3.00 PM.

d. Jobs to be carried out daily on every two hourly basis (Start from 8 AM) – Monday to Friday (i.e. 8.00 AM, 10.00 AM, 12.00 PM, 2.00 PM and 4.00 PM):

- i. -High Traffic Areas, Common areas
- ii. -Wet mopping with Phenyl, Cleanzo and Harpic.
- iii. -Removal of waste papers, packing materials and any other rubbish/Garbage.

e. Jobs to be carried out weekly (Saturday):

- i. Complete cleaning/washing of the entire floor common areas including toilets and staircases by using vim/good quality cleaning material.
 - ii. -Dusting of walls, ceiling from top downwards.
 - iii. -Removal of cobwebs and cleaning of switch boards (electrical and telephones etc), water cooler, tube lights etc.
 - iv. -Cleaning of glass panels and windows (outside and inside)
 - v. -Polishing of floors, sanitary/water fixtures, wall tiles, name plates etc.
- f. Present manpower requirement of BCAS is 6. However, the number may be increased or decreased as per requirement of this Bureau at any time during the currency of the contract, which will be provided by the contractor on the same terms and conditions with a period of 7 working days.

g. Material and equipments:

Cost of consumables/materials (i.e. Floor Mop/Duster, Liquid Soap, Dish Washing soap, Insect repellent Spray, Naphthalene balls, Toilet cleaner, Soft Brooms, Toilet Brush, Glass & Floor wiper etc) required for housekeeping work will be borne by the agency for which appropriate column is given in the BOQ. The Bureau of Civil Aviation Security (BCAS) shall approve the samples for the consumables, well in advance. The service provider should use best quality or brand (which shall be ISI marked wherever applicable).

h. Other Terms and Conditions:

- i. Attendance report of all the persons deployed at Janpath Bhawan shall be given to Section Officer(Admin) every day.
- ii. All persons shall wear proper uniforms (to be provided by Service provider) as approved by the Bureau, both for summer and winter seasons and shall wear ID card, while on duty.
- iii. No manpower other than those on duty shall be allowed to stay in the premises during the specified working hours. The service provider shall be responsible for the watch and ward not only of his/her stores but also of the fitting and fixture in the common areas in the building.
- iv. All requirements under various statutory laws including relevant Labour Act must be complied with by the Service Provider. Any default will be the liability of the service provider and the service provider shall be liable to reimburse any amount paid by the Bureau by way of default, interest and penalty. The service provider shall undertake to furnish all the details as and when asked for by the Bureau. The service provider will also maintain the relevant records of all payment made by the service provider and will produce to the satisfaction of the Bureau immediately when asked for.

- v. The service provider will be responsible for supply of the garbage bags, for collecting garbage from core and common areas of the Janpath Bhawan and disposal outside as per procedure at sites designated by CPWD for this purpose. The material so collected will be screened/checked by the Security Personnel of CISF.
- vi. The successful bidder will have to deposit a Performance Security Deposit of Rs. 1,00,000/- (Rupees One Lakh only) in favour of PAO(Sectt) Ministry of Civil Aviation, New Delhi and may be paid in any of the following forms:-
 “Crossed Demand Draft /Pay Order /Fixed deposit receipts /Performance Guarantee Bond by any Nationalized Bank or Scheduled Commercial Bank. If the performance Guarantee Bond is issued by a scheduled Commercial Bank (non-nationalized), then it should be duly counter-signed by the Reserve Bank of India/State Bank of India, New Delhi;”. The charges for such counter-signing shall be borne by the successful bidder.
- vii. The **performance security deposit shall remain valid upto a period of 60 days beyond the completion of all contractual obligations.** In case the contract is further extended beyond the initial period, the Demand **Draft /Pay Order /Fixed deposit receipts /Performance Guarantee Bond** will have to be accordingly extended/renewed by the successful tenderer covering the period of contract.
- viii. The Performance Security Deposit will be refunded only after successful completion of the contract. No interest however be paid.
- ix. Selected agency shall immediately provide a substitute in the event of any person not attending the office at BCAS. **The delay by the agency in providing a substitute beyond three working days shall attract a Penalty @ Rs.200/-per day on the service- providing agency.**
- x. If it is found that due to any reason (whatsoever it may be) any areas is not covered or any of the operation/functions/duties connected with the job of cleaning & general maintenance is not done/discharged properly and satisfactorily, recovery at the following rates shall be made from the Service provider’s bill:

a.	For failure to clean toilets	Rs. 100/- per toilet , per day
b.	For failure to clean corridor areas	Rs. 200/- per floor, per day
c.	For failure to clean staircase	Rs. 100/- per floor, per day
d.	For each employee not wearing uniform & ID card	Rs. 100/- per day

- xi. Bill shall be submitted at the end of each month (in triplicate) along with certificates for satisfactory performance from the user sections/officers in support of having performed the job of cleaning and sweeping in this office premises. This certificate will be counter signed by the Section Officer (Admn).

4. Termination:

- a. The contract may be curtailed/ terminated at any time owing to the following:
- Deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency or as per the requirement of BCAS or any other act of omission or commission on part of the Company/Firm/Agency.

- ii. If at any time during the period of contract, it comes to the notice of the Bureau that the service provider has misled the Bureau by way of giving incorrect/false information, which has been material in the award of contract to him/her, the contract shall be liable for termination besides other legal action which may be initiated against him/her under law.
- iii. During the period of suspension of operation due to reasons of strike, lock-out, natural calamities and /or other unforeseen circumstances.

b. The decision of the Director General, Bureau of Civil Aviation Security shall be final and binding in this regard.

c. Upon termination of contract for any reasons what so ever, the firm shall remove its housekeeping persons forthwith from the Bureau premises, failing which the firm shall be held responsible for any damage loss etc for the same.

5. The standard of sanitation shall always be to the satisfaction of the authorized representative of this Bureau whose decision in this regard shall be final and binding to the contractor. In case of fault, the BCAS may get the improvement done at the cost of the agency.

6. The various crucial dates relating to “Tender for providing Housekeeping Services to Bureau of Civil Aviation Security” are cited as under:

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7. The Companies/Firms/Agencies are required to upload self-attested photocopies of the following documents along with the application, failing which their bids shall be summarily/out-rightly rejected and will not be considered any further:-

- (i) Application (as per Annexure-I)
- (ii) Registration certificate.
- (iii) Copy of PAN/GIR card.
- (iv) Copy of the Service Tax returns filed for the period 2015-16 and 2016-17.
- (v) Copy of the EPF and ESI Registration Letter/ Certificate.
- (vi) Copy of the GST Registration certificate.

- (vii) Certified extracts of the Bank Account containing transactions during the last three years.
- (viii) Certified documents of audited accounts for the period 2015-16 and 2016-17.
- (ix) Copy of the Income Tax returns filed for the period 2015-16 and 2016-17.
- (x) Declaration as per Annexure-II.
- (xi) Scanned copy of EMD.
- (xii) Proof of providing similar services during each of last two financial years, i.e. years 2015-16 and 2016-17 to Central/State Government offices/PSUs. (Note: Documentary evidence of execution of supply orders signed by an officer not below the level of Section Officer should be produced. Mere production of supply orders would not suffice.)**

8. Conditional bids shall not be considered and will be summarily rejected.

9. The Bids shall be opened on the scheduled date, time and venue as prescribed above in the presence of the representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time. Only the bids fulfilling the conditions as laid down herein will be evaluated for selection.

10. The competent authority appointed by the Director General, Bureau of Civil Aviation Security reserves the right to annul any or all bids without assigning any reason.

11. The bidding Company/Firm/Agency should fulfill the following specifications:-

- (i) The Registered Office of one of the Branch Offices of the Company/Firm/Agency should be located in Delhi/New Delhi/NCR region.
- (ii) The Company/Firm/Agency should be registered with the appropriate registration authority.
- (iii) The Company/Firm/Agency should have at least three years' experience in providing manpower to Private Companies, Public Sector Companies, Bank or Government organizations, etc.
- (iv) The Company/Firm/Agency should have its own Bank Account.
- (v) The Company/Firm/Agency should be registered with income tax and service tax/GST authorities.
- (vi) The Company/Firm/Agency should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Act.

12. Following are the requirements of the Housekeeping persons:-

- (i) He/She should be 18 years and above on the day of publication of this tender.

(ii) His/her antecedents should have been got verified by the agency from the local police authorities.

13. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other agency without the prior written consent of this Bureau.

14. The tenderer will be bound by the details furnished by him/her to this Bureau, while submitting the tender or at subsequent stage. In case any of such documents furnished by him/her is found to be false at any stage, it will be deemed to be a breach of Terms of Contract marking him/her liable for legal action besides termination of contract.

15. The contracting Company/Firm/Agency shall furnish the following documents in respects of the individual Housekeeping person who will be deployed by it in this Bureau before the commencement of work.

- (i) List of persons deployed:
- (ii) Bio-Data of the persons:
- (iii) Attested copy of matriculation containing date of birth:
- (iv) A copy of the verification report of antecedents of persons by local Police authority.
- (v) Identity Cards bearing photograph.

16. In case, the person employed by the successful Company/Firm/Agency commits any act omission/commission that amounts to misconduct/indiscipline/incompetence, the successful Company/Firm/Agency will be liable to take appropriate action against such persons, including their removal from the site of work required by the Bureau.

17. The Company/Firm/Agency shall replace immediately any of its housekeeping persons who is found unacceptable to this Bureau because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from this Bureau.

18. The agency shall depute a coordinator who will be responsible for immediate interaction with the Bureau of Civil Aviation Security so that optimal services of the persons deployed by the agency could be availed without any disruption.

19. It will be the responsibility of the service providing agencies to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (Agency). Bureau of Civil Aviation Security will have no liability in this regard.

20. For all intents and purpose the service providing agency shall be the "Employer" within the meaning of different Labour Legislations in respect of Housekeeping persons so deployed in this Bureau. The persons deployed by the agency in the Bureau shall not have claims of Master and Servant relationship nor have any principal and agent relationship with or against the Bureau of Civil Aviation Security.

21. The Service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to persons deployed. The Bureau shall in no way be responsible for settlement of such issues whatsoever.

22. This Bureau shall not be responsible for any damages, losses, Claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.

23. The person deployed by the service providing agency shall not have any claim or be entitled to pay, perks and other facilities admissible to casual, ad-hoc, regular/confirmed employees of this Bureau during the currency or after expiry of the contract.

24. In case of termination of this contract on its expiry or otherwise, the persons deployed by the service providing agency shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular/otherwise capacity in the Bureau of Civil Aviation Security.

25. The successful bidder will be responsible for compliance of all statutory provisions relating to minimum wages, Provident Fund and Employees State Insurance etc. in respect of the persons deployed by it in this Bureau.

26. The successful bidder shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the Bureau of Civil Aviation Security to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

27. The contractor shall ensure strict compliance of Payment of Wages Act 1936, Employment of Children Act 1938, Untouchability (Offences) Act 1955, Workmen's Compensation Act 1923, Relevant Central / State Labour Laws, Employees state insurance Act 1948, Labour acts and Employees provident Fund Act 1952 and other statutes, acts, rules and regulations of Government, along with any modifications thereof or rules clarifications or otherwise and all the provisions as amended from time to time and BCAS shall stand indemnified from and against any claims / penalty under the afore said act. The successful bidder shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority of this Bureau or any other authority under law.

28. The Tax Deduction at Source (TDS) shall be deducted as per the provisions of the Income Tax Bureau, as amended from time to time and a certificate to this effect shall be provided to the agency by this Bureau.

29. In case the successful bidder fails to comply with any statutory/taxation liability under appropriate law, and as a result thereof the Bureau is put to any loss/obligation, minority or otherwise, the Bureau will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the agency, to the extent of the loss or obligation in monetary

terms.

30. The bidder shall indemnify and protect this Bureau from and against all actions, suits, proceedings losses, costs, damages, charges, claims and demands of every nature and description brought against or recovered from this Bureau by reasons of any act or omission of the contractor, his agents or employees, in the execution of the works, supply of material, or in the guarding of the same.

31. Any liabilities arising out of breach of any obligation commonly applicable in Indian or International law or regulation or intellectual property right infringements etc shall not be limited by this agreement and the bidder shall be solely and completely responsible for any such violation on his part.

32. In the event of any question, dispute or difference arising under these conditions or any special conditions of contract, or in connection with this contract (except as to any matters the decision of which is specially provided for by these or the special conditions) the same shall be referred to the sole arbitration of a Gazetted officer appointed to be the arbitrator, by the Director General, BCAS or his representative. The Gazetted officer to be appointed as arbitrator however will not be one of those who had an opportunity to deal with the matters to which the contract relates or who in the course of their duties as officer has expressed views on all or any of the matters under dispute or difference. The award of the arbitrator shall be final and binding on the parties to this contract.

33. Subject to as aforesaid, Arbitration and Conciliation Act 1996 and the Rules there under any statutory modification thereof shall apply to the Arbitration proceedings under this Article.

34. The jurisdiction for settlement of any disputes through Court under this contract shall be at Delhi.

35. The EMD in respect of the agencies which do not qualify shall be returned to them without any interest. However, the EMD in respect of the successful tenderer **can be** adjusted towards the Performance Security. Further, if agency fails to deploy required number of Housekeeping persons against the initial requirement within **15 days** from the date of placing the order the EMD shall stand forfeited without giving any further notice.

36. In case of breach of any terms and conditions attached to this contract, the Performance Security Deposit of the agency will be liable to be forfeited by the Bureau besides annulment of the contract.

37. The payments shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each person provided by the firm. The agency shall raise the bill, in triplicate, alongwith attendance sheet (duly verified by Section Officer (Pers), BCAS, or any authority designated by the Director General, BCAS in respect of the persons deployed and submit the same to the R&I Section, BCAS, in the first week of the succeeding month.

38. The claims in bills regarding Employees State Insurance, Provident Fund and GST etc. should be necessarily accompanied with the documentary proof pertaining to the concerned month's bill. A requisite portion of the bill/whole of the bill amount shall be held up till such proof is furnished, at the discretion of the Bureau.

39. Based on the policy guidelines issued by the Govt. of India, Bureau of Civil Aviation Security shall extend the following benefits to small scale units registered with NSIC/MSME under single point registration scheme:

- (i) Exemption from payment of Earnest Money Deposit (the bidder shall upload scanned copy of a valid NSIC/MSME registration certificate).
- (ii) Waiver of Security Deposit to the monetary limit for which units is registered.
- (iii) Price preference upto 15% over the lowest quote of the large scale units.

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Application for engagement of housekeeping persons contract to Bureau of Civil Aviation Security

Name of Company/Firm/Agency

Name of Proprietor/ Director of Company/Firm/Agency

Full address of Registered Office _____

Telephone Number: _____

FAX No. _____

E-Mail Address _____

Full Address of Operating Branch _____

Telephone Number: _____

FAX No. _____

E-Mail Address _____

Banker of Company/Firm/Agency _____
(Full Address)

Telephone Number of Banker _____

PAN/GIR No. _____

GST Registration No. _____

E.P.F. Registration Number _____

E.S.I. Registration Number _____

Financial turnover of the Company/Firm/Agency for the last 2 financial years.

Financial Year	Amount (Rs. Lakh)	Remarks if any
2015-2016		
2016-2017		

(Attach copies certified by auditors of audited accounts for the above period)

Give details of the major similar contracts handled by the Company/Firm/Agency during the last three years in the following format:

Sl. No	Details of client along with address, telephone numbers	Amount of Contract (Rs. Lakh)	Duration of Contract From	Duration of Contract
1.				
2.				
3.				
4.				

Signature of authorized person Name _____

Seal _____

DECLARATION

____Son/Daughter/Wife of Shri/ Smt_____signatory
of the agency/firm mentioned above is competent to sign this declaration and execute this
tender document;

I have carefully read and understood all the terms and conditions of the tender and undertake
to abide by them;

The information/documents furnished along with the above application are true and
authentic to the best of my knowledge and belief. I/We am/are well aware of the fact that
furnishing of any false information/fabricated document would lead to rejection of my tender
at any stage besides liabilities towards prosecution under appropriate law;

I have no personal or official link with any employee of BCAS.

Signature of authorized person Full Name: _____

Seal: _____

Date:

Place:

APPLICATION-FINANCIAL- BID (For Reference Only – The actual bid needs to be uploaded online in the provided BOQ Template)

1. All the Housekeeping perons in this Bureau will be paid their wages on monthly basis (By Cheque/ECS in time) by the Company/Firm/Agency and the photocopies of disbursed cheque/ECS will be submitted in this Bureau.
2. Rates are to be quoted in accordance with the Minimum Wages Act, 1948 as applicable in the NCT of Delhi.
3. Bidders are requested to quote their bids only in rupees and any other Bids like percentage, etc. shall be considered invalid.

(IN RUPEES ONLY)

Sl. No.	Component of minimum Rate based on minimum wage and EPF rates, etc, at present subject to revision by govt. from time to time.	Amount (Rs.) per Housekeeping person
1.	Monthly wages per Housekeeping person	The actual bid needs to be uploaded online in the provided BOQ Template
2.	EPF Contribution @ 13.15% (on a ceiling wages of Rs. 15,000/-)	
3.	ESI Contribution @ 4.75%	
4.	Any other Contribution/Charges (Please Specify)	
5.	Contractor’s Administrative Services Charges per housekeeping person (In Rupees only) .	
6.	Total Monthly cost per person(Sum of Row1 to Row 5)	
7.	Total for 6 housekeeping person	
8.	GST @18% (incl CGST & SGST)	
9.	Cost incl. GST (Row 7 + Row 8)	
10.	Cost of cleaning material per month (This amount should include all applicable taxes, no separate taxes would be paid over and above this amount)	
11.	Total Cost per month (Row 9 + Row 10)	

***Regardless of higher qualification of Housekeeping Persons, the rate as per successful bid rate will be payable subject to any change as per Note 2 below. EPF/ESI charges and GST will be paid as per the prevailing rates at the time of submission of bill by the contractor.**

Notes:

1. The rates to be quoted in Row 1 should be equal to or more than the minimum wages prescribed by the Minimum Wages Act, for “Unskilled” workmen/employees as applicable in NCT of Delhi. The rates revised by the Government of NCT of Delhi from time to time shall be applicable. Due to subsequent revisions, in case of difference between the quoted rates and the minimum wages, the higher of the two shall be payable.
2. The payment shall be made on conclusion of the calendar month only on the basis of number of working days for which duty has been performed by each person. All the Housekeeping persons deployed in this Bureau will be paid their wages on monthly basis.
3. In case of any payment involving parts of a month, the amount shall be calculated as follows:-
 - a. Daily rate = Monthly Rate/no of working days in that month excluding Sundays & holidays
 - b. The amount payable is equal to daily rate x total no of days worked in the period
4. If any service provider quotes Administrative service charges or Material Charges (in Row 5 & 10 above) as zero /nil/blank, it shall not be treated as a valid quote and shall summarily result in dismissal of the financial bid even if the service provider otherwise is technically qualified.
5. In all the Rows, the figures are to be quoted per Housekeeping persons on a monthly basis. The rates indicated in any other unit like daily / hourly / weekly etc. shall be treated as invalid.
6. The offer shall be evaluated as per the total amount indicated in Row 11.
7. In case of more than one eligible bidders (quote same rates in Row 11 above), the tender will be awarded to a single vendor on basis of following:-
 - a. In case, 2 or more firms become eligible bidders and only 1 of the firms is a Small Scale Unit registered with NSIC/MSME under single point registration scheme, the preference will be given to the small scale unit and the tender will be awarded to that Small Scale Unit.
 - b. In case, 2 or more firms become eligible bidders and none of the firms is a Small Scale Unit registered with NSIC/MSME under single point registration scheme, the tender will be awarded to the firm having highest turnover in the Financial Year 2016-17.
 - c. In case, 2 or more firms become eligible bidders and 2 or more firms are Small Scale Units registered with NSIC/MSME under single point registration scheme, the tender would be awarded to the Small Scale Unit having highest turnover in the Financial Year 2016-17.

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