Tender No. NSEZA/2026/001

E-Tender Document–COMPREHENSIVE OPERATION & MAINTENANCE OF ELECTRICAL WORKS (STREET LIGHTS, HIGH MASTS, LEDS, ACS, COOLERS, FANS, DG SETS, TRANSFORMERS, LIFTS ETC.) AND WATER SUPPLY RELATED OPERATION & MAINTENANCE WORKS (WATER SUPPLY LINES, TUBE WELLS, UGRS, WATER OVER HEAD TANKS, TERRACE TANKS, FOUNTAINS, FIRE FIGHTING SYSTEMS ETC.) AT NSEZ, NOIDA (COMPOSITE O & M PACKAGE).

Selection Method: Two-Stage Quality and Cost Based Selection (QCBS) – Technical and Financial bids.

The Tender document comprises the following sections:

i. **Section I:** Notice Inviting Tender (NIT) – [contains summary of requirements and key information]
ii. **Section II:** Instructions to Bidders (ITB) – [this section, detailing eligibility, bid preparation, submission, etc.]
iii. **Section III:** Bid Forms and Annexures – [formats that need to be filled and submitted with the bid: forms for bidder information, declarations, experience, etc.]
iv. **Section IV:** General Conditions of Contract (GCC) – [standard contract conditions that will govern execution of the work]
v. **Section V:** Special Conditions of Contract (SCC) – [any other contract condition prevails the GCC]
vi. **Section VI: Schedule of Quantities/Financial Bid**– In this tender, the SOQ essentially is the **Total Service Charge** quote for providing the Electrical, Water, Firefighting, Air conditioning and lifts maintenance services as per scope. (The financial bid format is provided in Annexure 11 for reference, but the actual financial bid must be submitted online on EWIZARD Portal(https://nsez.ewizard.in).

Bidders are expected to examine all instructions, forms, terms, and specifications in the tender documents. **Failure to furnish all information** required for the tender or submission of a bid not substantially responsive to the tender documents in every respect will be at the Bidder's risk and may result in rejection of the bid.

If any bidder finds discrepancies or omissions in any part of the tender document, or if any clarification is needed, the bidder can submit a query online to ddc1@nsez.gov.in *and* adc8@nsez.gov.in **before the clarification deadline**. NSEZA will respond to requests for clarification by issuing clarifications or amendments on the portal. The bidder's submission of a bid will signify its acceptance of the terms and conditions of tender and any corrigendum issued.

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Section I: Notice Inviting Tender (NIT)

Noida Special Economic Zone Authority (NSEZA), under the Ministry of Commerce, invites online bids through the EWIZARD Portal for **"Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)"**. Experienced and competent service providers meeting the eligibility criteria are encouraged to participate. The contract will be for an initial period of two year as per NSEZA's requirements. The contract can be extended for further period of maximum 1 year on the same terms and condition if agreed mutually.

1.	Name of Work	Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)
2.	Location	Noida Special Economic Zone, Sector-81, Noida, UP-201305
3.	Website for viewing tender/Corrigendum/Addendum	*https://nsez.ewizard.in*
4.	Website for Procurement/downloading & uploading Tender document	*https://nsez.ewizard.in*
5.	Estimated Cost of Work	**₹4,18,85,758.00**
6.	Tender fee	Rs.10,000/- (Non-refundable), Demand Draft in favour of NSEZA payable at Noida
7.	Earnest Money Deposit (EMD)	₹8.38 Lakhs (2% of estimated cost), DD/Banker's Cheque or online payment; proof of online payment to be attached with Technical Proposal
8.	Time Period	2 year from date of Letter of Award; may be extended by mutual consent for up to 1 further year on the same terms and conditions
9.	Validity of Bid/Tender	90 Days

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10.	Last date & time of download of tender document	26.11.2026 upto 6:00 PM
11.	Last date & time for submission of Technical & Financial Bid	27.11.2026 up to 11:00 AM
12.	Offline submission of Tender Fee, EMD etc.	27.11.2026 up to 11:00 AM at the office of NSEZ, Noida
13.	Opening of Technical Bid	27.11.2026 at 12:00 Noon
14.	Opening of Financial Bid	Will be intimated to technically eligible bidders
15.	Date of presentation	To be intimated separately
16.	NSEZ Contact Information	Secretary to NSEZ Authority & Dy. Development Commissioner, Office of Development Commissioner, Dadri Main Road Phase-II, Noida-201305. Email: ddc1@nsez.gov.in Assistant Development Commissioner(EM) Email:adc8@nsez.gov.in Contact No.: 0120-2567268-70, Extn. 48
17.	Deadline for Clarification by Applicants	To be intimated separately
18.	Signing of Contract	Within 15 days from date of issue of Letter of Award/Work Order

Key Tender Details:

i. **Joint Ventures/Consortia: Not allowed.** Bids from individual firms/companies only.

ii. **Brief Scope of Work:** Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package) as detailed in the tender. Includes adherence to prescribed qualifications and experience for each category (For details please *refer* ***Scope of Work*** *in Section II*).

iii. **Estimated Cost: ₹4,18,85,758.00** (Rupees Four Crore Eighteen Lakh Eighty Five Thousand Seven Hundred Fifty Eight only) for **two year**, **exclusive of GST**. NSEZ Authority being a SEZ developer is eligible for zero-rated IGST.

iv. **Earnest Money Deposit (EMD): ₹8.38 Lakhs** (Rupees Eight Lakh Thirty Eight Thousand only). To be submitted by NEFT/RTGS to NSEZA's account: *Bank:* State Bank of India, NSEZ, Noida (Branch Code 09837) *A/C No:* 30558730642
IFSC: SBIN0009837
Bidders must upload proof of the EMD payment with the technical bid. **Micro and Small Enterprises (MSEs)** with valid registration (NSIC/Udyam etc.) for same/

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similar services are **exempted from EMD**, but must submit a Bid Declaration (as per Annexure 1) in lieu of EMD.

v. **Solvency Certificate:** The bidder must provide a bank solvency certificate of at least **40% of estimated cost**, issued by a nationalized or scheduled commercial bank issued **after publication of this tender**. The certificate should be addressed to the tender authority (NSEZA) and mention the name of work/service.

vi. **Bid Submission:** Both Technical and financial bids must be submitted electronically by the deadline indicated in Tender notice. Offline documents to be submitted as per tender notice.

Note: All tender documents and any corrigenda/amendments will be available on the E-wizard portal only. Bidders should **register on E-wizard portal** and **submit their bids online**. It is the bidder's responsibility to check the portal regularly for updates, corrigenda, or clarifications. Any corrigendum/addendum issued will form part of the tender conditions.

Bidder's Responsibilities: Prospective bidders must read the complete tender document carefully and ensure they meet all eligibility conditions and have all required documents before submitting a bid. By submitting a bid, the bidder confirms that it has examined the site and tender conditions, and has included all costs in its quoted rates. **Quoted rates must be** inclusive of all costs **(except GST) and in Indian Rupees.** GST shall be addressed separately as per SEZ provisions (zero-rated as applicable).

In case the NSEZ office is closed on the scheduled bid opening date due to any reason, the bids will be opened on the next working day at the same time. NSEZA reserves the right to accept or reject any or all bids, or cancel the tender entirely, without assigning any reason.

Disclaimer: The information in this NIT is provided to bidders in good faith. NSEZA, its officers, and advisors do not guarantee the accuracy or completeness of this information. Bidders are expected to conduct their **own due diligence** and verification of all information provided. Submission of a bid will be taken as conclusive evidence that the bidder has fully acquainted itself with site conditions and all terms of the tender. NSEZA shall not be responsible for any bidder's failure to investigate or lack of due diligence on their part.

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Section II: Instructions to Bidders (ITB)

1. Introduction and General Instructions

NSEZA invites bids under a two-stage QCBS procedure from eligible, experienced firms for **'Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)'** The contract can be extended for further period of maximum 1 year on the same terms and condition if agreed mutually. Throughout this tender document, the terms **"Bid"** and **"Tender"**, and **"Bidder"** and **"Tenderer"**, are used interchangeably.

Bidders should carefully read and comply with all instructions, eligibility criteria, and terms detailed in this section. Failure to furnish all information or meet all requirements as stipulated in the tender documents may result in rejection of the bid.

For due & proper execution of the contract, if the quoted rates of the contractor is less than 3.85% above the estimated cost, the tender shall be out rightly rejected.

Note: The successful bidder shall not provide any Electrical, Water Supply and Firefighting etc. related Services to the units inside the Noida SEZ and an undertaking to this effect shall be submitted (Annexure-8).

2. Scope of Work

The **Scope of Work** involves providing qualified manpower across various categories to the NSEZ Authority. The bidder (Service Provider) is responsible for recruiting, screening, and deploying personnel (in consultation with NSEZ Authority) meeting the required qualifications and experience for each category, as summarized below:

Project: Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package).

Locations: SDF Blocks, Trading block, Facilitation centre, staff quarters, Service Centre (Office Building), CWC Office, lawns/parks/verges, Gates and common Toilets areas. Some services like Water Supply, street lights etc. are for the complete Campus. NSEZ reserves the right to add or delete any premises/office from this scope.

S. No.	Name of Buildings/Premises	Location
1	Noida Special Economic Zone	Phase-II, Noida, UP

All Electrical, Water supply, Firefighting, Lift and DG set maintenance services shall be performed in accordance with **CPWD specifications** and **Government of India norms**.

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2.1 Service Scope

2.1.1 Electrical Work (Daily Routine)

- Maintenance of street lights, high masts, LEDs, lawn/parking lights, and associated transformers meant for street lighting.
- Replacement of defective consumables/spares/components — cable, wire, bulbs, CFL, LED tube lights, switches and other items as required.
- Repair/maintenance of ACs, coolers, fans, including defective condenser/cooling-coil replacement and gas filling; make of replacement material requires prior NSEZ approval.
- Routine/preventive maintenance — checking/cleaning/tightening of electrical accessories and switchgear, DBs, AB switches/isolators, HT/LT breakers/panels, feeder pillars, distribution panels/boards, switch boards, meter rooms, cleaned at regular intervals.
- Routine checking of electricity supply for common areas of SDF Blocks, Trading Block, Facilitation centre, Gates, street lights, staff quarters, Service Centre, toilet blocks; details/complaints maintained in a register, verified weekly by NSEZ.
- 2 nos. DG sets (1×160 KVA, 1×125 KVA) with AMF panels, cables and accessories — AMC through the respective OEM only.
- Trained staff deployed per the deployment chart, duty hours 9:00 AM–6:00 PM or night shift as required; emergency work beyond normal hours attracts no extra payment. Log books/maintenance records maintained by the contractor's staff on NSEZ-issued registers at no extra cost.
- Consumables (cotton waste, cloth, soap, duster, fuse wire, black tape, battery acid etc.), Mobil oil, and manufacturer-recommended spares for mandatory checks are arranged by the contractor at no extra cost; Tools & Plant likewise, with staff safety gear the contractor's responsibility.
- Attendance records maintained and checked by NSEZ; equipment/installations kept neat, clean and watched over by the contractor.
- DG sets operated on main-supply failure or as required, per OEM instructions, by the OEM-engaged AMC provider.
- All electrical work follows the latest CPWD General Specification for Electrical Works (Parts I & II, and Part III – Lifts & Escalators where applicable) and the CPWD Maintenance Manual with latest correction slips.

2.1.2 Lift Work — 23 Nos. Lifts (Details in Annexure A)

- Diagnose faults and rectify defects within a reasonable time; carry out preventive maintenance at least once a month.
- Maintain system records and log books of work carried out; replace defective components with OEM-original spares or as directed by NSEZ.
- Lift operators deployed at each SDF block between 6:00 AM and 10:00 PM.

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- Comprehensive maintenance is covered under this contract; daily routine checking of all lifts, with prompt rectification of any fault found. Supervisor and lift-operator names/numbers displayed inside and outside each lift.
- Each lift is cleaned and washed daily. In urgent breakdowns, staff are retained/called back on Sundays and holidays as instructed by NSEZ.

2.1.3 Water Supply Work (Daily Routine)

- Operation and maintenance of water supply lines across the entire zone, staff quarters, SDF Blocks, Service Centre, lawns/parks, side/central verges.
- Routine maintenance of UGRs and their surrounding area, overhead tanks, and terrace tanks of SDF Blocks/staff quarters/Service Centre/ Gate-1 & Gate-2.
- Operation and maintenance of all tube wells, including repair/overhaul of motor pumps, vertical turbine pumps, starters, electric panels, cables, and deployment of operators. Replacement & maintenance of sprinklers in parks.
- Routine maintenance of damaged water supply lines; details/complaints maintained in a register by the supervisor and verified weekly by NSEZ.
- Water and fire pump rooms kept clean daily; machines/equipment cleaned daily and painted periodically to prevent corrosion.
- Daily checking of terrace tanks in SDF Blocks/Staff Quarters to prevent overflow; rainwater pipes checked and kept clear before the rainy season.
- Repair/rewinding/servicing of 7 nos. electric transformers and pump-house equipment; 3 nos. DG sets (2×160 KVA, 1×45 KVA) with AMF panels, cables and accessories — DG AMC executed through the respective OEM only.
- Comprehensive maintenance & operation of 3 nos. lotus-effect fountains at the Service Centre.

2.1.4 Fire Fighting Work (Daily Routine, 24x7)

- Maintenance and operation of all types of fire-fighting systems — extinguishers, hydrants, fire wells/storage tanks, fire alarm systems, smoke detectors, fire pumps, diesel engines including diesel/consumables/spares — across all SDFs, Admin Block, staff quarters, gate and the entire zone. No equipment/machinery/transport is provided by NSEZ.
- The agency is solely responsible for day-to-day maintenance of Fire Fighting, Fire Alarm and CO2 Flooding systems on a 24x7 basis, including manpower in shifts and periodic fire drills (at least once every three months).
- Repair or overhaul of fire pumps, motors, panels, batteries, hooters, plus routine preventive maintenance/servicing/minor rectification, is the agency's responsibility; diesel (min. 40 litres/month for the Fire Engine Pump) and minor consumables (petroleum jelly, lubricants, tools & tackles, nuts & bolts, distilled water, fuses, rubber packing, indicator lamps, clamps, resistors, diodes etc.) are included in the quoted rates — nothing extra is payable.
- The agency promptly informs NSEZ of any minor/major defect so NSEZ can arrange procurement of required material if it is not in Scope of Contractor.

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- The agency watches for fire incidents across the zone 24x7, alerts occupants of smoke/fire, cooperates in extinguishing it, and informs the Fire Service/Brigade as required.
- 1 no. DG set (160 KVA) with AMF panel, cables and accessories — AMC through the respective OEM only.

*The contractor shall be responsible for due & proper execution of work, maintenance & operation in all respect for water supply, electrical, firefighting, AC system as per Scope of work for Comprehensive maintenance & operation through the manpower supplied by them. They will ensure that the deployed workers are utilized for upkeep Maintenance & operation. The pump operators engaged for SDF Blocks should operate all water supply & Fire Pumps and also operate Firefighting system/equipment whenever required.

2.3 Manpower, Uniform, and Safety

- Deployment of sufficient skilled manpower as per requirement.
- Workers must wear prescribed uniforms, Identity cards and net jackets; penalty for non-compliance: Rs.100/day/person.
- All staff must be conversant with premises and follow standard safety rules and practises.

2.4 Manpower Categories, Qualifications & Deployment Details:

The required number of personnel in each category and their typical duty shift are as follows:

Sr.	Designation	Qualification/Experience	No.	Duty Hours/Shift
1	Supervisor for Electrical work (Highly skilled)	Diploma with 3 years' experience in related field or ITI certificate with minimum 7 years' experience in related field.	1	General Shift
2	Supervisor for Water Supply work(Highly skilled)	Diploma with 3 years' experience in related field or ITI certificate with minimum 7 years' experience in related field.	1	General Shift
3	Plumber Cum Pump Operator for Water Pumps & Fire Pumps (this includes Skilled manpower having experience and qualification in Firefighting/Fire Alarm also)	3 years' experience; preferably ITI Certificate in desired field.	8	In different shift as per requirement
4	Electrician cum Lift Technician(Skilled)	3 years' experience; preferably ITI Certificate in desired field; AC service/repair, lift-maintenance, repair & operation	12	General Shift (As per requirement)

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Sr.	Designation	Qualification/Experience	No.	Duty Hours/Shift
		knowledge		
5	Helper for Water, Fire, Electrical works-(Unskilled)	2 years' experience in related field preferred	10	In different shift as per requirement
6	Welder (Skilled)	2 years' experience in related field preferred	1	General Shift
7		**Total manpower**	**33**	

General duty hours 9:00 AM–5:00/6:00 PM unless shift-based per the table; may vary as per NSEZ direction.

Note: The above numbers are indicative. **The NSEZ Authority reserves the right to increase or decrease the number of personnel in any category** as per its needs. Payment will be made on the basis of actual manpower deployed at site.

2.5 Additional Conditions

i. **Zero-Rated GST:** NSEZA is a SEZ Developer; services provided under this contract are **zero-rated for IGST** as per SEZ Act 2005. Bidders **shall NOT include IGST/GST in their quoted rates**. The billing should be done such that no GST is charged (against a Letter of Undertaking/bond as applicable). GST, if applicable, will be paid separately as per prevailing norms, but since supplies to SEZ are zero-rated, the Service Provider is expected to avail GST exemption by executing LUT.

ii. **Inclusive Rates:** The quoted rates must be **inclusive of all charges and statutory obligations** except GST. This includes but is not limited to ESIC, EPF contributions, uniform expenses etc. **No extra amount** will be paid beyond the quoted rates during the contract period, except for adjustment in statutory minimum wages as described.

iii. **Wage Revisions:** The service provider must pay at least the minimum wages as notified by the Chief Labour Commissioner (Central) for the respective categories. If during the contract period the minimum wages are revised by the government, the difference (increase or decrease) shall be reimbursed or deducted in the bills upon submission of proof of wage payment at revised rates. No other escalation on service charges or any other component is allowed. The contract rates are otherwise firm and fixed for the entire duration, including any extended period.

iv. **Uniforms and Safety Gear:** The agency is expected to provide professional and quality services to NSEZ. Its entire staff deployed at NSEZ must be issued with a proper Identity Card, uniform, and task-appropriate Personal Protective Equipment (PPE), given the electrical, water supply and fire-fighting nature of the work, as stated below:

S. No.	Item	Description / Specification	Quantity per Staff	Remarks
1	Uniform – Shirt	Full sleeve, breathable fabric	2 sets	With company logo (if applicable)

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S. No.	Item	Description / Specification	Quantity per Staff	Remarks
2	Uniform – Trousers/Pant	Comfortable	2 sets	Durable material
3	Safety Shoes	ISI-marked, electrical-hazard/insulated sole	1 pair	Mandatory for electrical & fire-fighting duty
4	Safety Helmet	ISI-marked industrial safety helmet	1	For electrical, DG set and lift maintenance staff
5	Hand Gloves	Electrical-grade insulated gloves (for electricians); general-duty gloves (for others)	2 pairs	As per nature of work assigned
6	High-Visibility Reflective Vest	ISI-marked, fluorescent with reflective strips	1	For staff working near roads/plant areas or at night
7	Other PPE (as applicable)	Ear plugs, safety goggles, rain gear, torch, etc.	As required	To be provided based on task-specific risk assessment

Service Provider shall ensure that all workers wear the prescribed uniform during duty hours. A penalty of ₹100 per person per day may be imposed for not wearing the proper uniform and / or ID Card and the maintenance personnel shall be marked as absent from duty.

v. **Work Hours and Holidays:** The shift means eight working hours. The assignment of duty will be decided by NSEZ Authority.

vi. **Attendance and Replacement:** The contractor must ensure full attendance of the manpower. In case any worker is absent or leaves mid-duty, an immediate suitable replacement must be provided. Deductions will be made in the monthly bill for any absence or position left unfilled (on a pro-rata wage basis for that day). NSEZA reserves the right to ask for replacement of any deployed staff if found unsatisfactory, indulging in misconduct, or not performing duties properly. The contractor shall replace such person immediately.

vii. **Site Familiarization:** By submitting the bid, the bidder confirms that they have visited the NSEZ site and are aware of the working environment and requirements. After award, all deployed personnel must also familiarize themselves with the site layout and relevant operational procedures.

viii. **Personnel Management:** The service provider shall maintain a biometric or physical attendance register (as prescribed by NSEZA) for all deployed manpower. All employees should display NSEZA-issued ID cards at all times within the Zone

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premises. No deployed personnel shall remain on-site beyond working hours without authorization.

ix. **Removal of Staff:** NSEZA has full authority to direct the contractor to remove any staff member from duty with or without specifying any reason. The contractor shall promptly withdraw and replace such person. If NSEZA finds any personnel's performance or conduct unsatisfactory, or if their continued presence is deemed undesirable, the contractor must remove them and provide a suitable substitute. The contractor shall have no claim for any compensation for the removal of such staff.

x. **Contractor's Staff Obligations:** The contractor shall not deploy any person below 18 years of age. All personnel should be physically and mentally fit and legally eligible for employment. The contractor is responsible for verifying the **character and antecedents** of each worker through police verification before deployment. The **biodata, qualifications, and experience certificates** of all personnel must be verified by the contractor. If any document is found false at any stage, it will be treated as breach of contract, leading to removal of the person including any other legal action and possibly termination of contract.

xi. **Exclusive Employment:** The workers provided under this contract shall **not be deployed in any other organization** during the contract period. They shall work exclusively at NSEZ as per the assigned timing and tasks.

xii. **Statutory Compliance:** The contractor must **comply with all applicable labour laws and regulations**, including but not limited to the Employees' Provident Fund & Misc. Provisions/Acts, ESIC Act, Payment of Wages Act, Minimum Wages Act, Contract Labour (Regulation & Abolition) Act, Bonus Act, etc. The contractor shall be solely responsible for any violation of such laws. NSEZA shall not be held liable for any non-compliance on part of the contractor. Necessary records such as wage registers, EPF/ESIC challans, etc., must be maintained and produced on demand.

xiii. **Payment of Wages to Personnel:** The contractor must pay salaries to all deployed workers **on or before the 7th of each month** for the previous month. Payment shall be made **only through bank transfer** to the employees' accounts (no cash payments). Proof of salary transfer (bank statements) and proof of EPF & ESIC contributions for each employee must be submitted along with monthly invoices. The contractor shall not charge anything extra from employee in the name of Registration Charges and any other charges which are not mentioned in the contract.

xiv. **Penalty: If the contractor fails to disburse wages by 7th of the month, a penalty upto ₹25,000 per day of delay may be imposed by NSEZA**, deductible from the running bill. Repeated delays in payment or any failure in compliance can lead to termination of contract and forfeiture of performance Security (ePBG).

xv. **Monthly Invoice and Documents:** The contractor shall submit the monthly bill to NSEZA **by the 15th of each month** for the previous month's services. Each invoice must be accompanied by all supporting documents: proof of salary payments, attendance sheet, proof of deposit of EPF, ESIC, GST (if applicable) for the period, and any other documents requested by NSEZA. If the bill or documents are incomplete, the bill will not be entertained/ processed, and the contractor shall be solely responsible for such delays. **Penalty:** Late submission of monthly bill (beyond 15 days of month-end) may attract a penalty of ₹5,000 per day of delay, at the discretion of NSEZA, deductible from the bill.

xvi. **Termination Clause:** NSEZA reserves the right to **terminate the contract at any time** by giving at least one month's notice to the contractor, if the services are found unsatisfactory or if NSEZA no longer requires the services, or for any other reason. The contractor will not be entitled to any compensation for early termination except payment for actual services rendered up to the date of termination. Such termination of contract may be subject to forfeiture of ePBG.

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xvii. **No Claim or Liabilities:** The deployed personnel shall remain employees of the **contractor for all intents and purposes. They shall have no claim for employment in** NSEZA or any other government agency by virtue of this deployment. The contractor shall be fully responsible for all claims of its employees, including salary, allowances, compensation, etc. In case of any dispute between the contractor and its personnel, NSEZA will not be a party and shall have no responsibility.

xviii. **No Deviation & Acceptance of Terms:** Bidders are required to submit a **No Deviation Certificate** (Annexure 2) confirming that they have not taken any deviation from the tender terms. Submission of a bid will be taken as implicit acceptance of **all tender terms & conditions, and the General Conditions of Contract**. Any deviation found later may lead to rejection of bid or cancellation of contract.

3. Eligible Bidders – Minimum Eligibility Criteria

Bidders must meet all of the following **Minimum Eligibility Criteria** to be considered for technical evaluation:

a. Legal Entity: The bidder must be an Indian firm/agency registered under the appropriate Act. Acceptable constitutions include Proprietorship, Partnership (registered), Private Ltd, One Person Company (OPC), or Public Limited Company, or Government-owned enterprise. Joint Ventures or consortiums are NOT permitted. The bidder should have a valid Registration/Incorporation certificate. *(Documentary proof required: Certificate of Incorporation or Registration, Partnership Deed, etc., along with address proof.)*

b. Licenses and Certificates: The bidder should have all valid **statutory registrations** required for providing Electrical, Water supply & Firefighting services. The bidder should have valid electrical license. Including: - **PAN Card** (Permanent Account Number) – copy to be submitted. - **GST Registration** – copy to be submitted. (If not already registered under GST, an undertaking must be given to obtain GST registration before raising any bills.) - **EPF Registration** under EPF Act – proof to be submitted. - **ESIC Registration** under ESI Act – proof to be submitted. - **Labour License**- copy to be submitted; otherwise, an undertaking to obtain the labor license upon award must be given.

c. Financial Capacity: The bidder must have sound financial strength: - **Average Annual Turnover:** At least **50% of the estimated cost** of work in the **last 3 financial years** (based on FY 2023-24. 2024-25, 2025-26). Turnover should be certified by a Chartered Accountant with UDIN and supported by audited financial statements.
- **Profitability:** The bidder should not have incurred losses in more than **two (2) years out of the last five (5) financial years (from F.Y. 2021-22 to F.Y. 2025-26)** [i.e. the firm should have profit after tax in at least 3 of the 5 years]. This must be certified by a CA.

- **Net Worth:** The Net Worth of the firm should be **positive** as on the last day of the most recent financial year (i.e., as on 31 March 2026).
Documents required: Audited Balance Sheets and Profit/Loss statements for the last 5 years (FY 2021-22 through 2025-26) and a **CA certificate** confirming turnover and profit criteria (with UDIN). These financials should be submitted in **Annexure 3 and 4** formats.

d. Solvency: A bank Solvency Certificate for at least 40% of estimated cost, issued by a scheduled/nationalized bank, after the tender publication date, must be submitted (Annexure 5 format). This certificate should be in the name of the bidding entity and addressed to NSEZA, indicating the bidder is solvent up to the required amount.

e. Work Experience (Similar Works): The bidder must have successfully completed similar comprehensive maintenance service assignments in the last 7 years (counted backward from the last date of bid submission) that meet either of the following criteria: - One (1) similar completed work costing not less than 80% of the estimated cost), OR

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- Two (2) similar completed works each costing not less than 50% of estimated cost, OR
- Three (3) similar completed works each costing not less than 40% of estimated cost.

Definition of "Similar Work": Similar work refers to "Comprehensive maintenance services including Electrical, Water Supply, Firefighting etc. or experience of water supply maintenance or electrical work maintenance in Government establishment/Buildings." (i.e. Central/State government organisations/Autonomous bodies/public sector undertakings etc.).

The bidder should provide details of such works in **Annexure 6** (Completed Similar Works). For each cited work, the bidder must attach **Work Order/Contract Agreement copies** and **Completion Certificates** issued by the client. The completion certificate must clearly mention the nature of work, contract value, and completion date. If the work is ongoing but substantially completed, a certificate from the client indicating the value of work executed to date should be provided.

> **Note:** All experience related documents submitted **may be verified** by a Tender Evaluation Committee. The committee may conduct site visits or contact the client organizations to authenticate the performance and completion of the works. Any falsification or misrepresentation in claims of experience will lead to rejection of the bid and may result in blacklisting.

Experience certificates issued by an entity that is an affiliate or sister concern of the bidder (e.g., within the same group of companies) **shall not be considered**; experience should be with external clients.

f. Ongoing Commitments: The bidder must disclose the number of similar maintenance services contracts currently ongoing. The details should be provided in **Annexure 7** (Ongoing Contracts), including the client name, contract value, start and expected end date, etc. This is for information and capacity evaluation; having ongoing contracts does not by itself disqualify a bidder, but it should have adequate resources to perform this contract in addition.

g. Manpower Resources: The bidder should have the organizational capability to **provide the required workforce**. Bidders are expected to have a database or ready access to qualified personnel in the required categories. The bidder must submit an **Undertaking for Manpower Deployment** (Annexure 8) affirming that they will deploy personnel meeting the tender's qualification and experience requirements and will provide additional personnel as needed to fulfill the contract.

h. Non-Blacklisting: The bidder (including its proprietors/partners/directors) must not be presently **blacklisted or debarred** by any Government Department, Public Sector Undertaking, or autonomous body. A **Declaration by the Bidder** to this effect must be submitted (Annexure 9). If at any stage of tendering or contract execution this declaration is found to be false, the bid/contract will be rejected/cancelled and appropriate action will be taken.

All the above eligibility criteria must be supported by relevant documents. Bids that do not meet **any one or more** of the above criteria **shall be summarily rejected**.

4. Site Location and Visit

Site Location: NSEZ is located in Phase-2, Noida, Gautam Budh Nagar District, Uttar Pradesh – PIN 201305. The NSEZ campus comprises of various offices and facilities of the NSEZ Authority and units in the Zone. The manpower provided by the service provider shall be deployed in NSEZ as per directions of the NSEZ Authority.

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Site Visit: Bidders are **strongly advised to visit the site** and acquaint themselves with the operational environment, office locations, and working conditions before submitting their bids. A format for site visit acknowledgement is provided in Annexure 10. By submitting the bid, the bidder shall be deemed to have inspected the site and made an informed judgment of the work requirements. No extra claims shall be entertained for lack of knowledge of site conditions. If needed, bidders may contact NSEZA (tender authority) to schedule a site visit during office hours prior to the bid submission date. An affidavit (Annexure 10) should be submitted, confirming that the site visit has been carried out.

5. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of its bid. This includes any site visits, document preparation, and other such expenses. NSEZA in no case will be responsible or liable for those costs, regardless of the outcome of the bidding process.

6. Preparation & Submission of Bids

Language: If any supporting documents are provided in another language other than English/Hindi, an official English translation should be attached. The bidder's official letters and forms should be on letterhead, typed or written neatly, and signed by an authorized signatory.

Bid Currency: All amounts should be quoted in **Indian Rupees (INR)** only. No other currency is acceptable. The payments will also be made in INR.

Offline Submission of Documents

Proposal should be submitted in sealed envelope (Technical bid in on envelope) by 11:00 AM on due date at the following address:
Secretary to NSEZ Authority & Dy. Development Commissioner
Office of Development Commissioner
Service Centre Building
NSEZ, Noida.

The Bidder shall submit following Document offline:

- Signed Tender Documents along with addendum/corrigendum
- Originals EMD or Proof of payment of EMD online in NSEZ account.
- Tender submission fee in the form of Demand Draft or proof of online payment in separate sealed envelopes clearly labelled as "EMD AND TENDER FEE" for the Work (Write Name of Work/Project as mentioned in NIT) along with Details of Bidders Address, Phone, E-mail on Envelope.)

Bid Format: The bid shall be submitted in two parts – **Technical Bid** and **Financial Bid** – as follows: - **Technical Bid:** To be uploaded online in the prescribed format, containing all details and documents establishing the bidder's eligibility and qualifications, as well as the bidder's acceptance of terms. **No financial information should be included in the technical bid**. The technical bid should include filled/signed copies of all Annexures 1 to 16 (except Annexure 11), and any additional information requested. Scanned copies of certificates, EMD proof, etc., should be attached as part of the technical bid. **Financial Bid:** The pricing must be filled **online on E-wizard portal** in the SoQ/price schedule format provided (analogous to Annexure 11). The financial bid is to quote the **total annual service charge** for fulfilling the scope of work (which inherently includes all wages, overheads, profit, etc., for the manpower). **Do NOT include any financial figures in the technical bid documents.** Any disclosure of prices in the technical submission may result in bid rejection.

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Documents Comprising the Technical Bid: Bidders should organize their technical bid as per the checklist given in Clause 6 below. Generally, the technical bid will consist of: - EMD payment proof or Bid Security Declaration (for MSEs) – scanned receipt or Annexure 1 form. - A Covering **Letter of Transmittal** on the bidder's letterhead, signed by authorized signatory, submitting the bid (as per format given in Annexure 12 for Financial, and a similar concept can be applied for technical). - **General Information of Bidder** – filled form (Annexure 13). - **Bidder's Eligibility Documents:** Documents supporting all eligibility criteria: turnover & profit statements (Annexure 3 & 4 + CA certificates), work experience details and certificates (Annexure 6, Annexure 7 and Annexure 17 + work orders/completion certs), solvency certificate (Annexure 5+ bank letter), copy of company registration, PAN, GST, EPF, ESI, etc., as listed in eligibility. - **Undertakings and Declarations:** Signed and notarized as required: Annexure 9 (Declaration by Bidder), Annexure 8 (Undertaking for manpower deployment), Annexure 10 (Site Visit affidavit), Annexure 2 (No Deviation Certificate), Blacklisting and GFR compliance undertaking (part of Annexure 9), Annexure 15 (list of certifications), etc. **Power of Attorney:** A Power of Attorney (POA) or Board Resolution in favor of the person signing the bid, authorizing them to sign and submit the proposal on behalf of the bidder (see Annexure 16 for reference). The POA should be on a non-judicial stamp paper of ₹100 and properly executed if applicable. - Any other document required as per this tender (e.g., ISO or other certifications if available, proof of similar contracts in hand, etc.).

All pages of the bid (including all annexures and copies of supporting documents) **must be signed and rubber stamped** by the authorized signatory of the bidder. The bid should be **neat, well-organized, and indexed** for easy reference.

Checklist of Key Submissions (Technical Bid):

Bidders should ensure the following documents are **submitted with the Technical Bid**. It is helpful to arrange them in order:

1. **EMD:** Proof of EMD payment (UTR receipt of NEFT/RTGS) for **₹₹8.38 Lakhs**; or **Bid Security Declaration** (Annexure 1) along with supporting document for exemption (e.g., valid NSIC/ Udyam certificate for MSEs claiming EMD exemption).
2. **Tender Document (Signed):** The complete tender document (all sections of NIT, ITB, GCC, Annexures, etc.) **duly signed on each page** by the authorized person, as a token of acceptance of all terms. (This may be a single PDF containing the signed tender or separate signed sections).
3. **Letter of Transmittal (Technical Bid):** A covering letter on company letterhead, signed by authorized signatory, introducing the bidder and committing to the tender terms (similar to a cover letter, referencing the tender title/number and list of enclosures).
4. **General Information of Bidder:** Filled **Annexure 13** form, providing details like Name, Address, Contact Person, Contact details, Type of organization, Year of incorporation, etc.
5. **Financial Capacity Documents: Annexure 3 & 4:** Financial information forms duly filled – including annual turnover and profit/loss for last 5 years. These should be certified by a CA (with UDIN). Attach Audited Balance Sheets and Profit/Loss statements for FY 2021-22, 2022-23, 2023-24, 2024-25 and 2025-26. CA Certificate confirming average turnover and profitability criteria compliance.
6. **Solvency Certificate:** Solvency certificate of 40% of estimated cost from bank (Annexure 5 format or bank's format) issued after tender publish date.
7. **Work Experience:** as per NIT.
8. **Annexure 6:** Details of **Completed Similar Works in last 7 years** filled in tabular form.

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9. **Annexure 7:** Details of **Ongoing Similar Contracts (during FY 2025-26)**, filled in tabular form.
10. **Annexure 17:** Details of Experience in related field (details for last 12 years).
11. **Work Orders and Completion Certificates:** For each entry in Annexure 6 (and significant entries in Annexure 7 if applicable), attach copies of the Work Order/Contract and the corresponding Completion Certificate (or progress certificate for ongoing works). Ensure each certificate clearly shows the project name, scope, value, and completion status.
12. **Organization Details:** Documents of incorporation/registration: e.g., Certificate of Incorporation, Partnership Deed, etc.
13. **Power of Attorney** (or Board Resolution) authorizing the person signing the bid (Annexure 16). Not required if the signatory is the sole proprietor or company MD signing, but if a manager or agent signs, POA is needed.
14. **Organizational structure**: (Optional) An organization chart or brief introduction of the company, to show capacity to handle the project.
15. **Statutory Registrations:**
    i. Copy of **PAN card**.
    ii. Copy of **GST Registration** certificate (or GST registration application/undertaking if not already registered, stating the bidder will register before raising bills).
    iii. Copy of **EPF registration** letter/certificate.
    iv. Copy of **ESI registration** letter/certificate.
    v. Copy of the **Electrical License.**
    vi. Copy of **Labour License** for existing contracts (if available) or an undertaking that it will be obtained if required upon award.
16. **Undertakings & Declarations:**
    - **Annexure 9:** Declaration by Bidder (Affidavit on ₹10 stamp paper, notarized) – confirming site inspection, understanding of tender, no misleading information, not blacklisted, etc. (The format covers various declarations in one).
    - **Annexure 8:** Undertaking for Manpower Deployment (Affidavit on ₹10 stamp paper, notarized) – committing to providing required manpower and accepting conditions of deployment as per tender.
    - **Annexure 10:** Site Visit Proforma (Affidavit on ₹10 stamp paper, notarized) – confirming that bidder's representatives have visited and examined the site and surrounding.
    - **Annexure 2:** No Deviation Certificate (on bidder's letterhead) – stating that the bid is fully compliant with tender requirements with no deviations.
    - **Blacklisting/Non-Debarment Undertaking:** (If not already covered fully in Annexure 9) – a letter on letterhead stating the bidder is not blacklisted or debarred by any government entity in the last 5 years.
    - **Rule 144(xi) GFR Undertaking:** (Included in Annexure 9 format) – certifying compliance with restrictions on procurement from bidders of countries sharing land border with India.
    - **Bid Validity Undertaking:** – an undertaking that the bid will remain valid for 90 days and that if the bidder refuses to accept work after award, NSEZA can blacklist the firm for 2 years. (This can be a statement included in the transmittal or on letterhead as a separate undertaking.)

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- **Minimum Wages Undertaking:** – on letterhead, confirming that the bidder will pay at least minimum wages and will revise wages in accordance with government orders during the contract.
- **Police Verification Undertaking:** – confirming that police clearance for all deployed staff will be obtained and provided.

17. **Any Other Documents** as required by the tender or to support the bid (e.g., a brief methodology or approach if bidder wants to highlight, additional certifications or awards, etc.). While not explicitly required, the bidder may include any information that strengthens its credentials.

Financial Bid Submission: The bidder shall fill in the **SOQ (Schedule of Quantity) / Price Schedule** on the EWIZARD portal, which will generally require entering the **Total Cost for two year of service**. This cost should include **all wages for the specified manpower, plus the contractor's service charges/overheads/profit, etc., for the entire contract period of two year**. **GST should not be added** in the price quote since services to SEZ are zero-rated (if any GST becomes payable, it will be dealt with separately as per SEZ rules). **No hard copy of the financial bid** is required or allowed. *Annexure 11* of this document provides a reference format of the financial bid, but it is for reference only – the actual financial bid must be submitted online.

Important: Bidders must quote **rates in both figures and words** where required. In case of any discrepancy between the amount quoted in figures and words, the amount in words (or the lower amount, if there's ambiguity) shall be considered for evaluation and ultimately binding in the contract.

7. Bid Opening and Evaluation

Technical Bid Opening: The Technical Bids will be opened online at the stipulated date and time. Bidders can view the opening status on the portal. A duly constituted Tender Evaluation Committee will examine the technical bids for responsiveness and evaluate them against the eligibility criteria and technical criteria.

During the evaluation of technical bids, NSEZA may ask bidders for **clarifications on their bid** if necessary. The request for clarification and the response shall be in writing (or via the email to *ddc1@nsez.gov.in*). No change in bid price or substance of the bid shall be sought or permitted at this stage – only clarifications on information already submitted may be requested.

The evaluation committee will determine if each bid: - meets the **eligibility criteria**, - has been properly signed and authenticated, - is accompanied by the required EMD/Declaration, - is substantially responsive to the tender requirements (i.e., contains all necessary documents, and clearly addresses the tender requirements without material deviation).

Shortfall Documents: NSEZA may call for submission of certain shortfall documents (for example, a missing page of a document, or a verification, etc.) in accordance with government guidelines. Bidders should comply within the specified timeframe, failing which their bid may be evaluated based on the available documents.

Technical Score (for QCBS): This tender follows QCBS evaluation. The technical bids of responsive bidders will be evaluated and scored out of **100 marks** according to the criteria below:

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Technical Evaluation Criteria:

S. No.	Parameter	Score
1.	Bidders' average annual turnover for last three years of estimated cost of work: - (i) 50% ≤ Average annual turnover ≤ 100% (ii) 100% < Average turnover ≤ 200% (iii) 200% < Average turnover ≤ 300% (iv) 300% < Average turnover ≤ 400% (v) Average turnover > 400% **(5 Marks for each stage)**	25
2.	**Total Year of Experience in related field**: (Details may be given as per Annexure 17) (i) 3 years ≤ total experience ≤ 5 years (ii) 5 years < total experience ≤ 8 years (iii) 8 years < total experience ≤ 10 years (iv) 10 years < total experience ≤ 11 years (v) Total experience > 11 years **(5 Marks for each stage)**	25
3.	No of running contracts of similar nature (Electrical works, Water Supply & Fire Fighting related service) in hand of minimum value of Rs.1.00 crore (excluding GST) per annum (Details may be given as per Annexure 7) (i) 1 contract (ii) 2 to 3 contracts (iii) 3 to 5 contracts (iv) more than 5 contracts **(5 Marks for each stage)**	20
4.	Presentation on execution of Electrical, Water, Lifts & Firefighting Services as per the scope of work	30
	Total	**100**

Note: Apart from above, the said document mentioned in the Check list must be submitted. Failing in submission, bid is rejected.

i. Evaluation Committee may, at its discretion, call for additional information from the Bidder(s). Such information has to be supplied within the given time frame, otherwise the Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of Bidders and the proposal is likely to be rejected. Seeking clarifications cannot be treated as acceptance of the Proposal.

ii. The Evaluation Committee will invite short-listed agencies for making a presentation on their Strategy, Strength, and Approach & Methodology for executing the scope of work outlines in the tender.

iii. For calculating the Technical Score (TS) the individual scores, as per respective weightage specified above will be summed up. In order to qualify technically, a proponent must secure minimum TS of 60.

iv. Only Technically qualified proponents shall be considered for Financial Bid Opening. Please Note bidder with 60 marks will qualify for opening of financial bid.

v. The Bidder should submit all the required documents and meet the minimum eligibility criteria as per the bid, for it to be considered for Technical Scoring (for QCBS).

vi. **Technical Proponent must not include any financial information failing which the Proposal will be rejected.**

vii. Total Marks for Technical Evaluation (t) = 100. The marking of Technical Bids will be carried

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out as under:

a. For the minimum eligible experience in each category, the bidder will get the minimum marks. The bidder will get higher marks for higher experience.

b. The bidder shall also give a detailed presentation showcasing overall experience of the firm, areas of expertise, experience of the team to be deployed for the job, and understanding of work etc. The date of presentation (Either through Personal interaction or Video Conferencing) shall be intimated to all the bidders by email as per Buyer's requirement.

c. The minimum Technical Score (St) required to qualify for financial bid opening is 60.

d. The Technical Bids of the Bidders scoring 60 and above marks as explained above, will be considered as Responsive and their Financial Bids would be opened and considered for evaluation.

e. The lowest evaluated Financial Proposal (Fm) will be awarded the maximum financial score (Sf) of 100.

   The formula for determining the financial scores (Sf) of all other Proposal will be calculated as follows:

   Sf = 100 x Fm/ F,

   in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the proposal under consideration.

f. The **weights given to the Technical (T) and Financial (P) Proposals are: T= 30, and P= 70.**

   Bids shall be ranked according to their combined Technical (St) and Financial (Sf) scores using the weights

   T = the weight given to the Technical Proposal

   P = the weight given to the Financial Proposal

   T + P = 1 as following:

   S = St x T% + Sf x P%.

Award of Contract: The contract shall, in general, be awarded to the bidder with Rank 1 i.e., the **Highest Scoring Bidder** in QCBS evaluation, provided the bidder is responsive and its bid is found reasonable and in the best interest of NSEZA.

The **Letter of Award (LoA)** will be issued in writing (through EWIZARD Portal or official email/letter) to the selected bidder. Within **15 days of receipt** of the LoA, the successful bidder must convey acceptance and provide the **Performance Security** (see below). They will also be required to sign the **Contract Agreement** within 15 days of Contract Award Letter.

If the highest scorer (Rank 1/H1) fails to accept the award or provide performance security or sign the contract in the stipulated time, NSEZA may withdraw the LoA and forfeit that bidder's EMD. In such case, NSEZA may choose to cancel/re-tender as deemed appropriate.

NSEZA's decision on award of contract shall be final and binding. NSEZA also reserves the right to **reject any or all bids** without assigning any reason. The tender, if cancelled, may be re-issued at a later date at NSEZA's discretion.

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9. Performance Security

The successful bidder, upon acceptance of LoA, must furnish a **Performance Security** in favor of **NSEZ Authority, Noida**. The amount of Performance Security shall be **4% of the contract value** (approx. 4% of the bidder's quoted price for two year). This security is to ensure faithful performance of the contract.

The Performance Security may be submitted in any of the following forms: - A Bank Guarantee (BG) issued by any scheduled commercial bank, as per the format given in **Annexure 14**, valid for the entire contract period with DLP plus 90 days beyond the end of contract (to cover any claims during contract or thereafter). - OR a Demand Draft in favor of "NSEZ Authority, Noida". - OR an online payment to NSEZA's account (with proof submitted), if allowed.

If the contractor fails to perform or breaches the contract, NSEZA reserves the right to invoke the performance security (in part or full) to recover penalties or any amount due.

The Performance Security must remain valid up to 90 days after completion of DLP (including any extended period). It will be released only after successful completion of the contract obligations and upon clearance from NSEZA regarding any dues or recoveries.

The EMD of the successful bidder shall be refunded on submission of Performance Security.

10. Corrupt or Fraudulent Practices

NSEZA requires that bidders observe the highest standards of ethics during the execution of this tender and the resulting contract. In pursuance of this policy: - **"Corrupt practice"** means offering, giving, receiving or soliciting anything of value to influence the action of a public official in the tender process or contract execution. - **"Fraudulent practice"** means a misrepresentation or omission of facts to influence a tender process or the execution of a contract to the detriment of NSEZA, and includes collusive practices among bidders (prior to or after bid submission) to establish bid prices at artificial, non-competitive levels.

If it is determined that a bidder or contractor has engaged in corrupt or fraudulent practices, **its bid will be rejected** (or the contract will be terminated, if already awarded). NSEZA may declare such a firm ineligible or blacklist them for a period of time. Any complaint regarding corruption or grievance can be addressed to the designated **Independent External Monitor (IEM)** (if applicable, details will be provided by NSEZA).

By submitting the bid, the bidder automatically undertakes to abide by anti-corruption policy of the Government.

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Section III: Bid Forms and Annexures- attached.

List of annexures is as under:

S. No.	Annexure number	Subject
1.	Annexure 1	EMD / Bid Security Declaration
2.	Annexure 2	No Deviation Certificate
3.	Annexure 3	Financial Information – Turnover
4.	Annexure 4	Financial Information – Profit & Loss Statement
5.	Annexure 5	Form of Solvency Certificate
6.	Annexure 6	Details of Similar Works Executed During Last 07 Years
7.	Annexure 7	Number of Running Contracts (Similar nature) under execution or awarded during last FY 2025-26
8.	Annexure 8	Undertaking for Providing Manpower for Electrical, Water, Lift & Firefighting Services in NSEZ, Noida
9.	Annexure 9	Declaration by the Bidder
10.	Annexure 10	Visit Proforma for Site
11.	Annexure 11	Format for Financial Bid
12.	Annexure 12	Letter of Transmittal for Financial Bid
13.	Annexure 13	General Information
14.	Annexure 14	Form of Performance Security (Bank Guarantee)
15.	Annexure 15	List of Valid Certifications
16.	Annexure 16	Power of Attorney
17.	Annexure 17	Details of Experience in related field (details for last 12 years)

Section IV: General Conditions of Contract (GCC)

(The following General Conditions of Contract apply to this tender. These conditions will form part of the contract agreement. In case of any contradiction between GCC and Special Conditions/ITB, the latter will prevail.)

1. Definitions: In the Contract, as herein defined, the following words and expressions shall have the meaning hereby assigned to them, except where the context otherwise requires: - **Buyer/Authority:** NSEZ Authority, Noida, which is the party inviting the tender and engaging the Contractor. - **Contractor:** The successful bidder to whom the work is awarded. - **Contract:** The agreement entered into between the Buyer and the Contractor, including all attachments, schedules, and appendices, and all documents incorporated by reference therein. - **Services/Works:** The services to be performed by the Contractor under the contract, namely providing and managing the required manpower. - **Contract Documents:** The tender documents (NIT, ITB, GCC, SCC if any, Annexures), the Contractor's bid, Letter of Acceptance, and the Contract Agreement. - **Month:** Calendar month; **Day:** Calendar day. - **Officer-in-Charge/Buyer's Representative:** The person nominated by NSEZA to supervise the work, give instructions, and administer the contract (e.g., Secretary NSEZ or any other officer designated). - **Site:** NSEZ premises and any other place where the manpower are to work or where services are to be delivered under this contract.

2. Interpretation: The headings are for convenience only and shall not affect the interpretation. Words in singular include plural and vice versa. The language of the contract and communications shall be English/Hindi.

3. Contract Period: The contract shall commence from the date mentioned in the Letter of Award or a later date if specified and shall remain in force initially for **24 months**. The

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Buyer reserves the right to extend the contract on the same terms & conditions or **shorten** it if required. Extension beyond the initial period will be based on satisfactory performance and as per tender provisions on mutual consent.

4. Performance Security: The Contractor shall furnish Performance Security as described in the tender (Clause 9 of ITB and Annexure 14). The Performance Security shall be released 60 days after completion of contract including DLP of 1 year and settlement of all dues. If the Contractor fails to perform, the Buyer can forfeit the Performance Security.

5. Signing of Contract: Within 15 days of issue of Letter of Award, the Contractor shall sign the formal agreement on stamp paper. Till then, the Letter of Award and tender documents shall constitute a binding contract.

6. Commencement & Execution of Work: The Contractor shall commence services from the date as stipulated by NSEZA (likely the date of agreement or a specified start date). Time is of the essence. The Contractor shall deploy the required manpower & equipment fully and start delivering services from day one of the contract period.

7. Contractor's Obligations: - **Personnel Deployment:** Provide the categories and number of personnel as per contract. Maintain attendance and ensure no position is left vacant. Arrange for substitute personnel during leaves or absences. - **Standard of Services:** The manpower supplied shall be efficient, disciplined, and in proper uniform. The Contractor shall be responsible for the proper conduct of all personnel and will immediately replace any staff on instructions of Buyer. - **Wages & Benefits:** Pay wages not less than minimum wages (Central) as applicable, along with statutory benefits (EPF, ESIC, etc.) by due date each month. Proof of deposit of PF/ESIC contributions and proof of wage disbursement (bank transfer) must be furnished with monthly bills. - **Compliance with Laws:** Comply with all applicable labor laws/regulations (Minimum Wages Act, Payment of Wages Act, EPF Act, ESI Act, Bonus Act, Contract Labour (R&A) Act, etc.). The Contractor shall obtain and maintain all required licenses (like Contract Labor license if manpower > certain number). - **Safety & Insurance:** Ensure insurance cover for accidents/injuries for all staff (through ESI or appropriate W.C. Policy where ESI not applicable). Provide necessary safety gear (uniform, shoes, etc.) and enforce safety rules. The Contractor is liable for any injury/death of its staff in the course of work – NSEZA shall not be responsible. - **Supervision:** Employ a competent supervisor/manager (at contractor's cost) to oversee the workforce, maintain liaison with NSEZA's Officer-in-Charge, and ensure performance as per contract. All the materials/equipment as mentioned in this tender shall be provided by the contractor for execution of duties.

8. Buyer's Obligations: - **Facilities:** Provide necessary workplace facilities for deployed staff (e.g., work desks, electricity, water, etc. relevant to job roles). Provide storage for cleaning equipment if needed. - **Payment:** Pay the Contractor the contract amount in monthly installments as per actual manpower deployed, upon submission of correct invoices and certification of service. - **Nodal Officer:** Appoint an Officer-in-Charge who will coordinate with the Contractor, assign tasks to deployed staff, and monitor performance. - **Access:** Allow contractor's personnel authorized access to required areas of NSEZ to perform duties, as per security protocols.

9. Payment Terms: - **Billing Cycle:** The Contractor shall submit monthly bills by the 15th of each month for the previous month's services. The bills must be accompanied by following documents-

S. No.	List of documents/information to be submitted by contractor for payment

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i.	Original bill generated for the billing month.
ii.	Copy of attendance of all workers duly certified by concerned NSEZ officer.
iii.	Details of absentee deductions for billing month.
iv.	Copy of ESIC challan for the billing month (if Gross salary is less than Rs. 21,000/- per month, as per ESIC rules)
v.	Copy of statement of ESIC/contribution history in which the name of worker, his ESI number mentioned for the billing month.
vi.	Copy of EPF challan along with details of employees for the billing month.
vii.	Bank Statement as evidence of disbursement of wages/salary paid to the employees through banking channel for billing month.
viii.	Separate list containing Name of worker/ Employee, Designation, Amount of salary paid to worker/employee , ESIC No. of worker/ Employee, ESIC contribution (Buyer & Employee share), UAN No. and EPF contribution (Buyer & Employee share) of workers deployed at NSEZ during the billing month.
ix.	All the documents submitted in support of bill signed by Authorized Signatory of contractor.

If required, NSEZ Authority may also seek any additional documents/information with regard to submitted bill for their processing, which includes W.C. Policy and Labour license.

Verification: NSEZ's designated officer will verify the bill and supporting documents. Any shortcomings will be notified for correction. - **Payment Release:** Payment shall be made within a reasonable time (usually 15-30 days) after submission of bill, subject to verification and deducting any penalties or recoveries. Payment is generally by electronic transfer. - **Deductions:** Deductions will be made for: - Penalties as per contract (e.g., for absence, not wearing uniform, delayed salary payment, etc. as specified in scope/terms). - Absence of any personnel or short deployment: deduction will be wage for that day for that category plus a penalty if applicable. - Any statutory deductions (like TDS on contractor's bill, etc.). - **Tax Liability:** Income Tax TDS will be deducted as per rules. Since services to SEZ are zero-rated, Contractor should provide GST invoices under LUT; no GST shall be charged. If GST becomes payable due to any reason, the Buyer will pay it provided the Contractor has valid GST registration and invoice.

10. Price Variation: -

10.1 The contract rates are **fixed** for the duration of the contract, except for minimum wage revisions. If the minimum wages for any category are revised by the government (Central) after the start of contract, the **difference (increase or decrease)** in wages plus corresponding differences in EPF/ESIC contributions (Buyer's share) shall be adjusted in the billing from the date such revision becomes effective. The contractor must provide proof of having paid the revised wages to workers to claim the increase. No other escalation in service charge or other components is allowed during the contract term. - If new taxes (other than GST) are imposed or existing taxes changed due to change in law, appropriate adjustment shall be discussed mutually.

10.2 If any extra item is required to be executed, the same will be paid as per the prevailing market Rates. If the rate of such item is available in DSR 2023 for Civil, plumbing work & DSR 2025 for E&M work, the DSR rate shall be applicable for payment.

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11. Penalties: - If the contractor fails to deploy required manpower or any personnel is absent without replacement, a penalty of ₹200 per day per person absent shall be imposed per incident in addition to deduction of wages for that period. - If contractor fails to disburse wages by the 7th of the month, a penalty upto ₹25,000 per day of delay will be levied (as specified earlier). - Delay in submission of monthly invoice along with all supporting documents beyond 15th day of the month will attract ₹5,000 per day penalty as described. - If any staff is found not wearing uniform/ID or misbehaving, a nominal penalty e.g. ₹100 per instance per person can be levied. - For repeated non-compliance or violation of any contract terms (like misrepresentation of attendance, etc.), the Buyer may impose higher penalties or may terminate the contract after giving due notice.

All penalties are recoverable from the monthly bills or performance security.

12. Liabilities and Indemnification: - The Contractor shall indemnify and keep indemnified the Buyer against all losses, claims, damages, or expenses that the Buyer may sustain by reason of failure of the Contractor to comply with laws, or for the death/injury of any person, or damage to property arising out of the acts of contractor or its personnel. - The contractor will be the **direct Buyer** of all deployed persons and NSEZA will have no liability towards them. If NSEZA is made to pay any compensation or dues to the workers or any statutory authority due to lapse by contractor, NSEZA shall recover the same from the contractor's bills or security.

13. Confidentiality: The Contractor's personnel shall not at any time divulge or make known any confidential information relating to the affairs of NSEZA or its employees. Strict confidentiality must be maintained. Any breach may lead to legal action and termination.

14. Contract Amendments: No variation in or modification of the terms of the Contract shall be made except by written amendment signed by both parties. NSEZA can issue written instructions or orders within the scope of contract, which contractor is bound to follow.

15. Termination of Contract: - **For Default:** If the Contractor fails to provide satisfactory service, or breaches any substantial terms of the contract, or fails to comply after notice, the Buyer may terminate the contract in whole or part, after giving 15 days' notice to remedy the breach. In such case, Performance Security may be forfeited and services arranged from other sources for the remaining period. NSEZA reserves the right to terminate the contract at any time by giving one month's notice without assigning any reason. In such event, the contractor shall be paid for services rendered up to the date of termination and no further claims will be entertained.

16. Force Majeure: If the performance of the contract is prevented or delayed by any event of Force Majeure (such as war, flood, pandemic, lockouts, fire, etc. beyond the control of the contractor), the contractor shall promptly notify NSEZA in writing with full details. NSEZA, if satisfied, may grant extension of time or suspend the work without penalty. Either party can terminate the contract if Force Majeure conditions last continuously for more than 60 days, by giving notice.

17. Dispute Resolution: - In the event of any dispute or difference arising out of the contract which cannot be amicably settled between the parties, the matter shall be referred to the Development Commissioner, NSEZ/Chairman and CEO, NSEZA (or an officer appointed by him) as **Sole Arbitrator** in accordance with the **Arbitration and Conciliation Act, 1996**. The arbitration shall be conducted in English and the venue shall be Noida/Delhi. The Arbitrator's award shall be final and binding on both parties. - During the dispute or arbitration proceedings, the contractor shall continue to provide services as per contract, unless otherwise directed by NSEZA. Subject to arbitration as above, any legal proceedings arising out of the contract shall lie in courts at Gautam Budh Nagar (Noida) or the jurisdictional High Court (Allahabad High Court).

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18. Fraud Prevention: If the contractor or any of its representatives is found to have indulged in any corrupt/fraudulent practice, the Buyer can terminate the contract, encash guarantees, and blacklist the contractor as per the tender conditions.

19. Entire Agreement: The contract documents constitute the entire agreement between the parties. No external verbal or written agreements shall be considered unless incorporated by amendment.

20. Special Conditions: (If any Special Conditions of Contract (SCC) are specified in tender, they will be listed here and will override GCC clauses as applicable. For example, any changes to payment cycle, any additions such as specific insurance or labor welfare conditions, etc.)

(The above GCC is indicative and based on standard clauses; actual contract may include additional standard clauses like "liquidated damages" or "acceptance of terms" etc., but given the context, above covers the main points.)

Section V: Special Conditions of Contract (SCC)

1. The contract means the documents forming the tender and acceptance thereof and the formal agreement executed between the competent authority on behalf of NSEZ A and the contractor/agency together with the documents referred to therein including these conditions, instructions issued from time to time by the Secretary, NSEZ A all these documents taken together shall be deemed to form one contract and shall be complementary to one another. In case of difference, contradiction, discrepancy, dispute with regard to General Condition of Contract (G.C.C), the provision made in the Special Conditions of Contract (SCC) will prevail.

   The Contractor shall be responsible for consequential effects arising out during the inspection done by the Chief Technical Examiner Cell, Central Vigilance Commission or by the Building Works Committee or third party authorized by NSEZ or any statutory committee or by any duly authorized representative of NSEZ A, during the progress or any time after the construction and development of project up to the defect liability period, and will take appropriate action for rectification of defective work. Rectification of defective works or replacement of sub-standard materials or articles, as pointed out by the Chief Technical Cell, Central Vigilance Commission, Building Works Committee or authorized representative of NSEZ or third party authorized by NSEZ or any statuary committee, will be carried out or replaced by the Contractor at his own risk and cost. NSEZ will not pay any extra amount for such rectification or replacement.

2. The Defect Liability Period (DLP) shall be 12 months from the completion of the work. All the defects observed during DLP shall be rectified by the Contractor without any additional cost.

3. The Performance Security shall be released after completion of DLP.

4. The Contractor will be responsible for obtaining suitable Workmen Compensation Policy for the Staff/workers engaged by him for the project.

5. The Deviation limit for this contract shall be 15% on the awarded value for the specified contract period of 24 months.

6. The contract may be extended for further period of 12 months if the performance of the contractor is found satisfactory. However, nothing extra shall be payable to contractor except the minimum wages which shall be paid as per the minimum wages act in case of any upward or downward revision. Decision of NSEZ Authority shall be final and binding in this regard.

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7. Fore closure of Contract Due to Abandonment or Reduction in Scope of Work: If at any time after acceptance of the tender, NSEZ shall decide to abandon or reduce the scope of the works for any reason whatsoever and hence not require the whole or any part of the works to be carried out, the NSEZ give notice in writing to that effect to the contractor and the contractor shall act accordingly in the matter. The contractor shall have no claim to any payment of compensation or otherwise whatsoever, on account of any profit or advantage which he might have derived from the execution of the works in full but which he did not derive in consequence of the foreclosure of the whole or part of the works. The contractor shall be paid at contract rates, full amount for works executed at site.

8. If any major machinery like Submersible pumps, monoblock pumps etc. if supplied by the contractor and the rate is not available in DSR. The same shall be paid as per actual. The rates shall be worked out based on authenticated Bill submitted by the contractor for procurement (subject to verification) and 15% over and above for contractor's profit. In case if any specialized agency is engaged for installation & erection, the same shall be paid extra.

9. Should it appear to the Secretary, NSEZ A that the contractor(s) is/are not properly observing and complying with the provisions of the C.P.W.D. Contractor's Labour Regulations and Model Rules and the provisions of the Contract Labour (Regulation and Abolition) Act 1970, and the Contract Labour (R& A) CLC rules, for the protection of health and sanitary arrangements for work-people employed by the contractor(s) (hereinafter referred as "the said Rules") the CEO, NSEZ A shall have power to give notice in writing to the contractor(s) requiring that the said Rules be complied with and the amenities prescribed therein be provided to the work-people within a reasonable time to be specified in the notice. If the contractor(s) shall fail within the period specified in the notice to comply with and/observe the said Rules and to provide the amenities to the work-people as aforesaid, the Secretary, NSEZ A shall have the power to provide the amenities hereinbefore mentioned at the cost of the contractor(s). The contractor(s) shall erect, make and maintain at his/their own expense and to approved standards all necessary huts and sanitary arrangements required for his/their work-people on the site in connection with the execution of the works, and if the same shall not have been erected or constructed, according to approved standards, the Secretary, NSEZ A shall have power to give notice in writing to the contractor(s) requiring that the said huts and sanitary arrangements be remodelled and/or reconstructed according to approved standards, and if the contractor(s) shall fail to remodel or reconstruct such huts and sanitary arrangements according to approved standards within the period specified in the notice, the Secretary, NSEZ A shall have the power to remodel or reconstruct such huts and sanitary arrangements according to approved standards at the cost of the contractor(s).

10. **Changes in Firm's Constitution to Be Intimated**: Where the contractor is a partnership firm, the previous approval in writing of the NSEZA shall be obtained before any change is made in the constitution of the firm. Where the contractor is an individual or a Hindu undivided family business concern, such approval as aforesaid shall likewise be obtained before the contractor enters into any partnership agreement where under the partnership firm would have the right to carry out the works hereby undertaken by the contractor.

11. **Contractor Indemnify NSEZ against Patent Rights**: The contractor shall fully indemnify and keep indemnified the NSEZ against any action, claim or proceeding relating to infringement or use of any patent or design or any alleged patent or design rights and shall pay any royalties which may be payable in respect of any article or part thereof included in the contract. In the event of any claims made under or action brought

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against NSEZ in respect of any such matters as aforesaid, the contractor shall be immediately notified thereof and the contractor shall be at liberty, at his own expense, to settle any dispute or to conduct any litigation that may arise therefrom, provided that the contractor shall not be liable to indemnify the NSEZ if the infringement of the patent or design or any alleged patent or design right is the direct result of an order passed by the Secretary, NSEZ A in this behalf.

12. **TERMINATION OF CONTRACT ON DEATH OF CONTRACTOR:** Without prejudice to any of the rights or remedies under this contract, if the contractor dies, the Secretary on behalf of the NSEZ A shall have the option of terminating the contract without compensation to the contractor.

13. **If Relative Working in NSEZ Then the Contractor Not Allowed To Tender:** The contractor shall not be permitted to tender for works in the NSEZ responsible for award and execution of contracts in which his near relative is posted in NSEZ A. He shall also intimate the names of persons who are working with him in any capacity or are subsequently employed by him and who are near relatives to any Officer in the NSEZ A. Any breach of this condition by the contractor would render him liable to be debarred from tendering in NSEZ any breach of this condition. NOTE: By the term "near relatives" is meant wife, husband, parents and grandparents, children and grandchildren, brothers and sisters, uncles, aunts and cousins and their corresponding in-laws.

14. **Criminal charges against violating Bidder(s)/Contractor(s)/ Subcontractor(s):** If the Principal obtains knowledge of conduct of a Bidder/Contractor or any employee or a representative or an associate of a Bidder/Contractor, which constitutes a criminal offence under the IPC/PC Act, or if the Principal has substantive suspicion in this regard, the Principal will forthwith inform the same to the Chief Vigilance Officer, NSEZ A.

Note to Bidders:

Please ensure that all the required Annexures and documents are filled out completely and submitted with your Technical Bid. Incomplete bids or bids with missing forms are likely to be rejected. This tender document must be read carefully and complied with in its entirety for a responsive bid.

We look forward to your active participation in this tender.

For Noida SEZ Authority,

(Ministry of Commerce & Industry)

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Section VI: Schedule of Quantities (SOQ)

Abstract of Cost

A. Manpower					
Sr. No	**Designation**	**Qualification**	**Total Number**	**Salary per Month/Person**	**AMOUNT (in RS.)**
1	Supervisor for Electricial work (Highly skilled)	Diploma with 3 years' experience in related field or ITI certificate with minimum 7 years' experience in related field.	1	28,886	28,886.00
2	Supervisor for Water Supply work(Highly skilled)	Diploma with 3 years' experience in related field or ITI certificate with minimum 7 years' experience in related field.	1	28,886	28,886.00
3	Plumber Cum Pump Operator for Water Pumps & Fire Pumps (this includes Skilled manpower having experience and qualification in Firefighting/ Fire Alarm also)	3 years' experience; preferably ITI Certificate in desired field.	8	26,624	2,12,992.00
4	Electrician cum Lift Technician(Skilled)	3 years' experience; preferably ITI Certificate in desired field; AC service/repair, lift-maintenance, repair & operation knowledge	12	26,624	3,19,488.00
5	Helper for Water, Fire, Electrical works-(Unskilled)	2 years' experience in related field preferred	10	21,840	2,18,400.00

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6	Welder (Skilled)	2 years' experience in related field preferred	1	26,624	26,624.00
7	**Total (1 to 6)**		**33**		**8,35,276.00**
8	**EPF Employer Share @13% (23*25000*13%+10*21840*13%)**				1,03,142.00
9	**Total Manpower cost for 02 years**				**2,25,22,032.00**

B. MATERIAL/WORK for Electrical, Transformers, DG Sets, Acs & Lifts etc.

Sr. No	Item description	Unit	Quantity	Rate	AMOUNT
1	Maintenance/servicing of 17 nos. transformers (25–63 KVA) incl. oil dehydration, core rewinding, earthing, GOD switch, control cable, cooler-fan rewinding, bearing/motor	Job Twice in a Year	4	70,000	2,80,000.00
2	Maintenance/servicing & repair work of 2 nos. DG sets (125 KVA + 160 KVA, Kirloskar) incl. oil/fuel filters, air-cleaner filter, coolant, battery, engine oil, diesel pipe, lube-oil filter, O-ring etc.	Job Twice in a Year	4	50,000	2,00,000.00
3	Supply for replacement of LED/street/flood lights, chokes, tube-lights, capacitors, internal/control wiring, 1–4-core power cable fault repair, MCCB/MCB/RCCB (6–63A) servicing, phase indicators, busbar, ceiling/wall fans, modular switches/sockets, room heaters (20 nos. panels across Campus/ office/quarters/SDF/Trading Block/Facility Centre)	Job/month	24	70,000	16,80,000.00

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4	Maintenance & repair work of All Air Conditioners (split/window/cassette, 1.5–4 ton) incl. gas refilling, cooling coil (excl. compressor cost) in NSEZ Office, Guest House, Gate-1, Gate-2 and CWC Office.	Job/month	16	40,000	6,40,000.00
5.	Maintenance & repair work of 23 Nos Lift (13 Passenger Lift & 10 Goods Lift) (Annexure-A)including the cost of service of Lift, Gear oil, Break Oil, limit switch, reed switch, controller parts, repairing of existing ARD system, battery replacement, Botton, sensor replacement and replacement of VFD, fans, lights, Installation of Signage related to Lift Safety and all other related parts	23 Job/month	552	17,000	93,84,000.00
6.	**Total material cost(Electrical related works)**				**1,21,84,000.00**
C. MATERIAL/WORK for Water Supply, UGR, Fountains, Fire Fighting etc.					
5	Maintenance & repair work services for operation of 3 nos. fountains, incl. motor pump/light replacement, fittings, starter, cleaning & painting every 2 months	Job/month	12	20,000	2,40,000.00
6	Maintenance & repair work of water supply lines incl. material for day-to-day maintenance (khaparchi, yarn, chemical, waterproofing compound, distempering, putty), UGR/overhead tank routine maintenance, including emergency DG pump, all water supply/ drain pump repairing	Job/month	24	35,000	8,40,000.00

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	including submersible pumps				
6. a	CPVC pipe supply & fixing — 25mm	Mtr	480	375	1,80,000.00
6. b	CPVC pipe supply & fixing — 32mm	Mtr	720	370.65	2,66,868.00
6. c	CPVC pipe supply & fixing — 50mm	Mtr	600	811.85	4,87,110.00
6. d	CPVC pipe supply & fixing — 80mm	Mtr	360	1,990.40	7,16,544.00
6. e	CPVC pipe supply & fixing — 100mm	Mtr	288	2,811.75	8,09,784.00
6. f	CPVC pipe supply & fixing — 150mm	Mtr	288	5,871.25	16,90,920.00
7	Bath/sanitary fittings (health faucet, ball valve, pillar cock, bib cock, shower head, cistern, CP jali, seat cover, syphon, angle wall, miscellaneous material like pipe for replacement of above fittings, accessories etc.) for NSEZ Office, Guest House, Staff quarters, SDF Blocks, Trading Block, Facilitation center, Gate-1, Gate-2, All Common Toilets – 7 nos. & CWC Office.	Job/month	24	12,000	2,88,000.00

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8	Fire hydrant system, Firefighting & Fire alarm system: Servicing/ repair/ maintenance (hose reel, ball valve, NRV, hydrant, fire pump/panel/cable overhaul incl. battery replacement, painting, burst-line repair), Cost of Diesel for Fire pumps. The system to be tested periodically(through the Operators paid separately in the Manpower item).	Job/month	24	40,000	9,60,000.00
8. a	Providing, laying, testing & commissioning of 'C' class heavy duty MS pipe conforming to IS 1239/Class -II of IS: 3589 including Welding, fittings like elbows, tees, flanges, tapers, nuts bolts, gaskets etc. and fixing the pipe on the wall/ceiling with suitable clamp/support frame and painting with two or more coats of synthetic enamel paint of required shade complete as required : 100 mm pipe	Mtr	60	3,077	1,84,620.00
8. b	Providing, laying, testing & commissioning of 'C' class heavy duty MS pipe conforming to IS 1239/Class -II of IS: 3589 including Welding, fittings like elbows, tees, flanges, tapers, nuts bolts, gaskets etc. and fixing the pipe on the wall/ceiling with suitable clamp/support frame and painting with two or more coats of synthetic enamel paint of required shade complete as required : 150 mm pipe	Mtr	120	4,299	5,15,880.00
Total material/work cost(Water supply related)					71,79,726.00
TOTAL Estimated cost for 2 year					**4,18,85,758.00**

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*The payment for Part (B) & (C). Material work shall be made based on actual quantities executed & measurements.

Note:

- General Duty Hours shall be from 8:00 am to 5:00 pm and it may vary as per direction of NSEZA.
- Minimum CLC wages shall be followed.
- Biometric attendance is must to process the bill as per actual presents.
- Payment of Bonus as per Bonus Act, 1965, will be on reimbursement basis as per actuals.
- Payment shall be made as per the actual measurements and labour deployed.

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Breach of contract and penalties

S. No	Nature of Defaults	Penalties	Repeated instances (more than two) and breach of the contract
1.	Non completion of the Electrical, Water, Lifts & Firefighting operation mentioned in the contract.	Upto Rs. 5,000 for each instance	An appropriate penalty may be imposed. OR The contract may be terminated by giving 7 days' notice and upon termination , security deposit shall be forfeited
2.	Non-deployment of manpower.	₹200 per day per person (not deployed) shall be imposed per incident in addition to deduction of wages for that period.	An appropriate penalty may be imposed. OR The contract may be terminated by giving 7 days' notice and upon termination , security deposit shall be forfeited
3.	Non implementation of written direction.	Penalty of Rs. 1200/day	An appropriate penalty may be imposed. OR The contract may be terminated by giving 7 days' notice and upon termination , security deposit shall be forfeited
4.	If an employee is found responsible for any theft, loss of material/ articles and damages and disclosing any confidential information/ document to third party or service provider.	Immediate payment by the seller in actual /replacement, equivalent to the value of the article theft / lost / damaged as decided by the buyer depending on the gravity of the act. Also, the manpower responsible to be replaced. Legal action may also be initiated.	An appropriate penalty may be imposed. OR The contract may be terminated by giving 7 days' notice and upon termination , security deposit shall be forfeited

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5.	If an employee is found responsible for disobedience/ misconduct.	1st Instance - Warning/ counseling as decided by Buyer depending on gravity of the act 2nd Instance - Immediate replacement within 2 days + Warning to Service Provider	An appropriate penalty may be imposed. OR The contract may be terminated by giving 7 days' notice and upon termination , security deposit shall be forfeited
6.	Delay in deposit of EPF/ESIC (both employee and Buyer share) (if applicable).	1st Instance- Rs. 100 per day per employee + Warning to Service Provider to deposit within 7 working days. 2nd Instance- Rs.200 per day per employee.	An appropriate penalty may be imposed. OR The contract may be terminated by giving 7 days' notice and upon termination , security deposit shall be forfeited
7.	If the contractor fails to disburse wages by 7th of the month	A penalty upto ₹25,000 per day of delay may be imposed by NSEZA, deductible from the running bill.	Repeated delays in payment or any failure in compliance can lead to termination of contract and forfeiture of performance Security (ePBG).
8.	Late submission of monthly bill (beyond 15 days of month-end)	Penalty of ₹5,000 per day of delay, at the discretion of NSEZA, deductible from the bill.	

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Annexure A — Details of Lifts

SDF/Location	Lifts
A	Passenger-1, Goods-1
B & C	Passenger-1, Goods -1
D	Passenger-1, Goods-1
E	Passenger-2, Goods-2
F	Passenger-1, Goods-1
G	Passenger-1, Goods-1
H	Passenger-1, Goods-1 (new lift under AMC)
I	Passenger-1, Goods-1
J	Passenger-1, Goods-1 (new lift under AMC)
K	Passenger-1 (maintained by unit), Goods-1 (new lift under AMC)
L	Passenger-1, Goods-1(maintained by unit)
M	Passenger-1, Goods-1
Trading Block	Passenger-1 (new lift under AMC), Goods-1
Service Centre, NSEZ	Passenger-1

Total Lifts in NSEZ: Passenger – 15, Goods – 14. Lifts under this AMC: Passenger – 13, Goods – 10 (23 total).

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(All the following Annexures are to be filled by the bidder as part of the Technical Bid, except Annexure 11 and 14 as noted.)

Annexure 1 – EMD / Bid Security Declaration

(On Bidder's Letterhead)

To,

Secretary, NSEZ Authority

NSEZ, Phase-2, Noida – 201305.

Sub: Submission of Bid Security/EMD for "**Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)"**

Dear Sir,

As per the terms of the tender, we are hereby submitting the Earnest Money Deposit (EMD) for the above-mentioned tender as follows:

1. **EMD Amount required (as per NIT):** ₹..... (Rupees .....only).
2. **EMD Amount Submitted (via NEFT/RTGS):** ₹_____(if exempted, state "Exempted – MSE/NSIC").
3. **UTR/Transaction Reference No. of NEFT/RTGS**: (Date: _**, Bank:____).**
   (If EMD not applicable due to exemption, mention details of supporting certificate submitted.)

We attach herewith the proof of the above payment (or Bid Security Declaration in case of exemption). We understand that the EMD is refundable as per tender terms if our bid is unsuccessful or adjustable against the Performance Security if we are awarded the contract. In case we withdraw or modify our bid during the validity period or fail to sign the contract or submit required performance security if awarded, NSEZA has the right to take appropriate action as per the tender conditions, including forfeiture of EMD (or debarment under the Bid Security Declaration).

Thank you.

Yours

faithfully,

Authorized Signatory: _____ Name and Designation: ____ **Date:** _ ***Seal of the bidder:*** ___

(Sign and seal of bidder)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 2 – No Deviation Certificate

(To be submitted on Bidder's Letterhead)

To:

The Secretary,

Noida Special Economic Zone Authority, NSEZ, Phase-2, Noida – 201305.

Subject: No Deviation Certificate – Tender for Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package).

Dear Sir,

With reference to the tender document **No. [Tender No./ID]** dated **[dd/mm/2026]** for "*Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)*", we hereby confirm that we have read each and every clause of the tender document and the subsequent corrigendum (if any). We confirm that **our bid complies with all the terms, conditions, specifications, and requirements of the tender**.

1. **Site Visit:** We have visited the site before submission of our offer and noted the job content and site conditions. *(We have submitted the site visit affidavit as required.)*
2. **Tender Documents Unaltered:** We also confirm that we have not made any alterations or amendments to the tender documents as hosted on the portal. In case any discrepancy is found in our submitted documents vis-à-vis the tender, the original tender document shall prevail and our deviations, if any, will be treated as null and void.
3. **No Deviation:** We **have not taken any deviations** or exceptions to the tender clauses or any terms and conditions stipulated. Our bid is fully compliant with the tender requirements. We understand that any deviation or conditional offer in our bid may result in rejection.
4. **Unconditional Acceptance:** We hereby convey our **unconditional acceptance** to all terms & conditions of the tender document, including but not limited to scope of work, special conditions, General Conditions of Contract (GCC), corrigenda/addenda (if any), and replies to pre-bid queries (if any). We have no reservations or deviations in the bid submitted by us.
5. **Validity:** We also confirm that our bid is valid for the period stated in the tender (90 days from the last date of submission) and that we agree to all terms regarding bid security and performance security.

In the event that any deviation or reservation is observed in our bid at a later date, even implicitly, we agree that such deviation shall be ignored and treated as null and void. We

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Date: 2026.11.06 15:04:57 IST

further agree that we shall abide by the decision of NSEZA regarding the determination of our compliance or deviation.

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Date: 2026.11.06 15:04:57 IST

We thank you for considering our proposal and assure you of our best services if given an opportunity.

Yours faithfully,

For **M/s [Bidder's Name]**,

Authorized Signatory: _____

Name and Title: _____

Date: _

Place: _____

(Company Seal)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 3 – Financial Information – Turnover

FINANCIAL INFORMATION (Turnover & Profit/Loss)

(to be certified by Chartered Accountant with UDIN and signed by bidder)

Financial Analysis: Provide details from audited financial statements for the **last five financial years** (most recent ending on 31 March 2026). Figures should be in Indian Rupees (INR). Attach supporting audited Balance Sheets and Profit/Loss statements for each year.

Financial Year	**Gross Annual Turnover** (₹)	**Profit/Loss** (After Tax, ₹)
2021-2022	₹ _____	Profit ₹_ / **Loss ₹**_____
2022-2023	₹ _____	Profit ₹_ / **Loss ₹**_____
2023-2024	₹ _____	Profit ₹_ / **Loss ₹**_____
2024-2025	₹ _____	Profit ₹_ / **Loss ₹**_____
2025-2026	₹ _____	Profit ₹_ / **Loss ₹**_____

(Indicate profit or loss for each year by specifying the amount under the appropriate column.)

- **Average Annual Turnover (last 3 years) = ₹**
- **Net Worth as on 31/03/2026** = ₹ (Total Assets – Total Liabilities) – *should be positive.*

We hereby certify that the above financial information is true and derived from the audited accounts of the bidder. We further confirm:

- The bidder has not incurred loss in more than two years during the last five years. (Profit after tax was positive in at least 3 out of 5 years).
- The average annual turnover for the last three years (2023-24, 2024-2, 2025-26) is ₹_____, ***which is*** % of the estimated cost (required minimum is 50%).
- The Net Worth as of the end of last financial year is positive.

Signature of Chartered Accountant: _____ Name: _____

Membership No.:_____ UDIN: _____ Seal:
(CA Firm)

Signature of Bidder(s): _____ Name & Designation: ___ (With Company Seal)

Date: _____

Attach CA's firm seal and UDIN must be verifiable. This form should be on CA's letterhead or with their certification.)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 4 – Financial Information – Profit & Loss Statement

(This is an alternative presentation of profit/loss data, if needed separately. If Annexure 11 already covers profit/loss, this may be optional. However, we provide a format for completeness.)

Profit/Loss for Last Five Years:

(As per audited Profit & Loss statements, after tax)

Financial Year	Profit	Loss
2021-2022	₹ _____	₹_____
2022-2023	₹ _____	₹_____
2023-2024	₹ _____	₹_____
2024-2025	₹ _____	₹_____
2025-2026	₹ _____	₹_____

(Note: Indicate profit amounts under Profit column; if loss in a year, indicate amount under Loss column. If no loss, mark "–".)

Cumulative profit (after tax) for 5 years: ₹ _____

Number of years with profit out of 5: **years.**

Number of years with loss out of 5:_____years. *(This should not exceed 2 for eligibility.)*

We certify that M/s [Bidder] has been profitable in_____out of the last 5 financial years and the figures above are true as per audited accounts.

Signature of Chartered Accountant (with UDIN & Seal)**:** _____

Signature of Bidder (with seal): _____

Date: _____

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 5 – Form of Solvency Certificate

(To be obtained from a Nationalized/Scheduled Bank on their letterhead, after tender publication date. This is a sample format; the actual certificate format may vary by bank.)

BANK SOLVENCY CERTIFICATE

This is to certify that, to the best of our knowledge and information, **M/s. [Name of Bidder]**, having its registered office at **[Address of Bidder]**, is a customer of our bank and is respectable and can be treated as good for any engagements up to a limit of ₹ (Rupees_____only).

This certificate is issued at the request of the customer for the purpose of participating in **Tender for Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package).**

This certificate is issued without any guarantee or responsibility on the bank or any of its officers.

Signature of Bank Manager/Authorized Officer

Name: ____ Designation: _____ [Bank Seal]

Date: _____

Note:

1. This certificate is issued by [Name of Bank, Branch] to the tendering authority of NSEZA.
2. In case of partnership firm, the certificate should include names of all partners as recorded with the bank.

(End of Solvency Certificate)

Attach the original or a notarized copy of the bank's solvency certificate here.

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 6 – Details of Similar Works Executed During Last 07 Years

Sl. No.	Name of work and its location	Name of Client	Date of Start	Date of Completion	Date of issue of Completion Certificate	*Cost of the work on completion	Litigation / Arbitration cases pending / in progress with details	Reference and Page No. of Document
1.								
2.								
3.								
4.								
5.								
6.								

- I/We certify that the above works have been executed and completed by us and that the information given is true. Completion certificates and work orders are enclosed for verification.

Signature of Bidder with Seal

***"Cost of Work on Completion" should be the final billed amount (excluding taxes) as per completion certificate.**

- Attach copies of Work Orders and Completion Certificates for each project listed. Each certificate should clearly mention the scope, value, and completion date. Tag the attachments with the corresponding Sl. No. above for cross-reference.
- If any litigation or arbitration was involved in a listed project, provide a brief description on a separate sheet (e.g., nature of dispute, current status). Non-disclosure of any litigation history for the listed projects may be considered misrepresentation.
(Attach additional sheets if required.)

[End of Annexure 6]

(After listing all projects, bidder should sign and affix seal. Ensure all details correspond exactly with certificates.)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 7 – Number of Running Contracts (Similar nature) under execution OR awarded during last FY 2025-2026

Sl. No.	Name of work and its location	Name of Client	Date of Start	Date of Completion	Date of issue of Completion Certificate/ Show Progress	Cost of the work on completion	Name Designation and Address/telephone number of officer to whom reference may be made	Reference and Page No. of Documentary Proof
1.								
2.								
3.								
4.								
5.								
6.								

Note:

- Include those ongoing contracts which are relevant to Electrical, Water, Lift & Firefighting (especially large ones). This helps NSEZA judge if you have adequate resources.
- "Value Billed till date" – if the project is not yet complete, mention how much worth of work has been completed/billed up to now.
- Provide copies of Work Orders/Agreements for these ongoing projects if available (optional, or at least have them ready if asked).
- NSEZA may contact the clients mentioned to inquire about bidder's performance. Ensure contact details are correct. I/We certify that the above ongoing works information is correct to the best of my knowledge.

Signature of Bidder with Seal

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 8 – Undertaking for Providing Manpower for Electrical, Water, Lift & Firefighting in NSEZ, Noida

(Affidavit on Non-Judicial Stamp Paper of ₹10, duly attested by Notary/Magistrate)

We, **M/s [Name of Bidder]**, through our authorized representative, hereby undertake the following in respect of our bid for **Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)**:

2. We have carefully read and understood all sections of the tender including the Instructions to Bidders and all the annexures, and we unconditionally accept that these form a sacrosanct part of the work "**Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)**".
3. Our bid takes into account all aspects of the tender documents, site requirements, and conditions of each and every location within NSEZ where manpower will be deployed. We have formulated our rates and service plan accordingly to meet the standards laid out by the Buyer.
4. **Adequate Personnel:** We undertake to employ or otherwise engage at our cost the required number of qualified and experienced personnel for execution of this contract. We will ensure all personnel meet the qualifications and experience criteria specified for their respective categories. The number and deployment schedule of staff (their qualifications, experience, etc.) shall be as decided by NSEZA to be adequate, and we will comply with such requirements without any extra cost to NSEZA.
5. **Replacement and Removal:** We acknowledge NSEZA's right to have any of our deployed staff removed immediately on grounds of misconduct, negligence, incompetence, or any reason deeming the person's employment undesirable in NSEZ's opinion. Upon such instruction from NSEZA, we will promptly remove the said person and provide a suitable replacement at no additional cost. We will not raise any claim or objection on this account.
6. **Continuous Service Provision:** We shall maintain seamless services by promptly deploying additional or substitute manpower as required to complete the work or to cover any absences. If at any time additional personnel are needed to fulfill the scope (e.g., due to increased work or shortfall), we will deploy such extra manpower as deemed fit **within the quoted cost** and without demur.
7. We fully understand that the workforce we deploy shall follow the instructions of NSEZ Authority and perform duties as assigned. We will exercise effective supervision through our project manager/supervisors to ensure quality service delivery.
8. **Compliance:** We will abide by all terms and conditions regarding manpower deployment as mentioned in the tender. This includes compliance with labor laws, timely payment of wages, providing uniforms, and all other obligations of the contractor as detailed in the tender.
9. In case of award of contract, we commit to **enter into a formal agreement** with NSEZA incorporating all tender terms, and to commence services as per the stipulated

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Date: 2026.11.06 15:04:57 IST

commencement date. We will deploy the full required staff strength from day one of the contract or as per a mobilization schedule agreed with NSEZA.

10. We hereby undertake that we shall strictly refrain from providing any manpower services to any units located within the Noida SEZ, in full compliance with the tender conditions.

We make this undertaking in good faith, knowing fully well that any breach of these commitments can lead to termination of contract, forfeiture of security deposit, and other legal/contractual consequences.

For [Bidder Name]

Signature: _

Name: ____
Designation: __
(Authorized
Signatory)

Date_____Place: _____(Company Seal)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 9 – Declaration by the Bidder

(To be executed on a Non-Judicial Stamp Paper of ₹10 and duly notarized)

Affidavit/Declaration

I/We, **M/s. [Name of Bidder]**, represented by the undersigned, in the submission of this bid, do hereby make the following declarations:

1. **Site Examination:** That we have **inspected the site** of the work (NSEZ, Noida) and have fully acquainted ourselves with the local conditions in and around the site. We have understood the scope of work, and we are satisfied with the requirements. We have carefully gone through the **Notice Inviting Tender, Instructions to Bidders (ITB), General Conditions of Contract (GCC), all Forms & Annexures, Technical Specifications, Schedule of Quantities,** and all other documents of this tender. We hereby **unconditionally accept all the terms and conditions** of the tender and the contract.
2. **Preparation of Bid:** Our bid has been prepared after taking into account all the factors and site conditions mentioned in the tender documents. We have factored in all costs (direct and indirect) and have not omitted any item required for the completion of work as per tender.
3. **Conformity & Performance:** We promise to abide by all the stipulations of the contract documents and to carry out and complete the work to the full satisfaction of the Buyer. We have the necessary organization, capability and personnel to deploy the required manpower and to fulfill the contractual obligations within the stipulated time frame.
4. **Resources and Machinery:** We have adequate resources including tools and equipment as needed for providing services. We will provide any additional resources at our cost if required to ensure timely and proper execution of work.
5. **No Misrepresentation:** We hereby confirm that **all statements and information provided in our bid are true and correct**. We have not made any misleading or false representation in the forms, statements, and attachments submitted as proof of our qualification requirements.
6. **Past Performance:** We affirm that we **do not have any record of poor performance**, such as abandoning the work, not properly completing contracts, inordinate delays, or financial failure in any of our past projects.
7. **Non-Banned/Blacklisted:** We further confirm that our business or firm **has not been banned or blacklisted** by any Central/State Government Department or Public Sector Undertaking (PSU) or any other government entity. We are **not currently debarred or blacklisted** by any authority in India. We also confirm that no banning or blacklisting proceedings are pending against us. (If previously blacklisted, details and revocation should be provided; otherwise this statement stands unqualified.)
8. **Non-Barred by NSEZA:** We confirm that we (including all partners/directors of our firm) **are not barred/blacklisted** by NSEZA or any other authority as on date.
9. **Submission of Documents:** We have submitted all the required supporting documents and furnished relevant details in the prescribed formats. We understand that our bid may be rejected if any required document is not submitted or found illegible/non-genuine.
10. **Financial Solvency:** We are financially sound to perform the contract. We are not

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Date: 2026.11.06 15:04:57 IST

under liquidation, court receivership or similar proceedings. We have not applied for Corporate Debt Restructuring (CDR) or declared bankrupt.

11. **Work through Subcontract:** We assure that the similar works listed to meet the qualification criteria have **not been done by us as a subcontractor on back-to- back basis.** They were either direct contracts or we had full responsibility for them. We also assure that, if awarded, we will not subcontract the whole of the work. (Subcontracting any part will only be with NSEZA's prior approval if at all.)
12. **Correctness of Bid:** The information and documents submitted with the tender by us are correct, genuine and true. We are fully responsible for the correctness and authenticity of the information/documents submitted.
13. **Consequences of Misrepresentation:** We understand that if any statement/information/document furnished by us is found to be incorrect or false, our bid may be rejected, and if discovered after award, the contract may be terminated and we may be debarred from future tenders. In such event, we also accept that our **Bid Security/EMD shall be forfeited** and we shall be liable for any other action as per law or contract.
14. **Restrictions Compliance:** We have read the clause regarding restrictions on procurement from bidders of countries which share a land border with India. We hereby certify that:
    - We are **not from such a country** (i.e., our company is not registered in a country sharing land border with India), **OR**
    - If from such a country, we have been registered with the competent authority (Department for Promotion of Industry and Internal Trade, DPIIT). We attach proof of registration along with this declaration.

      We hereby certify that we fulfill all requirements in this regard and are eligible to be considered.

15. **Bid Validity:** We agree that our bid shall remain valid for **90 days** from the deadline for submission of bids. We will not withdraw or modify our bid during this period. We understand that if we do so, it will result in forfeiture of our EMD and other actions. Further, if we are awarded the contract and fail to sign the contract or provide performance security, it will constitute a breach and we may be debarred/ blacklisted for a period of 2 years from participating in NSEZA tenders.
16. **Minimum Wages Compliance:** We undertake that upon award of the work, we shall pay wages to all deployed workers **not less than the current applicable Minimum Wages** as prescribed by the Chief Labour Commissioner (Central) for the respective categories. We further undertake to **increase the wages** of the personnel as and when minimum wages are revised by the government, and that we shall comply with all provisions of applicable labor laws (EPF, ESIC, Bonus, etc.). We will submit necessary undertakings and proof of wage payment accordingly.
17. **Police Verification:** We also undertake that we will obtain **Police Verification/clearance** for all the manpower that will be deployed at NSEZ under this contract. We understand the sensitivity of deploying personnel in a government premises and shall ensure none with adverse background is posted. Proof of such verification will be provided to NSEZA for each worker at the time of deployment.

We hereby declare that all the above statements are true. We understand that this declaration is a critical submission and forms the basis of our technical qualification.

SEAL, SIGNATURE & NAME of the Bidder

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

(Authorized Signatory – as per Power of Attorney)

Date: _____Place: _____

Annexure 10 – Visit Proforma for Site

(Affidavit on Non-Judicial Stamp Paper of ₹10, duly attested by Notary / Magistrate)

Affidavit – Site Visit Verification

I/We, **[Name]**, aged , s/o **_, *residing at*** _, authorized on behalf of **M/s [Bidder Name]**, do hereby declare and certify that:

1. I/We have on ……..…..//2026 visited and **inspected the site and surroundings** of the work where the **Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)** is to be executed, at Noida Special Economic Zone (NSEZ), Phase-2, Noida-201305.
2. I/We have examined the site conditions, the locations of offices within NSEZ where personnel may be deployed, and have acquainted ourselves with accessibility, working space, facilities available and any other relevant aspects.
3. I/We are fully aware of the scope of work as described in the tender and the site conditions. The following aspects have been considered and understood during our site visit:
4. Location and layout of NSEZ premises where our manpower will operate.
5. Local conditions such as entry/exit regulations of NSEZ, Electrical, Water, Lift & Firefighting procedures, etc.
6. Availability of utilities or facilities for staff (such as rest areas, canteen, etc., which we may need to arrange).
7. Any other relevant local factors (transportation for our staff to reach NSEZ, etc.).
8. I/We have made due inquiries at the site and gathered all information needed for preparing our bid. We shall not claim at any time after award that there was any misunderstanding of the site or work.
9. I/We submit this bid having **considered all facts gathered during the site visit**.
   Each and every aspect of the site conditions has been factored into our quote and execution plan.

I/We make this solemn declaration conscientiously believing the same to be true and in case any part of this declaration is found to be untrue, the tender/contract shall be liable for cancellation by NSEZA.

Deponent:

(Name, Designation of Bidder's Authorized Person)

[Signature & Seal]

Date:_

Place:_

Verification:

I, the above-named deponent, do hereby verify that the contents of paragraphs 1 to 5 are true to my personal knowledge and belief. Nothing material has been concealed and no part is false.

Verified at [City] on this ___ day of ____ 2026.

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Deponent: [Signature]

Attested by Notary with Notarial Stamp.

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 11 – Format for Financial Bid

(For Reference Only – The financial bid must be filled online on EWIZARD Portal. This annexure illustrates the format.)

(To be submitted ONLINE only – Not to be filled in physical copy)

Total Cost of Works (Service Charges for 2 year) – Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package) *as per Scope of Work and required manpower:*

- **Total Amount Quoted (in Figures):** ₹_____(This is the total yearly amount for providing all the manpower as per tender).
- Total Amount Quoted (in Words):_____.

(This amount is exclusive of GST. IGST is zero-rated for SEZ; GST if applicable will be paid as per actual against invoices with LUT.)

Breakdown (for reference, *not to fill here in technical bid*): The above total includes: - All wages for the specified number of manpower in each category as per current minimum wages (Central) and any additional allowances as per tender., the Contractor's service charges, overheads, profit, and any other incidentals and all statutory contributions (EPF, ESI, Bonus, etc.) as service provider's responsibility.

Note:

- Bidders shall quote a **single consolidated amount** for the entire scope (service for Two year). Bids will be compared on this total cost. Monthly billing will be this quote divided by 24 (subject to adjustment for actual attendance).
- **Do NOT fill any financial figure in this form in the technical bid.** This annexure is provided as guidance.
- GST: As NSEZA is SEZ developer, the services are zero-rated. The bidder should **not include GST** in the quoted price (with the understanding that bidder will use LUT to avoid charging GST).
- The **total amount in words** will prevail in case of any discrepancy with figures.

DECLARATION:

I/We hereby confirm that we have quoted our rates in the prescribed format. We understand that **any attempt to put the price in the physical bid documents will lead to disqualification.** We also confirm that our financial bid is unconditional and conforms to all tender provisions.

(Financial bid to be evaluated as per QCBS with 70% weight. The lowest price will be given full 100 financial points. This format is not to be submitted in physical form.)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 12 – Letter of Transmittal for Financial Bid

(To be printed on Company Letterhead and submitted with Technical Bid as a formality, but containing no prices. This letter basically affirms submission of financial bid on EWIZARD Portal.)

To,

The Secretary, NSEZ
Authority, NSEZ, Phase-2,
Noida – 201305.

Subject: Financial Bid for the work of "Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)"

Sir,

Having examined the Bidding Documents for the above-mentioned tender, we, **M/s [Bidder Name]**, submit our Financial Bid as follows:

We have submitted the Financial Bid on the EWIZARD Portal as prescribed. Our bid is **unconditional and without any deviations**. We have thoroughly understood the tender requirements and have **quoted our price after careful assessment of the site**, scope, and all conditions that may affect the cost and implementation.

We acknowledge and agree that: - NSEZA will rely on the information provided by us in both the Technical and Financial Bids for selection of the Contractor, and we certify that all information provided is true and correct to the best of our knowledge. All documents submitted are genuine copies of their originals. - The price we have quoted includes all obligations to be carried out under the contract in conformity with the tender terms. We have factored in all expenses such as salaries, statutory payments, insurance, management fee, overheads, etc., except GST which is zero-rated for SEZ, while quoting our price. - We accept the right of the Authority (NSEZA) to reject our bid or cancel the tender without assigning any reason, and we **waive any right to challenge** the same on any account. - If we are declared the successful bidder (H1 in QCBS ranking after combining scores), we agree to enter into a formal Agreement as per the draft provided before the stipulated date. We will not seek changes in the contract terms and will abide by the tender's terms fully. - Our bid shall remain valid for 9**0 days** from the bid due date, as required.

We hereby submit our bid and **offer a total Bid Price** (for two year of service) on the EWIZARD portal for the full scope of work in accordance with the bidding documents and the contract. *(Note: Actual price figure is not mentioned here, only given in the portal.)*

We understand that the Financial Bid is to be submitted **online only** and that this letter is merely a part of the technical bid to confirm our adherence.

Thank you for considering our bid.

Yours faithfully,

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Authorized Signatory: _____

Name: _____
Designation: ____

Date: _____

Place: _____

(Company Seal)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 13 – General Information

(Bidder shall fill in the following general information and submit as part of the technical bid.)

1. **Name of Bidder (Company/Agency):**
2. **Registered Address:** _____
3. **Correspondence Address:** (if different)_____
   Branch/Local Office in NCR (if any):
4. **Official Email for Communication:** _____ **Telephone:** _____**Fax:**_____**Mobile:** _____
5. **Contact Person:** _____ **Designation:** __
   Contact Person's Phone/Mobile:_____**Email:** _____
6. **Type of Organization:** (Please tick one and provide details)

   Proprietorship / Partnership / Private Ltd/OPC / Public Ltd. Co. / Govt. Entity / Other*(attach registration documents)*
7. **Year of Incorporation/Establishment:** **Place of Incorporation:**
   (If Partnership or Proprietorship, mention year of commencement of business.)
8. **Registration Details:**

   Company Registration No. (CIN if applicable): _____

   MSME/Udyog Aadhaar No. (if applicable): _____

   EPF Registration No.: _____

   ESI Registration No.: _____ GST Registration No.: ___

   Labour License No. (if any):_____(or undertaking to obtain)

   (Attach self-attested copies of all above registrations.)
9. **Names of Proprietor / Partners / Directors of the firm:**

   _____

   (Attach a separate sheet if necessary, along with brief qualifications if relevant.)
10. **Name(s) of Authorized Signatory(ies)/Representatives for this tender:**

    _____, _____

    (Attach Power of Attorney or Board Resolution for authorization – see format below.)
10. **Bank Details of the Bidder:** (for EMD refund/future payments)

    Name of Bank: _____

    Branch Address: _____ Account Number: _____

    IFSC Code: ..... MICR Code: ___

We hereby certify that the information provided above is true and correct. We agree that any false or misleading information may lead to our disqualification from the tender.

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Signature of Bidder with Seal:

Name: ___
Designation: ____
Date:____**Place:** _

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 14 – Form of Performance Security (Bank Guarantee)

(To be executed by any Scheduled Commercial Bank in India on a Non-Judicial Stamp Paper of ₹100. This format is to be used by the successful bidder's bank while issuing the Performance Bank Guarantee.)

Bank Guarantee No.: _____ Date: _____ Amount:₹
Validity: up to _____

In consideration of the **Noida Special Economic Zone Authority (NSEZA)**, Noida (hereinafter referred to as "the Buyer") having agreed to award the contract for **"Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)"** (hereinafter "the Contract") to **M/s [Contractor's Name]**, having its registered office at [address] (hereinafter referred to as "the Contractor"), and the Contractor having agreed to furnish a Performance Security for the faithful performance of the entire contract, **WE, [Name of Bank]**, located at [address of bank], (hereinafter "the Bank"), hereby guarantee and undertake to pay the Buyer, on demand, any or all monies payable by the Contractor to the extent of **₹ (Rupees ……. only)**, as stated in the contract, without any demur, reservation, contest, recourse or protest, and without reference to the Contractor. Any such demand made by the Buyer shall be conclusive and binding on the Bank, notwithstanding any dispute or difference between the Buyer and the Contractor or any pending legal proceedings.

The Bank hereby undertakes not to revoke this Guarantee during its currency without the previous consent of the Buyer and further agrees that the guarantee herein contained shall continue to be enforceable till the Buyer discharges this guarantee.

The Buyer shall have the fullest liberty, without affecting in any way the liability of the Bank under this guarantee, from time to time to extend the time for performance of the Contract by the Contractor. The Buyer shall have the fullest liberty to postpone the exercise of any powers vested in them or of any right which they might have against the Contractor, and to exercise the same at any time. The Bank shall not be released of its obligations under these presents by any exercise by the Buyer of its liberty with reference to the matters aforesaid or by reason of any other act or forbearance on the part of the Buyer or any other indulgence shown by the Buyer to the Contractor, which under law would have the effect of relieving the Bank.

The Bank also agrees that the Buyer at its option shall be entitled to enforce this Guarantee **against the Bank as a principal debtor**, without proceeding against the Contractor first, and notwithstanding any security or other guarantee the Buyer may have in relation to the Contractor's liabilities.

This Guarantee shall remain in force up to_____**(date)** [90 days beyond contract completion including DLP], with an additional claim period of 3 months thereafter. Unless a demand or claim under this guarantee is made on us in writing on or before the expiry of this guarantee, all the rights of the Buyer under this guarantee shall be forfeited and the Bank shall be released and discharged from all liabilities hereunder.

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Notwithstanding anything contained herein:

- Our liability under this Bank Guarantee shall not exceed ₹_____.
- This Bank Guarantee shall be valid up to_____.
- We are liable to pay the guaranteed amount or any part thereof under this Bank Guarantee only if the Buyer serves upon us a written claim or demand on or before _____[3 months after validity date].

Signed and sealed this_____day of_, *2026 at* _.

For **[Name of Bank]**

Signature of Authorized Bank Officer: _____

Name & Designation: _____

Seal, Address of the Bank: _____

(Bank's Seal and Authorized Signatory's signature)

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 15 – List of Valid Certifications

(The bidder should list any relevant certifications they hold, such as ISO standards, etc., as mentioned in the tender. Supporting documents/certificates for each should be attached. If not applicable, bidder may write "None".)

Certifications held by [Bidder Name]:

S.No.	**Name of Certification** (e.g., ISO 27001, ISO 9001, OHSAS 18001, License etc.)	**Valid From (Date)**	**Valid To (Date)**	**Total Duration** (Years & Months)
1.	[Certification Name & Number] *(Issuing Body:_____)*	[dd/mm/yyyy]	[dd/mm/yyyy]	___years ____ months
2.	[Certification Name] *(Issuing Body:_____)*	[dd/mm/yyyy]	[dd/mm/yyyy]	___years ____ months
4.	[Training/Competency Cert, e.g., ITIL Certification]*	[dd/mm/yyyy]	[dd/mm/yyyy]	___years ____ months

Notes:

- Include any quality Electrical, Water, Lift & Firefighting safety or service-related certifications relevant to this tender. For example:
- **ISO 9001:** Quality Management System
- **ISO 14001:** Environmental Management (if applicable)
- **ISO 45001 / OHSAS 18001:** Occupational Health & Safety
- Indicate issuing authority/body for each certificate if not obvious. Attach copies of certificates – they should be valid as on bid submission date. If any certification is expired or under renewal, specify status.
- Only include certifications relevant to Electrical, Water, Lift & Firefighting outsourcing/management, quality, safety, etc., which could add value to the bid as per evaluation criteria.

We certify that the above are complete and valid certifications/licenses held by us. Copies of the certificates are enclosed for verification.

Signature of Bidder with Seal

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 16 – Power of Attorney

Format for Power of Attorney for Signing of Proposal (for Authorized Signatory)

(On Non-Judicial Stamp Paper of ₹100, duly notarized)

KNOW ALL MEN BY THESE PRESENTS, that we, **M/s. [Name of Bidder]**, a [company/firm] incorporated under the laws of India, having its Registered Office at [address], do hereby constitute, appoint and authorize **Mr./Ms. [Name of Authorized Person]**, residing at [address], who is presently employed with us and holding the position of [Designation] as our true and lawful attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our Bid for **Comprehensive Operation & Maintenance of Electrical works (Street Lights, High Masts, LEDs, ACs, Coolers, Fans, DG Sets, Transformers, Lifts etc.) and Water Supply related Operation & Maintenance works(Water Supply Lines, Tube Wells, UGRs, Water Over Head Tanks, Terrace Tanks, Fountains, Fire Fighting Systems etc.) at NSEZ, Noida(Composite O & M Package)**, including signing and submission of all documents and providing information/ responses to NSEZ Authority, representing us in all matters before NSEZA, and generally dealing with NSEZA in all matters in connection with our proposal for the said work.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall always be deemed to have been done by us.

IN WITNESS WHEREOF, we, [Bidder's Name], have executed this Power of Attorney on this

___day of_____, 2026.

For and on behalf of [Bidder's Name]

(Signature of Proprietor/Managing Director/Partner with

seal) Name: _

Designation: __

Witnesses:

1. Name & Address:_____**(Signature)**

3. Name & Address:_____(Signature)

[**Note:** In case the Board of Directors of a company authorizes via resolution, attach the certified true copy of the board resolution. For partnership, all partners or the managing partner should sign the POA authorization.]

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST

Annexure 17 – Details of Experience in related field (details for last 12 years)

S. No.	Name of the work	Name of client	Date of work Order	Date of completion of work	Date of issue of completion of certificate
1					
2					
3					

Supporting documents:

Work completion Certificate/Experience Certificate and corresponding work order/contract.

Digitally signed by Rajendra Mohan Kashyap
Date: 2026.11.06 15:04:57 IST