

**DELHI DEVELOPMENT AUTHORITY
OFFICE OF THE DY. DIRECTOR HORT. DIV. No. VIII
B2-B JANAKPURI NEW DELHI 110058.**

No. F40 (05)/2025-26/HD-8/DDA/ 786

Date 29/8/25

To,

✓ M/s Akash Deep Security Services & Investigators,
662/1, 1st Floor, Ghati Road,
Anand Parbat, New Delhi-110005.

Sub: - Letter for commencement of work.

Ref.: - NIT No. : 04/DD(Hort)-VIII/DDA/2025-26
Gem Bid No. : GEM/2025/B/6334133
Sanction Order No. 511687705117275 dated 21.08.2025

NIT No. : 04/DD(Hort)-VIII/DDA/2025-26
Gem Bid No. : GEM/2025/B/6334133
Name of work : M/o completed scheme N/A- II under Horticulture Zone.

**Sub Head: Day to Day Cleaning and Annual Complete Maintenance of Toilet & Bio
Toilet Blocks under Jurisdiction of HD-8.**

Name of Schemes: 1. M/o Distt. Park at B-Block Janakpuri. 2. M/o NHP BB MIG office complex at Janakpuri. 3. M/o NHP C4G near temple at C-Block Janakpuri. 4. M/o Aff. Green area gram sabha land at Masoodabad (Najafgarh). 5. M/o Satya Vati Park at A-Block Janakpuri. 6. M/o NHP C-2 Nursery at Janakpuri. 7. M/o Distt. Park (Priyadarshini Udhyan) Rajouri Garden. 8. M/o Dr. Sushila Nayyar Park at Mayapuri Ph-II (22 Acre). 9. M/o Distt. Park at Mayapuri Phase -II (Salvage Park). 10. M/o Distt. Park MIG at Rajouri Garden. 11. M/o 300' wide green strip & woodland along with jail road at Hari Nagar & SFS flat. 12. M/o Park Lake & Woodland at G8 area Rajouri Garden. 13. 300' wide green strip at Mayapuri Link Road Mohan Mandir Park.


Estimated Cost : Rs.1,59,35,225.00
Bid Amount : Rs.1,05,65,045.76
Accepted Bid Amount : Rs.1,05,65,046.00, (₹ One crore five lac sixty-five thousand forty-six only.)
Time Allowed : 365 Days (12 Months)

Your bid for the above-mentioned work has been accepted by DDA with your bid amount of Rs.1,05,65,046.00, (₹ One crore five lac sixty-five thousand forty-six only.)

You are requested to attend to this office to sign the agreement along with non-judicial stamp paper worth Rs. 100/-. You are further directed to contact the concerned A.D.s of this office and start the work as per the terms & conditions of the bid documents. The time allowed for execution of the work will be 365 Days (12 Months).

Copy to:

1. Director (Hort.) HC-2/DDA
2. Dy. Director (QC) Hort., DDA
3. A.O. (W) II, DDA
4. A.O. (CAU) Hort., DDA
5. Concerned A.D.s / Hort. VIII, DDA
6. Agreement File.
7. Director (System) DDA website www.dda.org.in


(Chohal Singh)
Dy. Director (Hort.)-VIII
DDA


(Chohal Singh)
Dy. Director (Hort.) VIII

**Sanction Order****Sanction No:** 511687705117275
Sanction Date: 21-Aug-2025

Sanction of the competent authority is hereby conveyed for incurring an expenditure of amount as under towards the cost of Purchase order/Contract placed on the Seller for Supply of Goods/Services as per the contract for making payment to the Seller subject to deduction of TDS as applicable:

Organisation Details	Buyer Details
Type: Central Autonomous Ministry: Ministry of Urban Development Department: URBAN DEVELOPMENT DEPARTMENT Organisation Name: Delhi Development Authority Office Name: North West Delhi	Name: Chohal Singh Designation: CHOHAL SINGH Email ID: chohal.singh245@dda.gov.in GSTIN: Address: OFFICE OF DY. DIRECTOR HORTICULTURE DIVISION 8, B-2 JANAKPURI DELHI West Delhi DELHI - 110058

Financial Approval Detail

Designation of official providing Administration approval:	P.C. (Hort), DDA
IFD Concurrence / Competent Authority (HOD / Head of Office) Approval Required?	NO
Budget availability	YES
Designation of official providing Financial approval:	P.C. (Hort), DDA
Designation Function/Budget Head of Account:	NA
IFD/Competent Authority Diary No:	NA
IFD/Competent Authority Diary Date:	NA
Financial Year:	NA
DDO:	NA
PD Code:	NA
Grant No:	NA

Seller Details

Company Name:	AKASH DEEP SECURITY SERVICES & INVESTIGATORS
Email ID:	akashdeep.securegem@gmail.com
Address:	AKASH DEEP SECURITY SERVICES & INVESTIGATORS Central Delhi DELHI - 110005

Service Details

#	Services	Ordered Quantity	Price per Quantity	Contract Period	Billing Cycle	Est. Amount
1	Public Toilet Upkeeping Service - Cleaning and Sanitation of Public Toilet, Operation and Maintenance of Public Toilet; Western Style, Indian Style, Urinal Pot; 5	152	69506.88	Start Date: 01.09.2025 00:00 End Date: 31.08.2026 00:00	monthly	10565045.76
Total Order Value (in INR)						10565045.76

Consignee Details

S.No	Consignee	Service-Name	Service-Details	Quantity
1	Chohal Singh chohal.singh245@dda.gov.in OFFICE OF DY. DIRECTOR HORTICULTURE DIVISION 8, B-2 JANAKPURI DELHI West Delhi DELHI - 110058	Public Toilet Upkeeping Service - Cleaning and Sanitation of Public Toilet, Operation and Maintenance of Public Toilet; Western Style, Indian Style, Urinal Pot; 5	Number Of Service Month During Contract Duration 12 : Scope Of Service : Cleaning and Sanitation of Public Toilet, Operation and Maintenance of Public Toilet Type of Public Toilet : Western Style, Indian Style, Urinal Pot Frequency of Providing Services As Per Cycle 5 : Cycle Of Providing Services : Daily Nature Of Cleaning To be Included : General Cleaning(Mopping, sweeping, dusting), Deep Cleaning, Urinal Maintenance, Wash basin/Stop Sink Maintenance, Disinfection, Floor/Door/Wall Cleaning, Removal of Hard Water Stains, Tile Grouting Cleaning, Scrubbing of Floor/Tiles, Intense Cleaning of Toilet Pot/Urinals, Intense Cleaning of Tiles, Floor, Basin, Exhaust etc, As per Tender documents Cleaning Checklist : Toilet, Sink, Tiles, Fixtures, Window, Exhaust, Mirror, As per tender documents Consumables And Machinery To Be Provided By Buyer No :	152

Terms & Conditions

- 1. This issues under the power delegated to Ministries/Department of the Government of India/organization/state vide Annexure to schedule V of the Delegation of Financial Power Rules, 1978 as amended from time to time or as per applicable delegation of financial power rules as approved and amended time to time by the competent authority of the buyer organization.

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.

अनुबंध | Contract



अनुबंध क्रमांक | Contract No: GEMC-511687705117275

अनुबंध तिथि | Contract Generated Date : 21-Aug-2025

बोली/आरए/पीबीपी संख्या | Bid/RA/PBP No.: GEM/2025/B/6334133

संगठन विवरण | Organisation Details

प्रकार | Type : Central Autonomous
मंत्रालय | Ministry : Ministry of Urban Development
विभाग | Department : URBAN DEVELOPMENT DEPARTMENT
संगठन का नाम | Organisation Name : Delhi Development Authority
कार्यालय क्षेत्र | Office Zone : North West Delhi

खरीदार विवरण | Buyer Details

पद | Designation : CHOHAL SINGH
संपर्क नंबर | Contact No. : -
ईमेल आईडी | Email ID : chohal.singh245@dda.gov.in
जीएसटीआईएन | GSTIN : -
पता | Address : OFFICE OF DY. DIRECTOR HORTICULTURE DIVISION 8, B-2 JANAKPURI DELHI, West Delhi, DELHI-110058, India

वित्तीय स्वीकृति विवरण | Financial Approval Detail

आईएफडी सहमति | IFD Concurrence : No
प्रशासनिक अनुमोदन का पदनाम | Designation of Administrative Approval : P.C. (Hort), DDA
वित्तीय अनुमोदन का पदनाम | Designation of Financial Approval : P.C. (Hort), DDA

भुगतान प्राधिकरण विवरण | Paying Authority Details

Role : PAO
भुगतान का तरीका | Payment Mode : Internet Banking
पद | Designation : VIKAS KUMAR
ईमेल आईडी | Email ID : vikas.kumar401@dda.gov.in
जीएसटीआईएन | GSTIN : 07AAALD0031A1Z7
पता | Address : CSC MARKET SANJAY ENCLAVE JAHANGIRPURI, North West delhi, DELHI-110088, India

परिषेती विवरण | Consignee Details

क्र.सं. S.No	परिषेती नाम & पता Consignee Name & Address	सेवा विवरण Service Description
1	संपर्क Contact : - ईमेल आईडी Email ID : chohal.singh245@dda.gov.in जीएसटीआईएन GSTIN : - पता Address : OFFICE OF DY. DIRECTOR HORTICULTURE DIVISION 8, B-2 JANAKPURI DELHI, West Delhi, DELHI-110058, India	Public Toilet Upkeeping Service - Cleaning and Sanitation of Public Toilet, Operation and Maintenance of Public Toilet; Western Style, Indian Style, Urinal Pot; 5

सेवा प्रदाता विवरण | Service Provider Details

जेम विक्रेता आईडी | GeM Seller ID : 9D66180000099304
कंपनी का नाम | Company Name : AKASH DEEP SECURITY SERVICES & INVESTIGATORS
संपर्क नंबर | Contact No. : 09968344873
ईमेल आईडी | Email ID : akashdeep.securegem@gmail.com
पता | Address : 662/1, 1st Floor, Ghati Road, Anand Parvat, Karol Bagh, Central Delhi, DELHI-110005, -
एमएसएमई पंजीकरण संख्या | MSME Registration number : UDYAM-DL-01-0006329
जीएसटीआईएन | GSTIN : 07AAVFA8294KJZK (R)
खरीदार द्वारा सत्यापित एमएसएमई स्थिति | MSME Status as verified by buyer : Verified
एमएसएमई सामाजिक श्रेणी | MSE Social Category : OBC
एमएसएमई लिंग श्रेणी | MSE Gender : Male

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

सेवा विवरण | Service Details

सेवा प्रारंभ दिनांक (नवीनतम) | Service Start Date (latest by): 01-Sep-2025

सेवा समाप्ति तिथि | Service End Date : 31-Aug-2026

श्रेणी नाम | Category Name : Public Toilet Upkeeping Service

बिलिंग चक्र | Billing Cycle: monthly

विवरण Description	Estimated Number of Seats to be Maintained	Monthly Cost of Providing Service Per Seat Basis
Scope Of Service	Cleaning and Sanitation of Public Toilet, Operation and Maintenance of Public Toilet	
Type of Public Toilet	Western Style, Indian Style, Urinal Pot	
Frequency of Providing Services	5	
As Per Cycle		
Cycle Of Providing Services	Daily	
Nature Of	General Cleaning(Mopping, sweeping, dusting), Deep Cleaning, Urinal Maintenance, Wash basin/Stop Sink Maintenance,	

Cleaning To be Included	Disinfection, Floor/Door/Wall Cleaning, Removal of Hard Water Stains, Tile Grouting Cleaning, Scrubbing of Floor/Tiles, Intense Cleaning of Toilet Pot/Urinals, Intense Cleaning of Tiles, Floor, Basin, Exhaust etc, As per Tender documents	152	5792.24
Cleaning Checklist	Toilet, Sink, Tiles, Fixtures, Window, Exhaust, Mirror, As per tender documents		
Consumables And Machinery To Be Provided By Buyer	No		
Number Of Service Month During Contract Duration	12		

कुल राशि (रुपये) | Total Amount (Formula) :

(Monthly Cost of Providing Service Per Seat Basis*Estimated Number of Seats to be Maintained*Number Of Service Month During Contract Duration)

ऐडऑन के बिना कुल मूल्य Total Value without Addons(INR)	10565045.76
कुल ऐडऑन मूल्य Total Addon Value(INR)	0
ऐडऑन सहित कुल मूल्य Total Value Including Addons(INR)	10565045.76

अनुबंध की राशि | Amount of Contract

सभी शुल्क और कर सहित कुल अनुबंध मूल्य Total Contract Value Including All Duties and Taxes(INR)	10565045.76
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मूल्य विभाजन की पेशकश की | Price Break up offered : प्राइज़ ब्रेक अप ऑफ़र किए गए दस्तावेज़ लिंक | Price Break up offered Document link

एसएलए विवरण | SLA Details

Special Terms and Conditions

for

Upkeep of Public Toilet Service

1. Agreement Overview

This Agreement represents a Special Terms and Conditions (STC) and Service Level Agreement (SLA) between the Buyer and Service provider. The purpose of this agreement is to facilitate rendering of Upkeep of Public Toilet Service at Buyer's premises or any other premises designated by buyer. This Agreement outlines the scope of work, obligations of both buyer and service provider, special terms and conditions related to service delivery and payment of services for mutual understanding of the stakeholders. The Agreement remains valid till completion of scope of services or end of contractual duration (whichever is earlier) unless either superseded by a revised agreement mutually endorsed by the stakeholders or terminated by either of the parties thereof.

The Services contracts placed through GeM shall be governed by following set of Terms and Conditions:

- General terms and conditions for Services;
- Service Specific STC of the Services contracts shall include the service level agreement (SLA) for the service;
- BID / Reverse Auction specific ATC.

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

2. Objectives and Goals

The objective of this agreement is to ensure that all the commitments and obligations are in place to ensure consistent delivery of services to buyer by service provider. The goals of this agreement are to:

- Provide clear reference to service ownership, accountability, roles and responsibilities of both parties.
- Present a clear, concise and measurable description of services offered to the buyer.
- Establish terms and conditions for all the involved stakeholders, it also includes the actions to be taken in case of failure to comply with conditions specified.
- To ensure that both the parties understand the consequences in case of termination of services due to any of the stated reasons.

The agreement will act as a reference document that both the parties have understood the above-mentioned terms and conditions and have agreed to comply by the same. The agreement can also be revised/ modified on mutual consent of the stakeholders.

3. Parties to Agreement

The main stakeholders associated with this agreement are below-

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

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

4. Scope of Services

The scope of work of Upkeep of Public Toilet Services comprises of a series of activities, including, but not restricted to sweeping, wet cleaning, and such other activities as may be necessary to maintain acceptable standards of cleanliness within a defined set of premises. The service covers as per below mentioned scope:

- Cleaning and Sanitation of Public Toilet

Cleaning and Sanitation work may include cleaning, washing, sweeping, mopping, wiping of the public toilets including maintaining hygiene in public toilets. Maintenance of cleanliness is also a major responsibility of the vendor during all the times. The bidder is also responsible for cleaning of any choking's in the drainages, manholes etc. Removal of beehives and cobwebs / honey webs from the toilet and its premises, and pest control management, etc.

Regular cleaning of toilets, sinks, floors, fixtures and walls etc to ensure cleanliness and hygiene. This may involve disinfection using appropriate cleaning agents. Cleaning and Sanitation work will cover below mentioned list of activities to be done-

1. Objects removal before cleaning
 - o Removal of toiletries and other objects from the bathroom
2. Superior stain removal
 - o Removal of dirt, hard water stains, yellow-brown spots from corners, objects, appliances.
3. Cleaning of all areas & surfaces
 - o Removal of dirt & tile grouting stains from all surfaces like walls, ceilings, high touch surfaces.
4. Cleaning of hard-to-reach spots
 - o Removal of dirt, hard water stains from top of the geyser, behind toilet pot, exhaust blades, etc.
5. Floor deep cleaning
 - o Removal of all dirt, deposits, hard water stains using a scrubbing machine
6. Finishing touch
 - o Drying up the bathroom with multi-fibre cloth, restocking objects and spraying scented freshener.

• Operation and Maintenance of Public Toilet

Operation and Maintenance of Public Toilet includes all structural members, sanitary fittings, electrical fittings etc. are to be inspected and maintained in good condition as per Good Industry Practices. If there is any damage in toilet equipments i.e., sanitary equipments, Electrical Equipments and Machineries the Successful bidder shall also responsible for replace and install the new equipments of the same makes.

The service provider is responsible for removal of debris, solid waste and cleaning of dustbins placed in the premise and toilet units, maintain all the tiles of the floor and wall with replacement of any that may wear/breakage during the maintenance period. The agency shall take up minor/major repair required during the course of the period of contract/agreement. Conducting routine checks and minor repairs to plumbing fixtures, locks, doors, and other infrastructure to ensure everything is in working order.

• Maintenance of Civil Infrastructure

The maintenance of civil infrastructure maintenance for public toilets encompasses a variety of tasks aimed at ensuring functionality, safety, and cleanliness. It may include:

1. Structural Maintenance:

- Inspecting and repairing walls, ceilings, and floors.
- Addressing any damage or deterioration (e.g., cracks, mold).
- Ensuring waterproofing and drainage systems function properly.

2. Plumbing Maintenance:

- o Regular inspections and repairs of toilets, sinks, and faucets.
- o Clearing clogs and fixing leaks.
- o Ensuring proper functioning of water supply and drainage systems.

3. Electrical Maintenance:

- o Checking and maintaining lighting fixtures.
- o Ensuring emergency lighting is operational.
- o Inspecting electrical outlets and systems for safety.

4. User Experience Enhancements:

- o Installing and maintaining clear signage.

Buyer may add additional scope of work while creating bid as per their requirement.

5. Terms and Conditions

5.1 Buyers Obligations

The obligations of a buyer in the context of upkeeping public toilet services can vary depending on the specific terms and conditions set forth in the contract or agreement they have entered into. Some of the buyer's responsibilities include:

- Regularly monitor the performance of the service provider to ensure compliance with the contract.
- Conduct periodic inspections and evaluations of the public toilet facilities to assess cleanliness, maintenance, and overall service quality.
- Gather feedback from the public and other stakeholders about the condition and service of the public toilets.
- The buyer ensures that the public toilet services are maintained to a high standard, meeting the needs of the community and complying with all relevant regulations and agreements.
- This Buyer Department shall provide a small room/space for supervisor & storage of materials etc. to the Service Provider free of cost during the period of contract.
- The Buyer shall define penalties, feedbacks, comprehensive SLA, etc. to ensure the timely and quality delivery of service.
- The Buyer shall assign a point of contact for the Service Provider, who shall manage and co-ordinate all the Service Provider related issues/requirements.

5.2 Service Provider Obligations

Service Provider is obliged to perform following task under this service-

- Sweeping and mopping the floor and keeping the floor without stains throughout the day.
- Mopping all glazed tiles and keeping them clean.
- Washing and mopping of floor areas with detergents.
- Acid cleaning of sanitary wares without damaging their shine/lusters.
- Washing of all the urinals, closets and washbasins with mild soap solution / cleaning solutions.
- Ensuring clean and visually clear mirror throughout the day by periodic cleaning using glass cleaner.
- Replace toiletries such as fresheners, naphthalene balls, hand soap, tissue papers etc. as and when required.
- Clean all toilet fixtures and fittings.
- Urinals should always have disinfectant naphthalene balls.
- Clearing of the dustbins in the toilets periodically.

- Cleaning of walls, ceiling for dust, cobwebs etc.
- Adequate numbers of safaiwalas to be posted.
- Standard cleaning materials and equipments should be used.
- Ensure proper cleanliness.
- Ensure safety and security of passengers/users.
- Routine maintenance including prompt repairs of potholes, cracks, concrete joints, electric fittings, lighting, sanitary fittings and signages.
- Prevention of any encroachment in/adjoining the toilet block.
- It will be the responsibility of the licensee to ensure proper disposal of drainage upto the outfall and any choking of drainage should be attended to promptly.
- Proper litter/garbage disposal at the location as approved by buyer should be done by the licensee.
- Cleanliness/Hygiene of surroundings of toilets should be ensured by the licensee.
- Cleaning the septic tanks, including the safe disposal of their contents and maintenance of the sewerage system will be the responsibility of the licensee.
- Whitewashing and painting to be undertaken as and when required /instructed.
- Mechanised scrubbing and polishing of the floor surface of the toilet to be done periodically.
- Use of anti-odour material like naphthalene balls, freshners etc.

5.3 Other Terms & Conditions

Washing /Cleaning arrangements:

For washing the toilet complex a separate water connection should be available for supply of water under adequate pressure. A flexible hosepipe should be used for washing purpose. The hosepipe should be rolled up and concealed in a closet when not in use. The attended should ensure continuous washing / cleaning of the toilets and bathrooms after each use and kept dry. Floor wipers should be intensively used to keep the floor of the toilet complex particularly the bathrooms and toilets dry.

Cleaning work confined to toilets:

The Licensee should not carry out any other cleanliness work, including mopping and cleaning, outside of the pay & use toilet premises.

Grinding, polishing and painting:

To ensure high standards of maintenance, the Licensee should undertake mechanized grinding/scrubbing/polishing of the floor surface of the toilet complex at least once in a year at his cost. Painting of the complex should be undertaken by the Licensee at his cost as per buyer's requirement.

Upkeep and Maintenance of Toilets:

Minor repairs to the taps, flush outs, hose pipes should be replaced by the contractor. Proper upkeep of the surroundings should also be ensured by the contractor.

No-smoking zone:

With a view to avoid chances of urinals and drainage system getting clogged with cigarettes/bid is the licensee would ensure that toilet complex is operated as a no-smoking zone. Proper indication boards should be displayed to prohibit smoking in the complex.

Provision of Signage:

The Indication Board should be in the form of glow signs as per the guidelines issued. The Signage should be installed at vantage points in and around the toilet complex indicating various services such as entry, exit, gent's section, ladies section, bathrooms, urinals, wash area and other services

6. Payment Terms and Conditions

6.1 Payment shall be made once the Service Provider submits the Invoice online on GeM along with other relevant documents and after generation of Service Delivery Acceptance Certificate (SDAC) by consignee for the submitted invoice.

6.2 All deductions (if applicable) will be accounted/deducted during SDAC generation before making the payments. Payment will be made through bank transfer only and in no circumstance cash/ cheque payment will be made.

7. Deductions / LD

Sr. No.	Description	Penalty for Breach			Remarks
		1 st Instance	2 nd Instance	3 rd Instance	
1	Non deployment of team for Cleaning, Sanitation and Disinfection	Non deployment of team for Cleaning, Sanitation and Disinfection	Non deployment of team for Cleaning, Sanitation and Disinfection	Non deployment of team for Cleaning, Sanitation and Disinfection	After 3rd Instance, the buyer may terminate the contract or continue to impose the same penalty as imposed for 3rd Instance, which cumulatively should not exceed 10% of overall contract value.
2	Misbehaviour/unacceptable behaviour by staff/resources	Any Instance	Penalty of Rs. 1000	Penalty of Rs. 2000/-	After 2nd Instance, the service provider will have to replace the resource
3	Non-Completion of cleanliness	Penalize Service Provider by 0.25% of the monthly billed	Penalize Service Provider by 0.25% of	Penalize Service Provider by 0.25% of the monthly	After 3rd Instance, the buyer may terminate the contract or continue to impose the same penalty as imposed for 3rd

operation mentioned in the contract amount per Instance the monthly billed amount per Instance billed amount per Instance, which cumulatively should not exceed 10% of overall contract value.

4 Damage to Buyer's assets or equipment, caused by the Service Provider's staff	Immediate payment of Damages equivalent to the value of the article damaged/lost/theft. Replacement of damaged asset within 2 days	Immediate payment of Damages equivalent to the value of the article theft/ lost/ damaged. Replacement of employee within 2 days/ cancellation of contract as decided by the Buyer depending on the gravity of the act.	Cancellation of the contract with cancellation charges @ 10% of the order value
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8. Amendment to contract

During service delivery period some conditions may occur when the Buyer and/ or Service Provider may require to amend the Contract, some of such conditions may be as followed-

8.1 Amendment of the Contract after event of Force Majeure: A Force Majeure (FM) means extraordinary events or circumstance beyond human control such as an event described as an act of God (like a natural calamity) or events such as a war, strike, riots, crimes (but not including negligence or wrongdoing, predictable/seasonal rain and any other events specifically excluded in the clause). In case of occurrence of such event which has affected either party directly to perform the agreed services, the contract can be amended. However, cause, evidence and nature of such effect shall be notified to the other party.

8.2 Amendment in statutory variations: All statutory variations leading to increase in the cost of the contract will be debited to the buyer accounts.

9. Termination of contract

The Agreement shall be come to an end either on completion of the Contract Period or shall be terminated for the following reasons:

9.1 Mutual consent: The contract may be terminated based on mutual consent in case the services are no longer required. Termination based on mutual consent will not attract any penalties or shall not be liable for any extra payments other than payment of invoices raised till the time of termination including notice period.

9.2 Breach of contractual obligations: The Buyer shall have the right to terminate the Contract effective immediately by giving written notice to the Service Provider if, the Service Provider breaches a material provision of this Contract where that breach is not capable of remedy; or if the Service Provider breaches any provision of this Contract and fails to remedy the breach within 14 days after receiving notice requiring it to do so.

9.3 Breach of SLAs: The contract may also be terminated by the Buyer if (i) the cumulative penalties rise to 10% of the contract value

However, termination of this Contract shall not affect any accrued rights or remedies of either party.

10. Service Formula

Total Cost = Cost of providing Services per Seat basis per month* Estimated number of Seats to be maintained*number of service month during contract duration

*****End Of Document*****

सुद्धिपत्र | Corrigendum

1. तक बढ़ाया गया | Extended Upto : 2025-06-25 15:00:00
2. GeM-Bidding-Corr-7955137-3.pdf: [यहाँ क्लिक करें | click here](#)
3. GeM-Bidding-Corr-7955137-4.pdf: [यहाँ क्लिक करें | click here](#)

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

1. Scope of Work as per Buyer's Requirement : [click here](#)

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

1. Documentary Evidence As Per Buyer's Requirement : [click here](#)
2. Documentary Evidence As Per Buyer's Requirement : [click here](#)
3. Certificate (Requested in ATC) : [click here](#)

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक Advisory Bank :	HDFC Bank
ईपीबीजी प्रतिशत (%) ePBG Percentage(%) :	5.00

नियम और शर्तें | Terms and Conditions

1. General Terms and Conditions-

- 1.1 This contract is governed by the General Terms and Conditions, conditions stipulated to this Product/Service as provided in the Marketplace.
- 1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable
- 1.3 All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

2. Buyer Added Bid Specific Terms and Conditions-

2.1 Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2.2 Forms of EMD and PBG:

Bidders can also submit the EMD with Payment online through RTGS / Internet banking in Beneficiary name

Sr. AO/CAU/Hort/DDA

Account No.

01201110000010

IFSC Code

HDFC 0000120

Bank Name

HDFC Bank

Branch address

GF-01,02,03 Laxmi Deep Building, Laxmi Nagar Distt. Centre, Vikas Marg, Delhi -110092.

Bidder to Indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

2.3 Buyer Added Bid Specific ATC:

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

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

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