



**Central Railside Warehouse Company Limited**  
**(A Govt. of India Enterprise)**

**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

**E-TENDER DOCUMENT**

**FOR APPOINTMENT OF**

**SERVICE PROVIDER**

**FOR**

**Inventory Management/Warehouse Management System (WMS)**

**RAIL BORNE CARGO**

**AT**

**RAILSIDE WAREHOUSE COMPLEX**

**RWC - ALAMNAGAR,  
LUCKNOW**

**Central Railside Warehouse Company Limited**  
**(A Govt. of India Enterprise)**  
**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

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**Central Railside Warehouse Company Limited**  
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**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

**SECTION-I**

**NOTICE INVITING e-TENDER**

The Central Railside Warehouse Company Ltd. (CRWC) invites online Tenders under two bid system from professionally Competent and financially sound interested parties for appointment of Service Provider for Inventory Management/ Warehouse Management System (WMS) of Cement, Food grains & Allied Products i.e. Salt, Fertilizer and other commodities etc of various depositors/users at RWC, Alamnagar, Lucknow as per the details given below. The period of contract is for two (02) years from the date of award of the contract or such later date as may be decided by the CRWC. The contract can be extended for a period of 3 months or till the new contract is finalized whichever is earlier at the same rates, term and conditions at the discretion of CRWC.

The Service Provider shall execute the contract as per the directions and control of the Central Railside warehouse Company Ltd. (CRWC), New Delhi/ RWC, Alamnagar, Lucknow.

Name of the RWC	Alamnagar, Lucknow
Estimated annual value of contract (Appx.) (in Rs.)	Rs.25,00,000/-
Estimated value of contract (Appx.) (in Rs.)	Rs.50,00,000/-
Capacity of RWC (MT)	15500 MT
Downloading date & time of Tender document.	From 11:00 hrs. of 24.01.2020 Upto 23:59 hrs. of 13.02.2020
Date & time of online submission of: a) Earnest Money Deposit(EMD) Rs. 50,000/- b) Tender Cost Rs. 2000/- c) Processing Fee of Rs.5900/-	Upto 23:59 hrs. of 13.02.2020
Last date & time of online submission of documents	14.02.2020 upto 15:00 hrs.
Date & Time of Opening of Technical Bid	14.02.2020 at 15:30 hrs.
Security Deposit	Rs.2,50,000/-

\* MSE's having valid registration certificate are exempted from payment of Tender Cost & EMD.

NB: No definite volume of work to be performed during the currency of the contract can be guaranteed by the Central Railside Warehouse Company Ltd. The Service Provider shall be in a position to provide adequate labour in the range of 200-250 with a norm of deployment of a gang of minimum 10 to 12 labourers per wagon for loading/unloading of the stocks at the RWC within permissible free time.

**Note & other details:-**

1. Tender form embodying terms & conditions of the contract and other details can be viewed from website [www.crwc.in](http://www.crwc.in), [www.cewacor.nic.in](http://www.cewacor.nic.in), <http://www.Tenderhome.com> and <http://www.eprocure.gov.in>. The Tender can be downloaded from <https://crwc.euniwizarde.com> against payment of Tender cost.
2. The Bidder who to participate in the Tender may ensure that they fulfill the eligibility criteria as mentioned under **Section-IV** of the Tender document.
3. Bidders who wish to participate in the e-Tendering will have to procure valid digital certificate as per Information Technology Act, 2000. Bidders can procure this certificate from any of the Govt, approved certifying agency i.e., Consultancy Services.
4. The digital signature certificate is normally issued within two working days. The interested Bidders are requested to apply for the same well in advance. In case validity of digital signature certificate has expired, the Bidders are advised to get it renewed immediately.
5. Bidders have to register with the website through the “New user registration” link provided on the home page of <https://crwc.euniwizarde.com/>. Bidder will create login ID and password on their own registration process
6. Bidder shall submit their offer in electronic format only on the website on or before the scheduled date and time as mentioned above. No offer in physical form will be accepted and any such offer, if received by CRWC will be out rightly rejected. Bidder will have to submit Tender cost, Processing fee & EMD through e-payment mode only on or before the above mentioned scheduled date and time.

The details of e-payment mode are available on <https://crwc.euniwizarde.com/>

7. Bidder must upload scanned copies of referred documents in support of their eligibility of bid. In the event of any document found fabricated/forged/tampered/altered/manipulated during verification, then the EMD of the Bidder shall be forfeited and he/they himself/themselves would disqualify for future participation in the Tender of CRWC works for the next 05 (Five) years.
8. Bidder shall deposit **Rs.5,900/-** towards processing fee of Tender document and **Rs.2000/-** towards Tender cost through e-payment system. However, MSE's having valid registration certificate are exempted from payment of Tender cost.
9. The Tenders are to be submitted in two parts, part-I containing technical specifications and part-II containing financial offer i.e. technical bid and price bid through e-Tender process only.
10. Bidders who wish to participate in e-Tender need to fill data in pre-defined forms of technical bid, price bid and **Excel format only**.
11. Bidders should upload scanned copies of documents in support of their eligibility of the bid through General Documents provided in the website.
12. In case the EMD, cost of Tender form and processing fee is not actually credited in the accounts as specified above and confirmed on or before the date and time as specified in NIT, the Tender shall not be considered further irrespective of the Bidders claim that the same has been transferred to

the aforesaid account but due to fault of the agency/bank or otherwise it is not credited. Bidder will be allowed to submit bid only when the EMD is successfully received and the information flows from Bank to e-procurement system. It is advised that the payment of EMD should be made at least 2 days prior to due date and time of submission of Tender to avoid any complications in submitting online bid before the schedule last date and time of submission.

13. Any clarification regarding online participation, bidders can contact:-

M/s ITI Limited (Govt. of India undertaking) F-29, Ground Floor, Dooravaninagar, Bengaluru- 560016  
Telephone No. (91)(80) 25660522

For local assistance you may call at the following helpline No.

- (a) Mr. Samabesh, Mobile No.: 9355030634
- (b) Mr. Nehal Akhtar, Mobile No.: 9891233818

Tender containing page No. 01 to 67 of this NIT is part of Tender document.

14. After filling data in pre-defined forms, Bidders needs to click on final submission link to submit their encrypted bid.
15. MSEs registered with the prescribed agencies are exempted from payment of EMD and cost of tender form. Their registration should be valid as on last date of submission of tender and they should also mention the terminal validity of their Registration, failing which their offer shall not be considered for benefits detailed in MSE Notification of Govt. of India dated 23.03.2012 or any other notification issued thereafter.
16. Intending Bidders are advised to attend pre-bid meeting on scheduled date & time if mentioned at Section-I and also visit the place of operations for acquainting themselves with the nature of work involve in their own interest before submitting the Tender.
17. Conditional Tender and the Tender not accompanied by the cost of Tender form, Processing fee and EMD shall be summarily rejected.
18. The Tenderer should have experience of logistics (i.e. either or in combination of handling, transportation, warehousing). The Tenderer should have successfully completed works of above nature of value not less than **Rs.17,50,000/-** (35% of the total estimated Value of the contract) in one single contract during preceding five years & current year up to the date of submission of tender.

Note: The Year for the purpose of experience will be taken as financial year (1st April to 31st March.)

The experience certificate (in the Performa prescribed at Appendix-X) shall be produced from customers under their signature and stamp stating proof of satisfactory completion/running contract(s) besides duly certifying nature, period of contract and value of work handled.

Remark: All certificate issued by concerned parties should contain at least above requisite information for considering experience as per terms of tender. In case of certificates issued by the private company / party it should be supported by TDS certificate.

19. The Tenderer should have achieved the minimum average turnover of **Rs 1,00,00,000/-**(One Crore) during the three (03) preceding financial year. The average turnover of preceding three financial years should not be less than Rs One Crore.

The tenderer is required to upload the audited Balance Sheet and statement of Profit & Loss A/c for the preceding three financial years with the bid.

In case Balance Sheets and statement of Profit & Loss A/c for the immediate preceding financial year have not been prepared/audited, the accounts for the year previous to the preceding three financial years can be uploaded.

Where the tenderer is not under statutory obligation to get his Accounts audited he can upload a certificate of practicing Chartered Accountant certifying his Annual Turnover and Profit after Tax for preceding three financial years. The audited balance sheet and profit & loss accounts are must in case of co-operative society & Ltd/Pvt.Ltd. companies.

The Proprietary/Partnership firms whose turnover is more than Rs.60 Lacs during the year 2010-11 and 2011-12 and more than Rs.100 Lac during the years 2012-13 onwards are required to produce audited balance sheet and Profit & Loss A/c. The proprietary/partnership firms having turnover upto 60 Lacs during the years 2010-11 & 2011-12 and upto Rs.100 Lacs during years 2012-13 onwards may submit the income tax return and statements of accounts duly certified by chartered Accountant(s) given to the income tax department for the preceding financial years along with technical.

20. Duly filled and Signed of **Appendix-II, IV-A, B, C, VI, VII, VIII, X, XI, XII & XIII** along with all required documents and Appendices be uploaded in the <https://crwc.euniwizarde.com/> portal, duly prefixed with "INDEX" indicating page-wise list of documents, as submitted.
21. It will be the responsibility of the Bidder to ensure that all the documents to fulfill eligibility criteria as per NIT/ Tender conditions and Appendices have been properly uploaded in the <https://crwc.euniwizarde.com/> website well in advance on or before the last date & time for submission of the Tender as stipulated in the NIT. No documents in physical form will be accepted. Any information received without proper documents uploaded in the website to satisfy eligibility criteria shall not be entertained.
22. All the documents uploaded in the website to satisfy eligibility criteria should be serially page numbered in the sequence to the documents sought to fulfill eligibility criteria so that the same can be linked properly.
23. CRWC reserves the right to reject any or all the Tenders without assigning any reason and do not bind itself to accept the lowest or any Tender.

Dy. GENERAL MANAGER (COMMERCIAL)

**Central Railside Warehouse Company Limited**  
**(A Govt. of India Enterprise)**  
**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

**INVITATION TO TENDER AND INSTRUCTIONS TO BIDDERS FOR APPOINTMENT OF SERVICE PROVIDER ON WMS BASIS AT THE RAILSIDE WAREHOUSING COMPLEX ALAMNAGAR, LUCKNOW**

**SECTION-II**

**INSTRUCTION TO BIDDERS**

1. Last date of downloading of Tender form up-to 23:59 hours of 13.02.2020
2. Last date of furnishing of **Earnest Money Deposit(EMD)**, cost of Tender and processing fee through e-payment system/ mode as specified in the NIT up-to 23:59 hours of 13.02.2020 In case the EMD, Cost of Tender form and processing fee is not received up-to 23:59 hours of 13.02.2020 the Tender shall not be considered. **However, MSE's having valid registration certificate are exempted from payment of cost of Tender & EMD.**
3. Last date of submission of online Tender up-to 15:00 hours of 14.02.2020.
4. The Technical Bid will be opened at 15:30 hours on 14.02.2020 at CRWC, Corporate Office, New Delhi.
5. The "PRICE BID" of Bidders who qualify in the technical bid only will be opened at a later date and time as intimated individually. The Bidders should ensure that Price Bid is submitted separately and the rates quoted are not accessible during the Technical Bid opening process. In case Price Bid is submitted along with Tech. Bid, **the same will be summarily rejected.**
6. If the date fixed for opening of Tenders is declared a holiday, the Tenders will be opened on the next working day following the holiday at the same time.
7. The Bidder shall execute the contract as per the directions and control of the Central Railside Warehouse Company Ltd. (CRWC), New Delhi /RWC, Alamnagar, Lucknow.
8. Tender form embodying terms & conditions of the contract and other details can be viewed from website [www.crwcc.in](http://www.crwcc.in), [www.cewacor.nic.in](http://www.cewacor.nic.in), <http://www.Tenderhome.com> and <http://www.eprocure.gov.in>. The Tender can be downloaded from <https://crwc.euniwizarde.com/> against payment of Tender cost.
9. The Tender will remain open for acceptance for 90 days inclusive of date of Tender opening (Technical Bid).
10. The Central Railside Warehouse Company Limited (CRWC), New Delhi-110001 may at its sole discretion extend the validity of the Tender by a fortnight and such extension shall be binding on the Bidder. If required, the validity period shall be further extended as mutually agreed.
11. If the date up-to which Tender is open for acceptance happens to be a holiday, the Tender will be deemed to remain open for acceptance till the next working day.
12. If any Tender is withdrawn, modified or any change is made during the period of validity of the Tender before its acceptance, the EMD of such Bidders shall stand forfeited and the Tender be summarily rejected.

13. The Bidder is required to furnish a self-certificate (**format enclosed at Appendix-VII**) certifying that they are not black listed by any Central/State Govt., PSU or local self-Govt. department/autonomous body as on date of down loading Tender documents. The Bidder should also clearly disclose about the pendency of any Court Case in respect of his blacklisting and orders, if any, passed. The Bidders those who are blacklisted by any Central/State Govt., PSU or Local Govt. Department and Autonomous body during last Five years are liable to be summarily rejected. Any wrong declaration/concealment of facts shall also be resulted in disqualification of Tender and their EMD will be forfeited.

14. The Bidder should furnish proof of fulfillment of eligibility criteria and self-attested copies of credentials should be uploaded along with format enclosed at **Appendix-II, VI, VII, VIII, X, XI, XII & XIII**. The **Appendix-IV-A, B & C** should be uploaded at the time of submission of Price Bid. The **Appendix-III, V & IX** are required to be submitted by the successful Bidder after award of work.

15. Submission of false, dubious, forged or tampered documents by the Bidder shall lead to the disqualification of the Tender and action as deemed fit, shall be taken against such erring Bidder including forfeiture of EMD by the CRWC.

#### 16. BENEFITS TO MSMEs

MSEs registered with the prescribed agencies are exempted from payment of EMD and cost of tender subject to provisions mentioned in the list down below. Their registration should be valid as on last date of submission of tender and they should also mention the terminal validity of their Registration, failing which their offer shall not be considered for benefits detailed in MSE Notification of Govt. of India dated 23.03.2012 or any other notification issued thereafter.

#### Terms for Micro & Small Enterprises:

- a) Tender document shall be provided free of cost to Micro & Small enterprises (MSEs).
- b) MSEs registered with the agencies for the item/s tendered will be exempted from payment of Earnest Money Deposit (EMD).
- c) MSEs, who are interested in availing themselves of these benefits and preferential treatment, will upload with their offer the proof of their being registered for goods produced and services rendered with any of the agencies mentioned in the notification of Ministry of MSME indicated below along with the bid.
  - i. District Industries Centres
  - ii. Khadi and Village Industries Commission
  - iii. Khadi and Village Industries Board
  - iv. Coir Board
  - v. National Small Industries Corporation
  - vi. Directorate of Handicraft and Handloom
  - vii. Any other body specified by Ministry of MSME
- d) The MSEs must also indicate the terminal validity date of their registration which should be valid as on last date of submission of tender. MSEs seeking exemption and benefits should upload an attested/self-certified copy of valid registration certificate, giving details such as validity, stores / services etc. failing which they run the risk of their bid being passed over as ineligible for the benefits applicable to MSEs.
- e) The benefits as stated above to MSE shall be available only for goods / services produced & provided by MSEs for which they are registered with the specified bodies as per clause 16 (c).



- f) In case the MSE does not fulfill the criteria at Sr. No(c), (d) and (e) above, such offers will not be liable for consideration of benefits detailed in MSE notification of Government of India dated 23.03.2012 and any other notification issued thereafter.
- g) As per Public Procurement Policy on MSE, considering that this is a non-divisible Tender, If an MSME is one of the Bidder and its financial bid is found to be within the range of L1+ 15%, the option shall be given to MSME to match the original bid rates or negotiated rates, as the case may be, of the L1. If the MSME matches the rates, the TEC shall recommend award of contract to MSME.

17. The Bidder must furnish full precise and accurate details in respect of information asked for in **Appendix-II** attached to the form of Tender.

18. Signing of Tenders:

i) Person or persons signing the Tender shall state the capacity in which he/ she or they is/are signing the Tender i.e. as a sole proprietor of a firm or as a secretary/manager/director etc. of a body corporate. In the case of partnership firm, the names of all the partners should be disclosed and the Tender shall be signed by all the partners or their duly constituted attorney, having authority to bind all the partners in all matters pertaining to the contract clause. The original or an attested copy of the partnership deed shall be furnished along with the Tender. In case of a Limited Company (a) the name of the directors shall be mentioned and (b) it shall be certified that the person signing the Tender is empowered to do so on behalf of the company. A copy of the Memorandum of Association and the Articles of association of the company shall be attached to the Tender. In the case of Hindu Undivided Family, the names of the family members should be disclosed and the Karta, who can bind the family, should sign the form and indicate his status below his signature.

ii) The person signing the Tender form or any documents forming part of the Tender, on behalf of another or on behalf of a firm shall be responsible to produce a proper **power of attorney in prescribed format at Appendix-XIII** duly executed in his favour, stating that he has authority to bind such other person or the firm as the case may be, in all matters pertaining to the contract. If the person so signing the Tender fails to produce the said power of attorney, his Tender shall be liable to be rejected without prejudice to any other rights of the CRWC under the law. "The power of attorney" should be signed by all the partners in the case of partnership concern, by the proprietor in case of propriety concern and by the person who by his signature can bind the company in the case of a limited company or a co-operative society. In the case of Hindu Undivided Family, the power of attorney should be signed by the Karta who by his signature can bind the Hindu Undivided Family.

19. Bidders are required to quote rates for all items of works described in the **Appendix-IV-A, IV-B & IV-C**.

20. In case, the rates are not quoted for all items of works, such Tenders shall be liable to be rejected. If there is variation between the rates quoted in words and in figures, only the lower of the two rates quoted either in figures or in words shall be construed as correct and valid. Incomplete and conditional Tenders are liable to be rejected.

21. Bidder shall submit their offer in electronic format on the mentioned website <https://crwc.euniwizarde.com/> on or before the scheduled date and time as mentioned above. No offer in physical form will be accepted and any such offer, if received by CRWC will be out rightly rejected. Bidder will have to submit Tender cost, processing fee & EMD through e-payment mode, the details of which are available on website - <https://crwc.euniwizarde.com/>.

22. Any bribe, commission or advantage offered or promised by Bidder to any officer or servant of the CRWC shall debar his Tender from being considered in addition to any criminal liability which the Bidder may incur. Canvassing on the part of the Bidder or on his behalf shall also make his Tender liable for rejection.

23. The CRWC reserves the right to ignore the Tender of a Bidder who is in the same line of business, i.e. competing with the CRWC.

Dy. GENERAL MANAGER (COMMERCIAL)

**Central Railside Warehouse Company Limited**  
**(A Govt. of India Enterprise)**  
**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

**Section-III**

**INTRODUCTION & INVITATION TO BIDDERS**

From :

The Dy. General Manager (Commercial)  
Central Railside Warehouse Company Limited  
New Delhi

To :

Bidder(s) whom so ever is intending to participate.

Dear Sir/s,

For and on behalf of Central Railside Warehouse Company Ltd., (hereinafter called the CRWC), Dy. General Manager (COMMERCIAL), CRWC, New Delhi invites online Tender for appointment of Service Provider under two bid system for Inventory Management/ Warehouse Management System (WMS) of Cement, Food grains & Allied Products i.e. Salt, Fertilizer and other notified commodities etc received at RAILSIDE WAREHOUSING COMPLEX, RWC, Alamnagar, Lucknow. as detailed in the terms and conditions of the Tender document. The period of contract is for two (02) years from the date of award of the contract or such later date as may be decided by the CRWC. The contract can be extended for a period of 3 months or till the new contract is finalized whichever is earlier at the same rates, term and conditions at the discretion of CRWC.

**GENERAL INFORMATION:**

**1. PLACE OF OPERATION:**

The Place of operation of the contract shall be the Railside Warehousing Complex of Central Railside Warehousing Company Ltd, RWC, Alamnagar, Lucknow - as well as the entire goods sheds at RWC, Alamnagar, Lucknow.

Notwithstanding the number and storage capacity of the existing godowns and those expected to be constructed, acquired and taken over during the contract period as and when necessary, the service provider shall be bound to perform all the services / duties and execute all the works as per terms and conditions and rates of the contract during the currency of the contract.

**2. BRIEF DESCRIPTION OF THE WORK:**

Unloading / loading of food grains, fertilizers, cement, Salt, Sugar etc. or any other notified commodities from/into railway wagons/trucks etc., stacking them inside the RWC godowns/ Platform/Ground, bagging/ rebagging, weighment, standardization, cleaning, salvaging of the stocks. The Service Provider shall also be required to keep Rail Side Warehouse Complex and its operational area/premises neat and clean at all times for which no extra remuneration would be payable.

(i) The Bidders in their own interest must get themselves fully acquainted with the area of operations and nature of work involved before submission of Tenders.

(ii) The Service Provider shall not be entitled to any compensation arising out of any discrepancy in the nature of work involved or on the ground that the workers employed by him are demanding higher rates of wages, if load involved in certain operation is more or the bags to be handled are heavier or any other reasons whatsoever.

### **3. VOLUME OF WORK:**

i) The rated capacity of the RWC, Alamnagar, Lucknow at present is 15500 MT. However, no definite volume of work to be performed can be guaranteed during the currency of the contract. The volume of the traffic is likely to fluctuate (increase or decrease) and the Service Provider shall have no claim for compensation arising directly or indirectly out of such fluctuations in the volume of such work to be handled during the currency of contract.

ii) No assurance is given about any item of work to be performed by the Service Provider at any time during the currency of the contract. It should be clearly understood that no guarantee is given that all items of work as shown in the schedule of operations will be required to be performed by the Service Provider. The mere mention of any item of work in the contract does not by itself confer a right on the Service Provider to deem or demand that the work relating to all or any item thereof should necessarily or exclusively be entrusted to them.

iii) The Description of services as given in the terms & conditions are only indicative/ illustrative/ guidelines. The nature of work will be subject to variations, adjustments depending on the actual requirements. Any variation, addition and/or omissions in the items of work to be actually carried out shall not form the basis of any dispute regarding the rates quoted by the Bidders in the Tender and shall not give rise to any claim for compensation of any increase or decrease in the extent of the quantity offered.

iv) The contract which may eventuate from this Tender shall be governed by the terms of the contract as contained in the invitation/instructions to the Bidders as given in the Appendix and Appendices forming part of this Tender and these documents will be sole repository of the terms and conditions of the contract.

### **4. ANNUAL VALUE:**

Annual value of the contract has been derived based on internal assessment, but should not be a basis for claim or dispute on the part of the Bidder.

### **5. PERIOD OF CONTRACT:**

v) The period of contract is for two (02) years from the date of award of the contract or such later date as may be decided by the CRWC. The contract can be extended for a period of 3 months or till the new contract is finalized whichever is earlier at the same rates, term and conditions at the discretion of CRWC.

### **6. EARNEST MONEY DEPOSIT:**

Each Tender must be accompanied by an EMD of **Rs.50,000/-** (Rs. Fifty Thousand only) paid through e-payment mode only. Tenders not accompanied by Earnest Money shall summarily be rejected. Details of e-payment mode are available on <https://crwc.euniwizarde.com/>. Further, MSE's having valid registration certificate is exempted from the payment of Earnest Money Deposit.

EMD shall be forfeited, if the Bidder after submitting his Tender resiles from or modifies his offer and/or the terms and conditions thereof, in any manner before its acceptance. The EMD would be forfeited in the event of the Bidder's failure to furnish the requisite Security Deposit and sign the agreement by the due date without prejudice to any other rights and remedies of the CRWC under the contract and law.

The EMD in respect of those Bidders who are not found qualified on the basis of "Technical Bids" shall be returned without opening of their price bid. The EMD will be returned to all unsuccessful Bidders immediately after the decision on Tenders for award of contract to successful Bidder is taken. No interest shall be payable on the amount of EMD in any case. The successful Bidder, within the prescribed period will execute an agreement with the Authorities of CRWC in the form annexed at **Appendix-III**. The Bidder will bring two witnesses from his side at the time of signing the agreement who will sign the agreement at the appropriate column before the authorized signatory of CRWC. In the event of failure of successful Bidder to execute the agreement and/or to deposit the Security Deposit amount within the prescribed period, the Earnest Money shall be forfeited.

## **7. SECURITY DEPOSIT:**

- i. The successful Bidder shall furnish, within a fortnight from the date of award of work by CRWC, Security Deposit of **Rs.2,50,000/-** (Rs. Two Lakh Fifty Thousand Only) failing which the work order shall be liable to be cancelled at his/their risk and cost and also subject to such other remedies as may be available to the Company under the terms of the contract. Besides the CRWC may suspend/ban the trade relations with him/them or debar to participate in all future Tender enquiries with CRWC based on the merit of each case upto a period of five years without prejudice to any other rights and remedies of the CRWC under the contract and law. The decision of the Managing Director in this matter shall be final and binding to the Bidder. The CRWC may at its discretion, however, on a specific request by the successful Bidder, extend the time to the Bidder to furnish the Security Deposit and execute the Agreement, which in any case shall not exceed more than 30 days in all, including the original 15 days period. In special circumstances, however, this time may further be extended at the sole discretion of CRWC and which shall not be a matter of right to the bidder. The extension of time to furnish Security Deposit is subject to condition that the Bidder has to pay interest @ 12%/month on Security Deposit amount for the delayed period. The Service Provider at his option may deposit 50% of the prescribed security at the time of award of contract and the balance 50% may be paid by deductions from his/their admitted bills @ 10% or more.
- ii. The Security Deposit shall be in favour of Central Railside Warehouse Company Ltd., New Delhi in the form of Demand Draft (issued by any scheduled/ nationalized bank and payable at New Delhi)/RTGS/NEFT/Bank Guarantee (**as per Appendix-IX**). The EMD of the successful Bidder shall be adjusted against the Security Deposit, the moment contract is awarded to the successful Bidder.
- iii. It is also made clear that no interest is payable on the amount of Security Deposit and any other amount withheld or lying with CRWC in any form under the contract.
- iv. If the successful Bidder had previously held any contract and furnished Security Deposit, the same shall not be adjusted against this contract and a fresh Security Deposit will be required to be furnished.
- v. The CRWC, New Delhi may at its discretion increase the amount of Security Deposit mentioned at 7(i) above upto 25 % at any time during the currency of the contract. The decision of the CRWC, New Delhi shall be final and binding on the Service Provider and shall not be called into question in this regard.

- vi. In the event of Security Deposit found insufficient or if the same has been wholly forfeited, the balance of total sum recoverable, as the case may be, shall be deducted from any sums due or which at any time thereafter may become due to the Service Provider under this contract or any other contract in operation with CRWC. Should that sum also be not sufficient over the full amount recoverable, the Service Provider shall remit to the CRWC on demand the remaining balance due.
- vii. Whenever, the Security Deposit falls short of any specific amount, the Service Provider shall make good the deficit so that the total amount of Security Deposit shall not at any time be less than the specified amount.
- viii. The Security Deposit shall be refunded to the service provider only after due and satisfactory performance of the services and on completion of all obligation by the service provider under the terms of the contract and on submission of a "No Demand Certificate" from him/them as well as from Terminal Manager, RWC, Alamnagar, Lucknow subject to such deductions from the security as may be necessary for making up of the CRWC's claims against the service provider.
- ix. Minimum liability period shall be for a period of one (01) year from the date of completion of contract (including the extension period), only after which the process of refund of Security Deposit would start.

Dy. GENERAL MANAGER (COMMERCIAL)

**Central Railside Warehouse Company Limited**  
**(A Govt. of India Enterprise)**  
**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

**Section-IV**

**Eligibility Criteria, Documents to be submitted & Evaluation Criteria:**

**1. Eligibility Criteria :**

All Public/Private Co's/Firms/Proprietary concerns/Co-op Societies/HUF fulfilling the following criteria are eligible to apply.

a. Tender Fee of Rs.2000/-, Processing Fee of Rs.5900/- and Earnest Money deposit of Rs.50,000/- (Rupees Fifty Thousand only) in the prescribed manner through e-payment system/Mode only within the date and time specified in NIT. However, MSE's having valid registration certificate are exempted from payment of Tender cost & EMD and proof of registration from Authorities as listed at Para 16 of Section-II.

b. **Work Experience:-**The Tenderer should have experience of logistics (i.e. either or in combination of handling, transportation, warehousing). The Tenderer should have successfully completed works of above nature of value not less than Rs.17,50,000/- (35% of the total estimated Value of the contract) in one single contract during preceding five years & current year up to the date of submission of tender.

Note: The Year for the purpose of experience will be taken as financial year (1st April to 31st March.)

The experience certificate (in the Performa prescribed at Appendix-X and as enclosed) shall be produced from customers under their signature and stamp stating proof of satisfactory completion/running contract(s) besides duly certifying nature, period of contract and value of work handled.

Remark: All certificate issued by concerned parties should contain at least above requisite information for considering experience as per terms of tender. In case of certificates issued by the private company / party it should be supported by TDS certificate.

c. **Financial Turn over:** The Tenderer should have achieved the minimum average turnover of Rs. 1,00,00,000/- (One Crore) during the three (03) preceding financial years. The average turnover of preceding three financial years should not be less than Rs. One Crore.

The tenderer is required to upload the audited Balance Sheet and statement of Profit & Loss A/c for the preceding three financial years with the bid. In case Balance Sheets and statement of Profit & Loss A/c for the immediate preceding financial year have not been prepared/audited, the accounts for the year previous to the preceding three financial years can be uploaded. Where the tenderer is not under statutory obligation to get his Accounts audited he can upload a certificate of practicing Chartered Accountant certifying his Annual Turnover and Profit after Tax for preceding three financial years.

The audited balance sheet and profit & loss accounts are must in case of co-operative society & Ltd/Pvt.Ltd. companies. The Proprietary/Partnership firms whose turnover is more than Rs.60 Lacs during the year 2010-11 and 2011-12 and more than Rs.100 Lac during the years 2012-13 onwards are required to produce audited balance sheet and Profit & Loss A/c. The proprietary/partnership firms having turnover upto 60 Lacs during the years 2010-11 & 2011-12 and upto Rs.100 Lacs during years 2012-13 onwards may submit the income tax return and statements of accounts duly certified by chartered Accountant(s) given to the income tax department for the preceding financial years along with technical.

## **2. Documents to be submitted with Technical Bid :**

The bidders are required to submit following mandatory documents in order to qualify them technically:

i) Duly filled **Appendix-II (Checklist), VI (Tender submission letter) & XII (Compliance to Bid requirement)**.

**ii) Work Experience:-**The Tenderer should have experience of logistics (i.e. either or in combination of handling, transportation, warehousing). The Tenderer should have successfully completed works of above nature of value not less than Rs.17,50,000/- (35% of the total estimated Value of the contract) in one single contract during preceding five years & current year up to the date of submission of tender.

Note: The Year for the purpose of experience will be taken as financial year (1st April to 31st March.)

The experience certificate (in the Performa prescribed at Appendix-X and as enclosed) shall be produced from customers under their signature and stamp stating proof of satisfactory completion/running contract(s) besides duly certifying nature, period of contract and value of work handled.

Remark: All certificate issued by concerned parties should contain at least above requisite information for considering experience as per terms of tender. In case of certificates issued by the private company / party it should be supported by TDS certificate.

iii) **Financial Turn over:** The Tenderer should have achieved the minimum average turnover of Rs 1,00,00,000/-(One Crore) during the three (03) preceding financial years. The average turnover of preceding three financial years should not be less than One Crore.

The tenderer is required to upload the audited Balance Sheet and statement of Profit & Loss A/c for the preceding three financial years with the bid.

In case Balance Sheets and statement of Profit & Loss A/c for the immediate preceding financial year have not been prepared/audited, the accounts for the year previous to the preceding three financial years can be uploaded.

Where the tenderer is not under statutory obligation to get his Accounts audited he can upload a certificate of practicing Chartered Accountant certifying his Annual Turnover and Profit after Tax for preceding three financial years. The audited balance sheet and profit & loss accounts are must in case of co-operative society & Ltd/Pvt.Ltd. companies.

The Proprietary/Partnership firms whose turnover is more than Rs.60 Lacs during the year 2010-11 and 2011-12 and more than Rs.100 Lac during the years 2012-13 onwards are required to produce audited balance sheet and Profit & Loss A/c. The proprietary/partnership firms having turnover



upto 60 Lacs during the years 2010-11 & 2011-12 and upto Rs.100 Lacs during years 2012-13 onwards may submit the income tax return and statements of accounts duly certified by chartered Accountant(s) given to the income tax department for the preceding financial years along with technical.

iv) A certificate for an amount not less than 10% of the estimated annual value of the contract **(in the Performa prescribed at Appendix-XI)** from the bankers about the financial status and credibility of the Bidder showing the solvency position.

v) PF Registration certificate, ESI Registration certificate & Labour License. The Bidder, who does not have these certificates, are required to submit a declaration that they will furnish these documents within one month from the date of joining the work.

vi) Constitution of the firm- (if the Bidder is not a sole proprietary concern) for partnership firm-a partnership deed, for a registered company-its Memorandum of Association and Articles of Association and for sole proprietary concern a self-declaration should be submitted. Registered Labour Coop. Societies should furnish the proof of Registration with Registrar of Coop. Societies or Taluka Coop. officer along with bye laws, proof of area of operation and a resolution passed by the Society to participate in the Tender enquiry.

vii) Power of attorney **(As per Appendix-XIII)** duly executed in favour of signatory, authorizing him to sign the Tender documents, in case the Bidder is not a sole proprietary concern. In case of Pvt. Ltd. Company a Resolution from the Board of Directors of the company authorizing the signatory to sign the Tender, be enclosed.

viii) In case the Proprietor/Partner/Director of the Firm/Company participating in the Tender enquiry is/are common Proprietor/Partner/ Director of any other Firm/Company who have also submitted the Tender against the same advertisement, the said Proprietor/Partner/ Director has to furnish a self-certificate declaring that he is the Proprietor/Partner/Director of another Company (name of the Firm/ Company) participated in the Tender enquiry.

ix) A self-certificate **as per Appendix-VII** should be furnished certifying that the sole proprietor firm/partnership firm/corporate entity/Co-Op Society are not black listed in any central/state Govt.PSU etc. as on date of submission of Tender. The Bidder should also clearly disclose about the pendency of any court case in respect of his blacklisting and orders, if any, passed. The Bidders those who are blacklisted by any Central / State Government PSU or local government department and autonomous body during last five years are liable to be summarily rejected. Any wrong declaration / concealment shall also result in disqualification of Tender and their EMD will be forfeited.

x) A certified copy of PAN Card.

xi) A certified copy of PAN based GST Registration.

xii) Bidders are required to furnish Income Tax Return filed by them during preceding three Financial Years. In case ITR for immediate preceding financial year is yet not filed, the ITR for the financial years previous to preceding three financial years can be uploaded.

xiii) Latest Documentary proof regarding filing of Goods and Service Tax return with the appropriate authority be submitted.

xiv) MSE's having registration certificate, valid as on date of submission of Bid is exempted from payment of Tender cost & EMD. Bidders submitting tender under MSE category should clearly understand the criteria for considering them as MSEs as mentioned in Para 16 of Section-II so as to satisfy themselves before submitting their bid that they are having certificate of registration under relevant category of warehousing/Handling & Transportation.

Bidders submitting tender under MSE's category shall submit certificate of registration under MSE's category from Authorities as listed at para-16 of Section-II and the tender without such valid certificate of registration shall be considered under general category provided cost of tender, processing fees & EMD is found submitted.

### **3. Preliminary scrutiny of bids**

Bidders are required to upload signed and scanned copies of the above documents along with Technical Bid in support of their eligibility within the date & time specified in NIT.

The CRWC will scrutinize the bids received to see whether they meet the basic requirements as incorporated in the bid document. The bids which do not meet the basic requirements shall be treated as unresponsive and ignored. The following are grounds due to which a bid may be declared as unresponsive and will be ignored during the initial scrutiny:

- [a) The bid is unsigned (where the bid documents have been uploaded using the digital signatures of the person authorized to sign, the same shall be treated as duly signed);
- [b) The bid is not legible;
- [c) Required EMD and cost of tender has not been received;
- [d) The bid validity period mentioned by the bidder in the bid document is for a shorter period than the period required and stipulated in the bid document.
- [e) The bidder has not quoted for all the items, as specified in Financial Bid (At Price Bid Stage).
- [f) The bidder has not agreed to the essential conditions i.e. scope of supply/services, liquidated damages / penalty clause, security deposit / performance bank guarantee and dispute resolution mechanism.

Only the bids which are not unresponsive shall be taken up for further evaluation.

#### **3.1 Further evaluation of Stage: I- Technical Bid**

- (a) CRWC shall evaluate the technical bids to determine whether they are complete, whether the required documents as asked for have been submitted and whether the technical bid is generally in order as per the qualifying conditions of the tender.
- (b) The CRWC, if necessary may ask the Bidder for any specific information/ clarification relating to qualifying document/condition or can seek missing document(s). The required clarification and missing documents must be uploaded within specified time subject to maximum of 07 days on the same portal as per the procedure prescribed below i.e. in clause 3.2.

"With respect to qualifying criteria, if any information/document is not submitted or partly submitted or wrong document is submitted or the document submitted does not explain fully the tender requirements, same can be sought by the CRWC from the Bidder."

The missing documents to be submitted should not be of a date later than the date of submission of original bid, however Turnover Certificate as per Appendix-VIII, Work Experience as per Appendix-X and Solvency Certificate as per Appendix-XI can be of a date after the date of submission of original bid. The missing documents sought is allowed to be submitted only by uploading on the tender website through which same has been asked.

(c) CRWC well within its rights to waive minor infirmity or non-conformity or irregularity like spelling mistake(s), signature missing on any page which does not constitute a material deviation.

(d)The Bidder has the option to respond or not to respond to these queries.

(e) The request for clarification and missing document(s) by the CRWC and the response of the bidder shall be in writing and no change in substance of the tender shall be sought, offered or permitted.

(f) If the Bidder fails to respond, within the stipulated time period or the clarification(s) and missing document(s) submitted is non-conforming to requirement of tender conditions, no further time will be given for submitting the same and the tender will be summarily rejected.

(g) All the responses to the clarifications and missing documents will be part of the Proposal of the respective Bidder and if the clarifications and missing documents are in variance with the earlier information in the proposal, the information provided in later stages will also be the part of the evaluation process for technical qualification.

### **3.2 Procedure to be followed for obtaining missing documents and specific clarification:**

- (a) An Icon for clarification and missing documents shall appear on “Bid details” page (in front of each of the bidder’s name) at CRWC’s end after opening of Technical.
- (b) CRWC shall click on clarification and missing documents icon for the desired bidder and enter the details of clarifications and missing documents sought within the prescribed time.
- (c) After entering the details of clarification and missing documents sought by the CRWC, same icon is to be clicked at bidder’s end for replying to the particular clarification and missing documents sought by the CRWC. The system will also send the alert to the bidder at his registered e-mail address about the clarification and missing documents sought by the CRWC.
- (d) Bidder will click on clarification icon and will reply to the same and upload the required clarification and missing document (optional) in support of clarification sought and also submit missing document, if any, within the prescribed time. Bidder cannot ask for any clarification from the CRWC.
- (e) Once the prescribed time expires, the reply button of clarification and missing documents screen from bidder side shall also disappear automatically.
- (f) After expiry of prescribed time, CRWC shall download the clarification and missing documents submitted by the bidder.
- (g) Bidder to refer clarification and missing document manual available on e-portal (<https://crwc.euniwizarde.com/>) or seek assistance from the helpline numbers.

**Bidder is advised not to upload the entire Tender document. Bidder shall sign and stamp each page of the Tender document as token of acceptance and as a part of contract in the event of award of the contract to him.**

**4. Submission of Price Bid :**

The Bidder shall quote rates in figures as well as words of each item as per the schedule given in the Tender at **Appendix IV-A, IV-B & IV-C** and submit the same through e-Tender process only.

In case, the rates are not quoted for Inventory Management/ Warehouse Management System (WMS), such Tenders shall be liable to be rejected. If there is variation between the rates quoted in words and in figures, only the lower of the two rates quoted either in figures or in words shall be construed as correct and valid. Incomplete and conditional Tenders are liable to be rejected.

**5. Opening of Tenders :**

i. The Technical Bid shall be opened on the date and time specified online. If the date for opening of Tenders happens to be a holiday, the Tenders will be opened on next working day following the holiday.

ii. The Price Bid(s) of the technically qualified Bidders will be opened on a later date which will be informed to them individually.

**6. Evaluation of Price Bid to find lowest Bidder (L1):**

L-1 will be decided on the basis of lowest rate arrived at after assigning weightage on the basis of actual work done under each and every item of SOR of Appendix IV-A, IV-B & IV-C during last 24 months.

In case there is more than one Bidder quoting the same rates, due consideration shall be given to turnover value of financial years as submitted under eligibility criteria for the purpose of selection of L1. In such cases, Tender shall be awarded to the Bidder having higher average turnover value of three (03) financial years out of preceding five (05) financial years i.e. 2014-15, 2015-16, 2016-17, 2017-18 & 2018-19 as per prescribed format enclosed at Appendix-VIII.

As per Public Procurement Policy on MSE, considering that this is a non-divisible Tender, If an MSME is one of the Bidder and it's financial bid is found to be within the range of L1+ 15%, the option shall be given to MSME to match the original bid rates or negotiated rates, as the case may be, of the L1. If the MSME matches the rates, the TEC shall recommend award of contract to MSME.

**7. Acceptance of Tender:**

The Competent Authority, CRWC, New Delhi for and on behalf of CRWC reserve the right to reject any or all the Tenders without assigning any reasons thereof and does not bind himself

to accept the lowest or any other Tender. When a Tender is accepted, the successful Bidder shall be intimated about the award of the contract by a letter / E-mail, as formal 'Acceptance of Tender'. The successful Bidder shall execute the agreement and take up the work of the Service Provider within the period prescribed in the Award Letter.

The Company/ CRWC reserve the right to invite the lowest Bidder for negotiation/ clarification by the Dy. General Manager (COMMERCIAL), CRWC, New Delhi at his own expenses.

The CRWC reserves the right to award the work for all items of schedule of operation or any one/few of them by dropping rest of items of schedule of operation for which rates are called for herein. The decision of the CRWC, New Delhi shall be final and binding on the Bidder.

Dy. GENERAL MANAGER (COMMERCIAL)

**Central Railside Warehouse Company Limited**  
**(A Govt. of India Enterprise)**  
**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

**Section-V**

**General Terms & Conditions Governing the Contract :**

**1. Definition:**

- I. The term **Contract** shall mean and include the invitation to Tender, incorporating also the instructions to Bidders, the Tender, its Appendices and schedules, acceptance of Tender and such general and special terms as may be added to it.
- II. The term **Service Provider** shall mean and include the person or persons, firm or company or a body corporate with whom the contract has been placed including their heirs, executors, administrators, successors and their permitted assigns as the case may be.
- III. The term Contract Rates shall mean the rates of payment accepted by the CRWC.
- IV. The term **Company or the Central Railside Warehouse Company Limited (CRWC)** wherever occurs shall mean Central Railside Warehouse Company Limited established under the Companies Act, 1956 and shall include its administrators, successors and assigns. It shall also be called CRWC.
- V. RWC is to function as part of railway goods-shed. The term **RWC** would mean and include Railside Warehousing Complex developed alongside the railway track at RWC, RWC, Alamnagar, Lucknow and the entire Railway Goodshed at RWC, Alamnagar, Lucknow. Any other area which may be added later to the said Complex shall also be part of the RWC.
- VI. The **Managing Director** shall mean the Managing Director, CRWC .New Delhi.
- VII. The **General Manager** shall mean the General Manager, CRWC, New Delhi or any other officer discharging duty in his place.
- VIII. The **Additional General Manager** shall mean the Additional General Manager, CRWC, New Delhi or any other officer discharging his duty.
- IX. The **Deputy General Manager** shall mean the Deputy General Manager, CRWC, New Delhi or any other officer discharging his duty.
- X. The **Terminal Manager**, RWC shall mean the Manager in-charge of the Railside Warehousing Complex, CRWC, and RWC, Alamnagar, Lucknow. or any other officer acting on his behalf.
- XI. The **Services** shall mean the performance of any of the items of work enumerated in schedule of services including such auxiliary, additional and incidental duties, services and operations as may be communicated by the Terminal Manager or any person authorized by him on his behalf.
- XII. The term **Truck** whenever mentioned shall mean mechanically driven vehicle such as Lorry etc. and shall exclude animal driven vehicle.
- XIII. The term **bags** include cartons / packages / other packaging's etc.,

**2. Object of the Contract:**

The Service Provider shall render all or any of the services given in Section-VI of the Tender and schedule of operations as and when necessary and as directed from time to time by the Terminal Manager, RWC, Alamnagar, Lucknow together with such additional ancillary and incidental duties, services and operations as may be intimated by the Terminal Manager, RWC, Alamnagar, Lucknow and are not inconsistent with these terms and conditions.

**3. Parties to Contract:**

I. The parties to the Contract are the Service Provider and CRWC, New Delhi and/or any other person authorized and acting on their behalf.

II. The person signing the Tender or any other documents forming part of the Tender on behalf of any person or a firm shall be deemed to warrant that his authority is to bind such other person or the firm as the case may be, in such matters pertaining to the contract including the arbitration clause. If on enquiry, it is found that concern has no such authority, the CRWC may without prejudice to other civil and criminal remedies terminate the contract and hold the Service Provider liable for all costs and damages.

III. In case the Proprietor/Partner/Director of the Firm/Company participating in the Tender enquiry is/are common Proprietor/Partner/Director of any other Firm/Company who have also submitted the Tender against the same advertisement, the said Proprietor/Partner/Director has to furnish a self-certificate declaring that he is the Proprietor/Partner/Director of another Company (name of the Firm/Company) participated in the Tender enquiry.

IV. Communications or any other action to be taken on behalf of CRWC will be given/ taken by the Terminal Manager, RWC, RWC, Alamnagar, Lucknow.

**4. Constitution of Service Provider:**

I. Service Provider shall, at the time of submission of Tender, declare whether they are sole proprietary concern or registered partnership firm or private limited company or a body corporate incorporated in India or labour cooperative society incorporated in India or Hindu Undivided Family. The composition of the partnership, names of directors of companies and names of the Karta of Hindu Undivided Family shall also be indicated. Similarly, in case of Labour Cooperative Society, the name of the Secretary, by laws and area of operation should be indicated. The Service Provider shall also nominate a person(s) in whose hands the management and control of the work relating to the contract during the tenure of the contract would lie. The person so nominated shall be deemed to have power of attorney from the Service Provider in respect of the contract and whose act shall be binding on the Service Provider.

II. The Service Provider shall not, during the currency of the contract, make without the prior approval of the CRWC, any changes in the constitution of the firm, the Service Provider shall notify to the CRWC, the death/resignation of the partners/Directors immediately on the occurrence of such an event. In the absence of receipt of such notice/approval, the CRWC shall have the right to terminate the contract as soon as it comes to know of it.

**5. Subletting:**

The Service Provider shall not sublet, transfer or assign the contract or any part thereof, without the prior written approval of the CRWC. In the event of the Service Provider contravening this condition, the CRWC shall be entitled to rescind the contract and/or place the contract elsewhere on the Service Provider's account at his/their risk and cost and the Service Provider shall be liable for any loss or damage which the CRWC may sustain in consequence or arising out of such replacing of the contract.

**6. Relationship with Third Parties:**

All transactions between the Service Provider and Third Parties, who are in no way connected with CRWC as the clearance of rakes / wagons / goods / packages from the RWC, Alamnagar, Lucknow shall be carried out as between two principals. The Service Provider shall also undertake to make third parties fully aware of the position aforesaid.

**7. Liability for Labour and/or Personnel engaged by the Service Provider:**

- I. All labour and/or personnel employed by the Service Provider shall be engaged by them as their own employees/workmen in all respects implied or expressed.
- II. The responsibility to comply with the provisions of the various labour laws of the country such as Factory Act, 1948, Payment of Wages Act of 1936, Workmen's Compensation Act, 1923, Employee's Provident Fund Act, 1952, Maternity Benefit Act, 1961, Contract Labour (Regulation and Abolition) Act, 1970, Payment of Bonus Act, 1965, Payment of Gratuity Act, 1972, Equal Remuneration Act, 1976 or any other Act, as amended from time to time, to the extent they are applicable to their establishment/workmen, will be solely that of the Service Provider. The CRWC in the capacity of principal employer will have every right to demand that the wages shall be disbursed to the workmen/employees of the Service Provider in the presence of their representative.
- III. The CRWC shall be fully indemnified by the Service Provider against all the payments, claims and liabilities, whatsoever incidental or direct arising out of or for compliance with or enforcement of the provisions of the above said Acts or similar other enactments of the country as they are applicable at present or modified from time to time, to the extent they are applicable to the establishment/work in the CRWC.
- IV. The CRWC, shall have the right to deduct from bills any money due to the Service Provider, any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non fulfillment of the conditions of the contract for the benefit or believed to be for the benefit of the workers, non-payment of wages or of deduction made from his or their wages, which are not authorized or justified by the terms of the contract or non observance of the Act, Rules, Regulations and or by way of fulfillment of any obligation on the part of the Service Provider for strict observance of the provisions of the aforesaid laws.
- V. The Terminal Manager, RWC, Alamnagar, Lucknow shall allow the Service Provider, his agents, representatives or employees to enter the RWC premises for the sole purpose of rendering the said services for CRWC. The Service Provider shall agree and undertake to make good any loss or damage caused to the premises, goods, equipments and property by his agents, representatives or employees while rendering the said services. However, it is clarified that the employees of Service Provider shall be deployed in the operational areas only. The Service Provider's employees without assigned job shall, under no circumstances, enter the RWC area/premises.



- VI. The Service Provider shall, at his cost, provide his employees uniforms and identity cards as per instruction of the Terminal Manager. The laminated identity card with photographs should be signed by the Service Provider.
- VII. The Service Provider shall not employ any person or labour below the age of 18 years in violation of Child Labour (Prohibition & Regulation) Act 1986. The Service Provider shall indemnify the CRWC from and against all claims and penalties, which may be suffered by CRWC for any person employed by him by reason of any default on the part of the Service Provider to observe and / or in the performance of provisions of the Employment of Children Act XXVI of 1938 or any re-enactment or modification of the same.
- VIII. Under Rule 30 (i) of the Workmen's Compensation Rules, 1924 action will have to be taken by CRWC as principal employer on receipt of the notice of application for compensation on behalf of workmen or his legal heirs to inform the Labour Commissioner that the CRWC intends to claim indemnification from the Service Provider and get a notice of the claim served on him at once. Thereafter, it is for the Commissioner under Rule 39 (v) or any other rule if he awards any compensation to record the findings that the Service Provider is or is not liable to indemnify the principal. Once such finding is obtained by CRWC in its favour, the provisions of the contract, in the aforesaid revised clause VII (a) can be invoked by CRWC to adjust/set off such amount against any amounts due to the Service Provider by the CRWC on any other account. It needs no mention that such adjustments can be done only after determination by the Labour Commissioner of the liability of the Service Provider to indemnify the CRWC. Once the Labour Commissioner has passed this order under Section 12 (2) determining the liability of the Service Provider and the CRWC's entitlement to be indemnified by the Service Provider in respect of compensation, the CRWC can set off and adjust any amount of the Service Provider lying in its hands. If, however, no amount is available for such adjustments, the CRWC shall invoke the provisions of Section 31 of the Act and approach the Labour Commissioner to recover the amount due to CRWC from the Service Provider. There will be no need to file a separate civil suit against the Service Provider for such recovery.
- IX. The Service Provider shall be liable for making contributions in accordance with the provisions of the Employee's Provident Fund Act, 1952 and the scheme framed there under in respect of the labour employed by him. The Service Provider shall submit by the 5th and 20th of every month to the Terminal Manager, RWC, a statement showing the following in respect of the 2nd half of preceding month and the 1st half of the current month respectively.
- a) The number of labours employed by him.
  - b) Their working hours
  - c) The wages paid to them.
  - d) The accidents, that occurred in the said fortnight showing the circumstances under which they occurred and the extent of damage and injury caused by them and
  - e) The number of female workers who have been allowed maternity benefit and the amount paid to them.
- X. In every case, in which by virtue of the provisions of sub-section 9(1) of section 12 of the Workmen's Compensation Act, 1923, the CRWC is obliged to pay compensation to a workmen employed by the Service Provider in execution of the contract, the CRWC shall recover from the Service Provider, the amount of the compensation so paid and without prejudice to the rights of the CRWC under sub-section (2) of section 12 of the said Act. The CRWC shall be at liberty to

recover such amount or any part thereof by deducting it from the Security Deposit or from any sum due by the CRWC to the Service Provider whether under this contract or otherwise.

- XI. In every case in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act and the Contract Labour (Regulation and Abolition) Rules, the CRWC is obliged to pay any amount of wages to a workman employed by the Service Provider in execution of a contract, or to incur any expenditure in providing welfare and/or health amenities required to be provided under the above said act and rules or under rules framed by the Government from time to time for the protection of health and sanitary arrangement for workers employed by CRWC's Service Provider, in case of failure of service provider, the CRWC shall recover from the Service Provider the amount of expenditure so incurred without prejudice to the rights of the CRWC under sub-section (2) of section 20 and sub-section (4) of section 21 of the Contract Labour (Regulation and Abolition) Act. The CRWC shall also be at liberty to recover such amount or any part thereof by deducting it from the Security Deposit or from any sum due by the CRWC to the Service Provider whether under this agreement or otherwise.
- XII. The CRWC shall not be bound to accept any claims against it under Contract Labour (Regulation and Abolition) Act or Workmen's Compensation Act or any other similar Act in respect of Contract Labour.
- XIII. The Service Provider shall obtain a valid license under the Contract Labour (R&A Act), 1970 and the Contract Labour (R&A) Rules within the prescribed period and shall continue to have a valid license until the completion of the contract.
- XIV. The Service Provider shall pay to the laborers employed by him, either directly or through sub-service providers, wages not less than the fair wages, if any, or the "Minimum rates of wages" if any, notified by the Government of the State in which the work is carried out or as per the provisions of the Contract Labour (R&A) Act and the Contract Labour (R&A) Rules, wherever applicable. Besides, the Service Provider shall also be responsible to provide all basic facilities as envisaged under section 16 to 19 of the Contract Labour (R&A) Act, 1970.
- XV. In complying with the said enactment or any statutory modifications thereof, the Service Provider shall also comply with or cause to be complied with the Labour Regulation/ Enactment made by the State Government/Central Government from time to time in regard to payment of wages to the workers, wage period, deduction from wages, recovery of wages not paid and deduction unauthorizedly made, maintenance of wage book or wage slip, publication of the scale of wages and other terms of employment, inspection and submission of periodicals, returns and all other matters of like Act, whether the said legislation/enactment or any statutory modification thereof, are applicable or not.

#### **8. Payment of wages to workers:**

The Service Provider shall pay, not less than minimum wages, to the workers engaged by them on either time rate basis or piece rate basis for the work. Minimum wages both for the time rate and for the piece rate work shall mean the rate(s) notified by appropriate authority from time to time. The Service Provider shall maintain necessary records and registers like wage book/slip, unpaid wages and Fines and Deductions i.e. PF, ESI etc., giving the relevant documents.

#### **9. Weekly off:**

The Service Provider shall allow or cause to be allowed to the workers directly or indirectly employed in the work, one day's rest for six days continuous work and pay wages at the same rate as for duty.

**10. Training :**

The Service Provider shall be responsible to impart training on loading/unloading/handling of stocks for development of their skill and improving the efficiency level from time to time. The Service Provider shall extend full support in mechanization of handling operation as and when it is required to be introduced/implemented at RWC.

**11. Liability of Service Provider for losses etc., suffered by CRWC:**

- I. The Service Provider shall be liable for all causes, damages, demurrages, wharfages, forfeiture of wagon registration fees, charges and expenses suffered or incurred by the CRWC due to the Service Provider's negligence and unworkman like performance of any Service under this contract or breach of any terms thereof on their failure to carry out the work with a view to avoiding incurrence of demurrage etc., and for all damages or losses occasioned to the CRWC or in a particular to any property or plants belonging to the CRWC due to any act whether negligence or otherwise of the Service Provider themselves or their employees. The decision of the CRWC, New Delhi regarding such failure of the Service Provider and their liability for the losses etc., suffered by CRWC shall be final and binding on the Service Provider. However, the Service Provider shall not be liable for the damages to the stock on non RWC siding (Railway siding other than those where Railside Warehouse Complex godown are constructed) caused due to inclement weather. The Service Provider though is not responsible for the damage yet all the necessary steps shall be taken to protect the stocks from damage.
- II. The CRWC shall be at liberty to reimburse themselves of any damages, losses, and charges caused or expenses suffered or incurred by them due to Service Provider negligence and un-workmanlike performance of services under the contract for breach of any terms thereof. The total sum claimed shall be deducted from any sum then due or which at any time hereafter may become due to the Service Provider under this or any other contract with the CRWC. In the event of the sum which may be due to the CRWC as aforesaid being insufficient the balance of the total sum claimed and recoverable from the Service Provider as aforesaid shall be deducted from the Security Deposit furnished or amount due/lying payable under any other contract by the Service Provider. Should this sum also being not sufficient to cover the full amount claimed by the CRWC, the Service Provider shall pay to the CRWC on demand, the remaining balance of the aforesaid sum claimed.
- III. In the event of default on the part of the Service Provider in providing labour, weighing scales, weights etc. and on their failure to perform any of the services mentioned in this agreement efficiently and to the entire satisfaction of the CRWC or any officer acting on its behalf, the CRWC without prejudice to other rights and remedies, reserves the right to recover by way of compensation from the Service Provider a sum of **Rs. 2000/- (Rupees Two Thousand Only) per day or the liquidated damages/losses suffered by the CRWC whichever is more** which shall be in addition to his any other liability mentioned elsewhere in the Tender. The CRWC in its absolute discretion may determine loss/ damage and the decision of the CRWC on the question whether the Service Provider has committed such default or has failed to perform any of such services efficiently and is liable to pay compensation and as to the quantum of such compensation shall be final and binding on the Service Provider.
- IV. Service Provider shall be responsible for the safety of the stocks from the time they are unloaded from rail wagons and/or loaded on to the trucks from Railway Station siding/godowns and vice versa and until having been unloaded from their trucks at godowns in case of shifting. They shall provide tarpaulins on decks of the trucks used for shifting of stock so as to avoid loss of stocks etc. through the holes/crevices in the decks of the trucks. They shall deliver the number of bags and the

weight of food grains, fertilizers, cement, Salt, Sugar and any other notified commodities etc. received by them and loaded on their trucks and shall be liable to make good the value of any loss, shortage or damage during their custody. The CRWC will be sole judge for determining, after taking into consideration all the relevant circumstances, the quantum and value of loss and also as regards, the liability of the Service Provider for such loss and amount will be recovered from them. The decision of the CRWC in this regard shall be final and binding on the Service Provider. **The service provider shall execute a custody and indemnity bond in the format given at appendix V.**

- V. The service provider shall indemnify the CRWC against any loss, damage, destruction or deterioration of the goods or delay in loading/unloading on placement of wagons/rakes due to any negligence/default on their part or on the part of their employees / laborers or due to non availability of adequate safety aids with the laborers or due to pilferage of goods by their employees/laborers also by the carelessness, neglect, misconduct of their employees/laborers in their employment and any liability for payment of compensation by the CRWC to the users. The service provider shall pay all claims met and also litigation expenses if any incurred by the CRWC immediately on demand without any demur. The CRWC shall have the right to deduct the amount of such loss from any sum (including Security Deposits) then due or become due to the service provider under this contract or any other contract with it. The decision of CRWC shall be final and binding on the service provider in this regard.
- VI. The Service Provider shall be responsible for the full bag shortage, if any, while using their own/leased trucks to transport & carrying out any other services under the contract viz. weighment etc. No compensation shall be admissible to the Service Provider in respect of the detention of trucks/any other vehicles at godown, railway station/railway siding or any loading/unloading point(s) or any other place(s) The Service Provider shall be liable for all cost, damages, charges and expenses suffered or incurred by the CRWC due to any loss suffered by CRWC's infrastructure including warehouse, platforms, shutters, gates etc. by their own/leased trucks.

#### **12. Set Off:-**

Any sum of money due and payable to the Service Provider (including Security Deposit refundable to them) under this contract may be appropriated by the CRWC and set off against any claim of the CRWC for the payment of any sum of money arising out of this or under any other contract, made by the Service Provider with the CRWC.

#### **13. Accounts:**

All accounts, books, papers and documents pertaining to the operations carried out in connection with the contract shall be open for inspection, audit and counter signature by the CRWC authorities or an officer acting on their behalf. The Service Provider shall be responsible to produce the same at such time and place as may be directed by the CRWC.

#### **14. Volume of Work:**

Subject as hereinafter mentioned the CRWC does not guarantee any definite volume of work or any particular pattern of service at any time or throughout the period of the contract as CRWC undertakes the work from the service providers on behalf of its users. The mere mention of any item of work in this contract does not by itself confer a right on the Service Provider to demand that the work relating to all or any item thereof should necessarily or exclusively be entrusted to them. The users of RWC are free to have their own arrangement for handling, inventory management & transport operations etc. or avail the services of the Parallel Service Providers appointed by CRWC as per their choice and the Bidder shall have no claim whatsoever against CRWC on this account.

**15. Parallel Rate Contract:**

The CRWC shall have the exclusive right to appoint any time during the currency of contract, one or more Service Providers for any or all the services mentioned hereunder or to divide the work in between such Service Providers in any manner that the CRWC may decide and no claim shall be lodged against the CRWC by reason of such division of work.

**16. Remuneration:**

The Service Provider shall have to perform all the services provided for in this contract who shall be paid at the rates quoted by him and accepted by the CRWC. The Service Provider shall also provide any additional services not specifically provided for in this contract for which the remuneration shall be determined and payable at the mutually agreed rates.

**17. Payment:**

- I. Payment will be made through 'e-payment' system by the CRWC on submission of bills in triplicate, duly supported by work certificates issued by the Terminal Manager, RWC or an officer authorized by him.
- II. The following details shall be provided by the service provider immediately after commencing the contract for e-payment.
  - a. Bank Account Number.
  - b. Name/Address of the bank.
  - c. IFSC Code of the Bank (for RTGS).
- III. The Service Provider shall submit his bills on fortnightly basis i.e. for the period from 1<sup>st</sup> to 15<sup>th</sup> of the month and 16<sup>th</sup> to last day of the month or as per instruction issued from CRWC, CO, New Delhi from time to time. Liability period shall be for a period of one (01) year after completion of the contract. It would be responsibility of the Service Provider to obtain 'No Demand Certificate' from the Terminal Manager, RWC, Alamnagar, Lucknow. The process of refund of Security Deposit would start thereafter.
- IV. The Income tax at the rate as applicable from time to time under provision of the Income Tax Act or any modified/revised version thereof shall be deducted at source from the admitted bills / invoices of the Service Provider. However, in case the Service Provider is granted exemption from the deduction of Income Tax at source or granted certificate for the deduction of Income Tax at lower rate, then he is required to produce a certificate from the Income Tax Authorities indicating clearly that no tax at source or tax at lower rate, as the case may be, be deducted from the Service Provider against the said contract. Such a certificate shall have to be obtained at the commencement of each financial year. The amount of TDS shall be deposited in the account of Income Tax Department and TDS certificate shall be issued as per rules of Income Tax Act, 1961.
- V. The GST or any other Tax in lieu thereof levied by the Central Government from time to time on the Services rendered by the Service Provider to CRWC shall be paid by CRWC to the Service Provider over and above the Schedule of Rates, subject to the Service Provider submitting his Bills / Invoices therefore in the format prescribed as per GST Rule or other relevant Laws, as the case may be. The Service Provider shall have valid registration with the appropriate authority and shall quote the GST registration number in all the Bills.

- a) The CRWC, may at its discretion make an 'On account' payment to the extent of 50% of the value of work done in case, where the Service Provider is not in a position to submit the bills due to operational or any difficulties, after the satisfactory performance of the services to be certified by the Terminal Manager.
- b) The CRWC shall not be liable for payment of any interest on any bill outstanding for payment for any reason, whatsoever.
- c) There are certain operations, which form part of a composite operation. These operations are to be carried out under specific circumstances; the need for the same will be determined by the Terminal Manager, RWC, Alamnagar, Lucknow. The decision of the Terminal Manager, RWC, Alamnagar, Lucknow in this regard shall be final and binding on the Service Provider.
- d) The rates quoted by the Bidder and accepted by the CRWC and incorporated in the contract agreement shall remain applicable during the period of the contract and no requests for revision of rates by the Service Provider shall be entertained under any circumstances.

**18. Laws governing the contract:**

The contract will be governed by the laws of the Country in force from time to time. All disputes arising out of this contract/ Tender will be subject to jurisdiction of Delhi High Court.

**19. Blacklisting/ Debar:**

The non performing/defaulting service provider may be Suspended / banned for trade relation/black listed/debarred for participation in future Tender enquiry for the period upto 5 years based on the gravity of non-performance/breach of any terms of the Contract/default of the service provider by the Managing Director of the CRWC whose decision in the matter shall be final and binding.

**20. PERFORMANCE REVIEW OF SERVICE PROVIDER:**

The performance review of the service provider shall invariably be done after every six month or if necessary earlier also, subject to first review shall be only after first six month after commencement of contract.

Except otherwise mentioned in any other clause of the Tender, the performance of the service provider shall, in addition, be assessed on the following parameters:

- a) Non-supply of adequate laborers.
- b) Failure to start loading/unloading operation with adequate labour as per norms.
- c) Detention to rake / wagons beyond permissible free time
- d) Failing to do stacking of stocks up to optimum height, but not less than 13 height of 50 kg pack.
- e) Non-collection of spillage in time and its accounting/delivery/disposal.
- f) Failing to regularly maintain hygienic condition within the premises/rail track.
- g) Failing to train the laborers to handle the stocks properly in accordance with instruction of the Terminal manager.
- h) Failing to unload/load trucks or any other vehicle, placed for receipt/ clearance of stock at RWC, within reasonable time.
- i) Non-compliance of labour laws or other applicable laws.

- j) Non-supply of adequate staff as per instruction of the Terminal Manager in accordance with provision under agreement.
- k) Failing to maintain all the stock records relating to RWC operation and furnishing to requisite information to the Terminal Manager in complete and on day to day basis.
- l) Non-compliance of any instruction issued under the provisions of contract agreement to the satisfaction of CRWC.

CRWC, in its absolute discretion and without prejudice to any other rights and remedies under this agreement, further reserves the right to impose the penalty as decided by the CRWC when the Service Provider fails to perform satisfactorily in respect of above. The decision of CRWC in this regard shall be final conclusive and binding on the service provider and shall not be called into question. The repetitive failure to improve the performance shall enable CRWC to terminate the contract as per the provisions of the contract agreement.

## **21. TERMINATION**

- I. If during the currency of the contract period, any of the documents submitted by service provider, is found forged or fabricated, the contract is liable to be terminated and in such situation amount of security deposit will be forfeited and he will be debarred/black listed for a period of five (05) years.
- II. The CRWC, Corporate Office, New Delhi reserves the right to terminate the contract at any time during the currency of the contract without assigning any reasons thereof by giving 30 days' notice in writing to the service provider at their last known place of business/residence and Service Provider shall not be entitled to any compensation by reason of such termination. The action of CRWC under this clause shall be final, conclusive and binding on the Service Provider and shall not be called into question.
- III. In the event of the service provider having been adjudged insolvent or going into liquidation or winding up his/their business or making arrangements with their creditors, the CRWC shall be at liberty to terminate the contract forthwith without prejudice to any other rights or remedies under the contract and to get the work done for the un-expired period of the contract at the risk and cost of the service provider and to claim from him/them any resultant loss sustained or costs incurred by CRWC.
- IV. The CRWC shall also have, without prejudice to other rights and remedies, the right, in the event of breach by the service provider of any of the terms and conditions of the contract, to terminate the contract forthwith and to get the work done for the un-expired period of the contract, at the risk and cost of the service provider and /or forfeit the Security Deposit or any part thereof for the sum or sums due for any damages, losses (directly or indirectly), charges, expenses or costs that may be suffered or incurred by the CRWC due to the service provider's negligence or unworkman like performance of any of the services under the contract.
- V. The service provider shall be responsible to supply adequate and sufficient labour, scales/ carts / equipment and any other transport vehicle for loading/unloading, transport & carrying out any other services under the contract in accordance with the instructions issued by the CRWC or an officer acting on its behalf. If the service provider fails to supply the requisite number of labour, scales trucks/carts, the CRWC, New Delhi/ RWC, Alamnagar, Lucknow shall, at its entire discretion without terminating the contract be at liberty to engage other labour, scales, trucks/carts, equipment etc. at the risk and cost of the service provider who shall be liable to make good to the

CRWC all additional charges, expenses, cost or losses that the CRWC may incur or suffer thereby. The service provider shall not, however, be entitled to any gain resulting from entrustment of the work to another party. The decision of the CRWC shall be final and binding on the service provider.

## **22. Force Majeure:**

Performance by either party of its obligations under this Agreement shall be subject to Force Majeure condition which is an extraordinary event or circumstance beyond the control of the parties, such as a war, strike, riot, crime, or an event described by the legal term "act of God" (e.g., flooding, earthquake, volcano or derailment of trains, withdrawal of permission by Railways to operate RWC), prevents one or both parties from fulfilling their obligations under the contract.

## **23. EXECUTION OF AGREEMENT AND TAKING UP OF WORK:**

Successful Bidder shall enter into an agreement with the CRWC in the format as annexed at **Appendix – III** and custody & indemnity bond as per **Appendix-V** to be typed on a non – judicial stamp paper of appropriate value. **He shall also sign and stamp each and every page of the Tender document at the time of execution of Agreement.**

- i) The agreement shall be executed within a fortnight` from the date of award of contract failing which the contract shall be liable to be rescinded. In such case the Earnest Money Deposit of the Bidder shall stand forfeited.
- ii) The CRWC may at its discretion, however, on a specific request by the successful Bidder, extend the time to the Bidder to execute the Agreement, which in any case shall not exceed more than 30 days in all, including the original 15 days period. In special circumstances however this time may further be extended at the sole discretion of CRWC and which shall not be a matter of right to the bidder.
- iii) The successful Bidder shall take up the work from the date as specified by CRWC.
- iv) The Bidder is required to affix scanned recent passport size photograph at **Appendix –VI**

Yours faithfully,

-Sd-

Dy. General Manager (COMMERCIAL)



**Central Railside Warehouse Company Limited**  
**(A Govt. of India Enterprise)**  
**Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001**

**Section-VI**

**Services to be provided by the Service Provider and Duties/ Responsibilities of Service Provider:**

**(A) General: -**

1. The Service Provider shall provide round the clock operation at the Railside warehouse complex by providing his own personnel for manning the godowns, transaction points of receipts and issue of stocks and other allied activities such as re-bagging, standardization, restacking etc., besides, the supply of labour required for the transactions as per the requirement of the Terminal Manager at the RWC.
2. The Service Provider shall attend to rake clearance or rake loading for onward dispatch for those customers who entrust the work to CRWC and shall organize the entire transactions together with handling of cargo either manually or mechanically by deploying the requisite number of labour, staff and prescribed equipment as per the Tender schedule.
3. The Service Provider shall be responsible for maintenance of godowns, hygiene, and up keeping of the godowns and the premises and any other relevant services that may be assigned to him from time to time.
4. The Service Provider shall also be responsible for providing necessary equipment for handling of cargo at RWC. The Service Provider will be required to deploy 50% of these equipments immediately on commencement of the operations and the balance 50% shall have to deploy within one month from the commencement of operations as per actual requirement failing which CRWC shall have the right to get the equipment deployed at the risk and cost of the Service Provider. The maintenance of these equipments in full working conditions shall be responsibility of the Service Provider.
5. Save as otherwise defined under the definition of RWC, the area of operations would be RWC, Alamnagar, Lucknow with a present godown capacity of 15500 MT and any addition thereto as also other place of delivery/receipt of stocks from main entrance of RWC. Provided that in addition to the number and storage capacity of the existing godowns and those expected to be constructed/acquired/ notified during the contract period, the description of which is given in the Tender, the CRWC may during the currency of the contract take over/acquire/construct/ notify more godowns for storage as and when necessary. Alternatively, it may also be necessary for the CRWC to give up or release one or more godowns out of those, the description of which is given in these documents or out of those, which are constructed or acquired later during the pendency of the contract. In such an event, the contract shall not be rendered invalid and the Service Provider shall be bound to perform all the services, duties and execute all the works as per terms and conditions and the rates of the contract and they shall not be entitled to make any claim

whatsoever against the CRWC for compensation, revision of rates or otherwise due to increase/decrease in number of godowns or the storage capacity of the godowns.

6. Remuneration for stacking in the shed/platform/ground wherever necessary as required while performing the services are included in the main operations and no separate remuneration will be paid for such stacking. The Service Provider shall ensure stacking of stock up to 13 bags height of 50 kgs pack or as per direction of the Terminal Manager for optimum utilization of the RWC facility vis-à-vis nature of commodity and packing size etc.
7. Kacha or interim stacking, whether inside or outside the godowns, wherever necessary in the services of physical verification and standardization, cleaning, drying, filling etc. shall be deemed to be included in the relevant service and no separate remuneration for such Kaccha stacking will be paid on any account.
8. Carriage of bags, whether by change of head-loads or by using hand trolleys and carts or any other mode of transport provided by the Service Provider, shall be deemed to be included in the relevant services and no separate remuneration will be paid for such carriages, unless otherwise provided for.
9. For services of standardization, re-bagging, filling loose stocks and such other allied services, the bags would be supplied by the concerned depositors.

**(B) MANDATORY SERVICES:(FOR STOCKS RECEIVED AT/OR DESPATCHED FROM RAILSIDE WAREHOUSE COMPLEX AT RWC, Alamnagar, Lucknow.**

1. Unloading from railway wagons/rakes/jumbo rakes/ trucks at RWC, Alamnagar, Lucknow or loading in trucks/any other vehicle(s)/wagons/rakes/jumbo rakes as mentioned in **Appendix IV-A, IV-B & IV-C.**

**i.(a)** The Service Provider shall unload the foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from wagons/rakes/jumbo-rakes placed at the RWC, Alamnagar, Lucknow or unload the food grains/fertilizers/cement/salt/Sugar or any other notified commodities from trucks/any other vehicle (s), carry them and stack the bags on the platform/ground if required and then stacking in the godowns wherever necessary upto the 13 height or in accordance with the instructions of the Terminal Manager.

**(b)** The service provider shall take out foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from the stacks in the godowns and carry them on head loads or if necessary by using hand trolleys, carts etc and load them in to the parties truck/wagons for delivery/ dispatch as the case may be in accordance with the instructions of the Terminal Manager.

**ii. (a)** The Service Provider shall unload the foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from wagons/rakes/jumbo-rakes placed at the RWC, Alamnagar, Lucknow or unload the food grains/fertilizers/cement/salt/sugar or any other notified commodities from trucks or any other transport vehicle, carry and directly load them into trucks or any other transport vehicle(s) or into wagons for deliveries/dispatches in accordance with the instructions of the Terminal Manager.

**(b)** The Service Provider shall unload the foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from wagons/rakes/jumbo-rakes placed at the RWC, Alamnagar, Lucknow or unload the food grains/fertilizers/cement/salt/sugar or any other notified commodities from trucks or any other transport vehicle and carry them on head loads or if necessary by using hand trolleys,

carts or any other mode of carriage and load them into the parties trucks or any other vehicles/ wagons directly across the warehouse situated in the same complex/ premises but at a considerable distance from the railway siding for delivery/dispatches as the case may be in accordance with the instructions of the Terminal Manager.

**iii. a)** The Service Provider shall unload the foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from wagons/rakes/jumbo-rakes placed at non-RWC siding or unload the foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from trucks or any other vehicles as the case may be carry them and stack the bags on the platform/ ground in accordance with the instructions of Terminal Manager.

**b)** The Service Provider shall take out foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from stacks in the platform/ground at non-RWC siding and load them into the parties truck/ wagon for delivery/dispatch as the case may be in accordance with the instructions of Terminal Manager.

**c)** The Service Provider unload the foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from wagons/rakes/jumbo-rakes placed at non-RWC siding or unload the foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from trucks or any other transport vehicle, carry and directly load them into the parties truck/any other transport vehicle or into the wagons as the case may be for delivery/ dispatch in accordance with the instructions of Terminal Manager.

**d)** The Service Provider shall unload foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from the wagons/rakes/jumbo-rakes placed at the non-RWC siding and stack them on the platform/ground and load the same into truck or any other transport vehicle and carry to RWC for unloading the same from trucks or any other transport vehicle at RWC and stack upto 13 height or as directed by the Terminal Manager inside the RWC godown.

**e)** The Service Provider shall take out foodgrain/fertilizer/cement/salt/sugar or any other notified commodities from the stacks in RWC godown, load them into the truck or any other transport vehicle carry it to non-RWC siding stack them in the platform/ground, if required, and load the same into the wagon for outward dispatches.

**iv.** The rate for handling of food grains/fertilizers/cement/Salt/Sugar or any other notified commodities shall be on the basis of branded weight or declared RR weight.

**v.** No compensation shall be admissible to the Service provider on account of non-availability of work sufficient to engage the number of trolleys/mobile conveyors or other labour specified in any programme issued by the Terminal Manager, RWC.

**vi.** No separate remuneration shall be paid for collecting, bagging and removal or process waste, i.e. chaff etc.

**2.** The service provider will arrange inventory management and custodian service in respect of the stocks wherever exclusively handled by the vendors/ users with their own handling arrangements both for loading & unloading and render proper account as directed by and upto the satisfaction of the Terminal Manager, RWC, Alamnagar, Lucknow.

**3.** Shifting of such quantity of food grains/fertilizer/cement/Salt/Sugar or any other notified commodities as may be required day to day by the Terminal Manager from one godown to another

godown or from one compartment to another compartment in the same premises manually or mechanically including use of vehicles.

4. Service Provider shall provide such number of male or female casual labour whenever asked to do so at short notice during day or night, by the Terminal Manager. The payment of Casual Labour wage shall be not less than the minimum statutory rates fixed by the appropriate authority for the material period as fixed wages per male/female Casual Labour per day.
5. Service Provider shall unload the food grain/cement/salt/sugar/fertilizer or any other notified commodities from wagons/jumbo rakes place at the RWC, Alamnagar, Lucknow and stacking at the platform/ground and thereafter load into trucks and transportation to other sheds/compartment of RWC and unloading from trucks to the sheds and compartment then stacking in the godown wherever necessary upto the height of 13 bags or in accordance with the instructions of the Terminal Manager.

### **(C) OTHER ANCILLARY SERVICES:**

The various services/operations under this part are being ancillary services forming part of the other major operations listed in the schedule or are very occasional and rarely required. **No separate remuneration will be paid for these services.**

#### **1. Weighment:**

The Service Providers shall, with their labour and scales and under their supervision, weigh such number of bags of foodgrains/fertilizer/cement/Salt/Sugar or any other notified commodities as may be required after placing the bags wherever necessary either before or after weighment. Weighment of foodgrains/fertilizer/cement/Salt/Sugar or any other notified commodities etc. as described above shall be done in connection with any other service like dispatch, receipt, delivery etc. in or at RWC godown/railway platform/railway siding/ shed or anywhere else as directed by the Terminal Manager. The Service Provider shall be responsible to supply adequate and sufficient number of scales for weighment provided always that Service Provider shall not use their own scales when the same are available with the CRWC and Service Provider shall be liable to pay hiring charges of the same at the rates prescribed in the schedule. The Service Provider shall as and when required stitch the bags with the stitching machine to be provided by the CRWC either with an operator or without an operator, and the Service Provider shall be liable to pay hiring charges for the same at the rates prescribed in the schedule. **No extra remuneration shall be eligible to service provider.**

#### **2. Physical Verification:**

The Service Provider shall, with their labour and scales and under their supervision, weigh such number of bags of foodgrains/fertilizers/cement/ Salt/Sugar or any other notified commodities etc. as may be required for physical verification, weighment for these services shall be deemed to include carrying bags from stacks to weighing scales, weighment, removing bags from scales doing Kaccha stacking inside or outside the godown as and when necessary, carrying the weighed bags and stacking them upto the required height in the same godown or in another godown of RWC as may be directed by the Terminal Manager. **No separate remuneration will be paid for this service.**

### **3. Standardization:**

The Service Providers shall with their labour and scales and under their supervision standardize such number of bags of foodgrains/fertilizer/cement/ Salt/Sugar or any other notified commodities etc. as may be required by the Terminal Manager. Standardization shall be deemed to include carrying the bags from the stacks to weighing scales, cutting open the mouth of bags or emptying the contents after cutting open the mouth of bags, making a palla if necessary and filling upto a prescribed weight in one or more new/small/big size gunnies, putting bags on the scales, putting in or taking out contents from each bag as may be necessary or in order that each bag contains the standard weight of foodgrains/fertilizer/cement/Salt/Sugar or any other notified commodities as fixed by the Terminal Manager or an Officer acting on his behalf, removing the bags from scales, re-stitching with at least 16 stitches on each bag, doing Kaccha stacking inside or outside the godown as and where necessary, carrying the standardized bags and stacking upto the required height or loading into wagons or such bags shall be left in a countable position, in a well stacked manner in the godown. The standardized bags shall be stacked in the same godown or in other godown as directed by the Terminal Manager or an Officer acting on his behalf. The Service Provider shall wherever required arrange double line machine stitching of the bags at the time of standardization of bags for which the machines will be arranged by the Service Provider. **No separate remuneration would be payable.**

Filling gunnies with loose grains to a prescribed weight with stitching and stacking/loading/delivery: The Service Provider shall, where necessary, make heap (or Palla) of any loose stocks sweeping, damaged grains etc. available in the godown or anywhere else and fill the same in the empty gunny bags. The filled bags shall be carried to scales brought to the prescribed standard weight, stitched with at least 16 stitches and stacked or dispatched/delivered as required. **No extra payment will be made for this operation.**

### **4. Cleaning:**

The Service provider shall have to provide Machines (only battery operated) with minimum 5 nos. or more for cleaning and sweeping purpose in and around the godown premises (including platforms). The collection of sweeping material inside the warehouse by Machines (battery operated) shall be handed over to Users/Customers through Terminal Manager's office. The cleaning of railside platforms should be such that there is no obstruction in opening and closing of warehouse gates. The Service Provider shall as and when required with their labour undertake cutting open the mouth of the bags that may have been unloaded in wet conditions from balance and spread the stocks for aeration, undertake cleaning of foodgrains/fertilizer/cement/salt /sugar or any other notified commodities thus effected as also clean the sweepings etc. Cleaning shall be deemed to include collection of accumulated spilled stocks from wagon floor or platforms and also pre-cleaned stocks whenever required by carrying them to the place assigned for cleaning and subject to such process or whenever required by carrying them to the place assigned for cleaning and subject to such process or operations like winnowing, shifting, passing through sieves or other methods of cleaning or cleaning by machines etc. removing the cleaned grains, filling the grains in bags, weighing them to standard weight as may be prescribed by the Terminal Manager and stacking them upto the required height or loading them into wagons/trucks/transport vehicles as directed, collecting the refraction; filling them in bags as directed, weighing them and stacking them upto the required height or loading/delivering them as directed. The service provider shall also have to undertake manual cleaning of Track after unloading every rake/ every week and also cleaning of circulating area by either battery operated machines or manual by deploying adequate manpower and furnish weekly certificate of cleaning to the office of the Terminal Manager. **No extra payment will be made for this operation.**

**5. Reconditioning/drying of damaged foodgrains/fertilizer/cement/salt/sugar or any other notified commodities:**

The Service Provider shall undertake reconditioning/drying of damaged food grains/fertilizer/cement /salt/sugar or any other notified commodities whenever required. Reconditioning / drying shall be deemed to include carrying foodgrains/ fertilizer/ cement or any other notified commodities bags from stacks or anywhere else from the godown, cutting open the mouth of the bags, spreading the food grains/fertilizer/cement/salt/sugar or any other notified commodities inside or outside the godowns and after reconditioning/drying making them into a Palla filling loose grains into empty gunnies up to a prescribed weight, stitching and stacking the bags in the same or another godown upto the required height or loading/ delivering them as directed. **No extra remuneration would be payable for such operations.**

**6. Re-bagging:**

The Service Provider shall re-bag loose grains etc. of the contents of unserviceable bags into new bags supplied. Re-bagging shall be deemed to include breaking the stacks, emptying contents of unserviceable gunnies, making a Palla, if necessary, filling the new bag up to a prescribed weight, stitching them doing Kaccha stacking inside or outside the godowns as and when necessary, and stacking them upto the required height or delivering/dispatching as directed. **No extra payment will be made for this operation.**

**7. Loading/unloading of open wagons:**

The Service Provider shall load or unload open railway wagon, wherever necessary. In addition to the normal duties and responsibilities attached to the service of loading/unloading covered wagons, the Service Provider shall also perform all other auxiliary services incidental to handling of open wagons.

**8. Loading/unloading of box wagons:**

The Service Provider shall load or unload box type (open) railway wagon, wherever necessary. In addition to the normal duties and responsibilities attached to the service of loading/unloading covered wagons, the Service Providers shall also perform all other auxiliary services incidental to handling of box type wagons.

**9. Breaking of stacks and restacking:**

The Service Provider shall as and when necessary arrange to break any stack (s) in the godown/plinths and restacking in the same or another godown/plinths upto the required height of breaking/carrying from the Kaccha stacks or platform/godown verandah/ground by head loads and stacking inside the same, or another godown upto the required height. The operations being incidental to main operations, **the Service Provider will not be eligible for extra remuneration.**

**10. Collection of scattered bags:**

The Service Provider shall as and when required remove/collect the scattered bags from the godowns and stack them in the same or another godown upto the required height. **No extra payment will be made for this operation.**

**11. Bundling of empty gunnies:**

The Service Provider shall collect the empty gunnies released after various operations re-bagging, cleaning etc. and bundle them into bundles of 50 each as directed by the Terminal Manager. The bundles shall be neatly made to allow verification, and the twine required for tying or stitching outer surface of the bundles shall be supplied by the Service Provider. The bundles so made shall be carried to the place assigned of storage of empty gunnies and stacked in accordance with the

instructions of the Terminal Manager. **The remuneration for this service shall be deemed to be inclusive in the main operations.**

#### **12. Stenciling of bags:**

The Service Provider shall with their labour and stenciling materials, stencil such number of bags as may be directed by the Terminal Manager. In full wagonloads the name of destination station in block English letters shall be stenciled on such number of bags, as may be required. In the case of smalls, the particulars of the consignee, commodity and weight of the contents shall also be stenciled. The Service Provider may with prior permission of the Terminal Manager, mark the bags in the prescribed manner with the brush and indelible ink instead of stenciling **extra payment will be made for this operation.**

#### **13. Supply of Casual Labour:**

The Service Provider shall provide such number of male or female casual labour wherever asked to do so at short notice during day or night, by the Terminal Manager. The payment of Casual Labour wage shall be not less than the minimum wages fixed by the appropriate authority for the material period as fixed wages per male/female Casual Labour per day.

The labour so supplied will be for any other work as required by Terminal Manager, RWC and not for any item included under section-VI-C.

#### **14. Loading/Unloading of Wooden Crates, Tarpaulins, Gunny Bales, Fumigation Cover/Jute Twine etc., Spraying and Fumigation:**

The Service Provider shall have to load/unload the wooden crates/gunny bales/fumigation covers/jute twines/tarpaulins from the trucks/wagons and stack them in the designated place as per the instructions of the Terminal Manager. They shall also perform the reverse operation whenever directed with all incidental activities of bringing the fumigation covers, unfolding, covering/de-covering the stocks, spraying, fumigation, brushing and cleaning after de-covering, folding the covers and neatly keeping them back. **No separate remuneration would be payable as these operations being incidental to the main operation.**

#### **15. Deployment of Staff:**

The Service Provider shall deploy his own men for manning all the transaction points of CRWC at RWC, Alamnagar, Lucknow and maintain all the stock records. They shall be responsible for the stocks received at the RWC till it is issued out to the recipients and render all the accounts as required by the Terminal Manager, RWC/ CRWC, Corporate Office, New Delhi. The Service Provider shall also be responsible for any shortages during the operations and while in storage at RWC of all stocks received/dispatched there. The service provider shall deploy adequate number of staff such as Tally Clerks, Sweepers, Stitchers, Supervisors etc., to the entire satisfaction of Terminal Manager, to protect the stocks under storage. The Terminal Manager, RWC, may specify more or less number of personnel under each category depending upon the quantum of work.

**No extra remuneration would be payable to the Service Provider on this account.**

**(D) Duties and responsibilities of the Service Provider:**

1) Service Provider shall carry out all items of services assigned or entrusted to him by the Terminal Manager and shall abide by all the instructions issued to them from time to time by the said officer. They shall render the service to the satisfaction of Terminal Manager together with such auxiliary and incidental duties, services and operations as may be indicated by the said Officer (s) and are not inconsistent with the terms and conditions of the contract. Some of such auxiliary and incidental duties are mentioned below. Remuneration for all auxiliary and incidental duties and incidental not specifically provided for in the schedule of rates for services shall be deemed to be included in the remuneration provided for various services specifically mentioned in the schedule.

The Service Provider shall always be bound to act with reasonable diligence and in a businesslike manner and to use such skill expected of him of ordinary prudence, as he possesses in the conduct of his activities.

2) The Service Provider shall engage competent and adequate supervisory staff and labour to the satisfaction of the Terminal Manager for ensuring efficient handling of the stocks and furnishing correct up-to-date position/information/progress of work, statements and accounts. The minimum no. of manpower to be deployed during Heavy Traffic / Monsoons should be atleast 01 regular sweeper and 09 to be deputed at Entry/Exit compartments/Gates etc. to regulate unloading and loading operations as per the need of the Terminal Manager whereas manpower to be deployed during normal Traffic should be atleast 01 regular sweeper and 06 to be deputed at Entry/Exit compartments/Gates etc. as per the need of the Terminal Manager. The minimum qualification of staff to be deployed for aforementioned operations should be minimum class 12<sup>th</sup> pass and above while the sweepers may be exempted from this condition. The service provider shall also ensure to manage to provide adequate labour in the range of 200-250 with a norm of deployment a gang of minimum 10-12 laborers per wagon for loading/unloading operation of stock on placement of rake and to facilitate completion of the said operation within permissible free time. Similarly, the service provider shall also ensure to provide sufficient labour as per requirement of the Terminal Manager for loading/unloading of the trucks/any other vehicles to avoid their detention unreasonably. The Service Providers shall be responsible for the good conduct of his employees and shall compensate the CRWC for losses arising from neglect, carelessness, want of skill or misconduct of themselves, their servants or agents or representatives. The Terminal Manager RWC shall have the right to ask for the dismissal of any employee of the Service Provider who in his opinion, is hampering the smooth execution of the work and his decision regarding losses caused by neglect and misconduct etc. of the Service Provider, their servants or agents or representatives shall be final and binding on the Service Provider.

3) The Service Provider shall inform the Terminal Manager RWC, the name of one or more responsible representative (s) authorized to act on his/their behalf in day to day working of the contract. It shall be the duty of those representative (s) to call on the office of Terminal Manager, every day generally to remain in touch with them to obtain information about the program of arrivals or dispatches to various recipients and other godown activities and to report the progress of loading/unloading work etc. and generally to take instructions in the matters.

4) The Service Provider shall take adequate steps and necessary precautions to avoid wastage and damage to food grains/fertilizers/cement/salt/sugar or any other notified commodities etc. during the loading/unloading of trucks/wagons/or any other transport vehicles at the railheads/godowns or any other loading/unloading point. The Service Providers shall be liable for any loss, which the



CRWC may suffer on account of the bags not being properly handled. The decision of the CRWC regarding such loss shall be final and binding on the Service Providers. They shall spread their own tarpaulins or gunny/tarpaulins at the loading/unloading points to avoid wastage and damage.

5) The Service Provider shall provide fifty numbers of tarpaulins/polythene sheets/ covers (size-30' x 20') to ensure separation of stock of food grains / fertilizers / cement / salt / sugar or any other notified commodities etc. during the operation to avoid mixing/contamination. The decisions of the CRWC in this matter shall be final and binding on the Service Provider.

6) The Service Provider shall provide their own planks and supporting bags to serve as ladders for the purpose of loading/unloading into/from trucks/wagons/jumbo-rakes or stacking. Accordingly, the Service Providers shall make available three numbers of wooden planks for every 5000 M.T. or part thereof as per the specifications provided by Officer In charge. The planks so deployed by the Service Providers shall be serially numbered and shall be certified by the Terminal Manager on every three months interval to ensure safety in the use of stacking purpose. The Service Provider shall also make available aluminum Ladder/bamboo ladder of suitable specifications, as prescribed by the Terminal Manager, for use in the godowns. The minimum number of such ladders to be made available by the Service Provider shall be Two Numbers for every 50 stacks. No filled bags shall be used in unloading/loading operation for stepping.

7) The Service Provider shall ensure that their labour do not use hooks for handling food grains/fertilizers/cement/salt, flour, Sugar, or any other notified commodities bags. **The use of hooks will render the contract liable for cancellation.** The service Provider shall also be liable to make good to CRWC, any loss caused by the use of hooks. The decision of the CRWC regarding such losses shall be final and binding on the Service Provider.

8) The Service Provider shall obtain from the Terminal Manager particulars of consignments, expected to be received and/or proposed to be dispatched from/at godowns/ rail heads as the case may be. In the case of receipt of food grains/fertilizers/ cement/salt/sugar or any other notified commodities etc. the service Provider shall collect the relevant Railway Receipts and arrange to take delivery of consignments within the free time allowed by the railways. If the Railway Receipt for a particular consignment is not available, the Service Provider shall take delivery on indemnity bond, in special cases, the Service Provider shall be required to take delivery or arrange dispatch of consignments of food grains/fertilizers /cement/salt/sugar or any other notified commodities etc. at short notice and they shall be bound to comply with such requests.

9) The Service Provider shall prepare necessary forwarding notes, risks notes form etc. in respect of consignment intended for dispatch by rail for which necessary wagon fee will also be deposited by him from his own funds (reimbursable by CRWC on actual) with the Railway in accordance with their rules.

10) If any consignment received on 'freight to pay' basis, which of course would be on rare occasion, the Service Providers shall pay the freight charges in the first instant and then recover same by "submitting a stamped and Pre-receipted bill supported by vouchers'.

11) The Service Provider shall ensure before the commencement of unloading of each wagon that the wagon seals are intact and if any wagon seal found to be tampered with, they shall bring the matter to the notice of Railway Representative. The Service Provider shall promptly report it in writing to the Terminal Manager.

12) The Service Provider shall keep complete and accurate record/account of the number of bags unloaded from each wagon and in the event of any shortage being noticed, shall bring in writing such shortage promptly to the notice of the Terminal Manager and the Railway Authorities

concerned. They shall keep aside any stock of damaged bags received in the wagons and after ascertaining the loss by weighment, report the fact to the concerned authorities viz, the Terminal Manager and the Railway Authorities concerned.

13) The Service Provider shall, as and when required, be also responsible for routine cleaning of the interior or any type of wagon prior to loading to the satisfaction of the officer(s) supervising loading/dispatches. The remuneration for loading/unloading into wagons shall be deemed to include the remuneration for such routine cleaning of wagons.

14) The Service provider shall, as and when required, be also responsible for hand-shunting of wagons from loading/unloading points. The remuneration for loading/ unloading of wagons to the extent found necessary shall be deemed to include the remuneration for such Hand-Shunting of wagons.

15) The Service provider shall, as and when required, be also responsible for riveting and sealing of the doors of wagons at the time of dispatch, or removing rivets or seals at the time of receipt.

16) The Service Provider shall obtain clear railway receipt in respect of the consignments booked by them. If in any case, the railways refuse to issue clear railway receipts, the Service Provider shall bring the matter in writing to the notice of the Terminal Manager before loading the bags into wagons. Copies of all correspondence in the matter shall be sent by the Service Provider to the Terminal Manager. It will be the responsibility of Service Provider to ensure that the proper remarks/entries are made in the railway delivery book at the time of receipt/delivery as per railway rules from time to time.

17) The Service Provider shall obtain clear railway receipt expeditiously from the railways and immediately after obtaining the same submit to the Terminal Manager.

18) The Service Provider shall also be responsible, as and when required, to put six labels each of the size 6"X9" bearing the name of the destination in each wagon at the time of dispatch.

19) The Service provider shall have to provide Machines (only battery operated) with minimum 5 nos. or more for cleaning and sweeping purpose in and around the godown premises (including platforms). The collection of sweeping material inside the warehouse by Machines (battery operated) shall be handed over to Users/Customers through Terminal Manager's office. The Service Provider shall provide adequate number of stitchers and sweepers at their own cost at all loading/unloading and other operational points to carry out the day-to-day operations. The Service Provider with the help of sweepers engaged by him maintain the hygiene of godowns, office and the RWC premises in spick and span condition. The Service Provider with the help of stitchers shall repair the leaking bags both at the unloading and loading points and inside the godowns. The Service Provider shall collect all sweeping and spillage of stocks etc. from wagon floors, loading/unloading points/RWC/ Godowns, and fill them after cleaning, if necessary, in slack bags or in other empty bags supplied and firmly stitched them with at least 16 stitches. Collection of spillage from bleedings bags that occur at the time of storage in godowns as well as at the time of receipt and issue is the responsibility of the Service Provider.

20) The Service Provider shall also deploy supervisors at their own cost and in case, the work load so warrants the Service Provider shall increase their number of accordingly to ensure smooth transaction to the full satisfaction of the RWC's Terminal Manager.

21) The Service Provider shall be responsible for unloading/loading the wagons/rakes/ jumbo-rakes within the free period allowed by the railways and also loading/unloading the trucks, any other transport vehicles expeditiously. The Service Providers shall be liable to make good any

compensation, demurrage/ Wharfage or other charge or expenses that may be incurred by the CRWC on account of delays in loading/unloading of trucks and unloading of wagons/rakes/jumbo-rakes unless, the delay is for reasons beyond the Service Provider's control. The decision of the CRWC in this respect shall be final and binding on the Service Provider.

22) The Service Provider shall be responsible for obtaining/furnishing acknowledgement in respects of all bags entrusted to him for loading/unloading and handling to/from third party's vehicles and shall present to the Terminal Manager on demand wherever necessary.

23)The Service Provider shall strictly abide by all rules and regulations of railways and police/municipal/local authorities.

24) The Service Provider shall be responsible for any loss which the CRWC may suffer on account of the bags not being properly stacked. The decision of the Terminal Manager regarding such loss shall be final and binding on the Service Provider. The Service Provider shall at the time of standardization, cleaning etc., ensure that the mouth of each bag is cut open cautiously and with utmost care so as to avoid any damage or loss to the bags and wastage of food grains/fertilizers/cement/ salt/sugar or any other notified commodities. The Service Provider shall

be liable for loss to the CRWC on this account and the decision of the CRWC in the matter shall be final and binding on the Service Provider. The Service Provider shall carry empty bags from the gunny storage godowns or from any other place indicated by the Terminal Manager to the place (s) of operations for bagging/rebagging etc., and no extra remuneration for such carriage of empty bags will be payable on any account.

25) In carrying out the various operations involving carriage of bags inside or outside godowns, it is desirable that the use of wheeled contrivances like hand trolleys by the Service Provider is ensured. No extra remuneration whatsoever will be payable.

26) The Service Provider shall be responsible for providing complete and accurate account of all stocks of food grains/fertilizers/cement/salt/sugar or any other notified commodities. Etc. and empty gunny bags received by them and shall maintain all the records as prescribed by the CRWC from time to time and furnish returns and statements in such manner, as the Terminal Manager may prescribe, including computerized MIS covering services rendered by him.

27) The Service Provider shall deploy minimum three numbers of hand-trolleys and three numbers of wheel barrows each in working condition at the warehouse for every 5000 MT capacity or part thereof. Such hand-trolleys/wheel barrows shall be painted in bright yellow color and serially numbered. The Service Provider would maintain them in good working condition all times.

28) The Service Provider shall be responsible for performing all or any of the services detailed and arising out of this contract in all the three shifts, without any additional remuneration.

29) The Service Provider shall, as and when required, shall make adequate lighting arrangement to ensure smooth working during night at his own cost.

30) The Service Provider shall be liable for all cost, damages, charges and expenses suffered or incurred by the CRWC due to the Service Provider's negligence and unworkman like performance of any service under this contract or their failure to carry out the work with a view to avoid incurrence of demurrage, Wharfage etc. and for all damages or losses occurred to the CRWC or in particular to any property or plant belonging to the CRWC due to any act whether negligent or otherwise of the Service Provider or their employees. The decision of the CRWC regarding such failure of the Service Provider and their liability for the losses etc. suffered by CRWC shall be final and binding on the Service Provider.

31) The Service Provider shall provide and maintain correct weights and scales duly certified by the concerned authority of Weight & Measurement Department and carry out all the weighments accurately. The Terminal Manager shall have the right to check the weights, scales and weight of any bag or bags or to open any bag for examination. Where the scales of the CRWC are used by the Service Provider, he shall be responsible for the proper maintenance and handling of the scales. If any damage or breakage to the weighing scales or any loss is sustained in the course of their shifting from one godown to another (for which the Service Provider shall not be entitled to any separate or extra payment) or when such equipment is provided by the CRWC and is under the custody of Service Provider for purpose of carrying out weighment operations, then he shall make good the losses etc, sustained by the CRWC on this account and the decision of the CRWC or an Officer authorized by CRWC as regards, the extent and liability of the Service Provider in such matters shall be final and binding on the Service Provider.

32) The Service Provider shall, when directed to do so, arrange to obtain tarpaulins/ropes/lashes supplied by the railways, transport them, if necessary, spread tarpaulins over or inside open, box type or leaky covered wagons as the case may be, tie and rope/lashes over the consignments of foodgrains / fertilizers / cement/salt/sugar or any other notified commodities/ loaded in such

wagons/rakes/ jumbo-rakes with a view to ensure the safety of goods in rail transit and also untie ropes/lashes and remove the tarpaulins from the wagons and perform or other auxiliary services connected with the handling of such wagons. The remuneration for loading/unloading of such wagons/rakes/jumbo rakes shall be deemed to include in the remuneration for the aforesaid services.

33) In every case, in which by virtue of the provisions of sub-section (1) of section 12 of the Workman's Compensation Act, 1923, the CRWC is obliged to pay compensation to a workman employed by the Service Providers, in execution of the contract, the CRWC will recover from the Service Provider the amount of the compensation so paid and without prejudice to the rights of the CRWC under sub-section (2) of section 12 of the said act, the CRWC shall be at liberty to recover such amount or any part thereof by deducting it from the Security Deposit or from any sum due from the CRWC to the Service Provider whether under the contract or otherwise.

34) In every case, in which by virtue of the provisions of the Contract Labour (Regulation and Abolition) Act and the Contract Labour (Regulation and Abolition) Rules, the CRWC is obliged to pay any amount of wages to a workman employed by the Service Provider in execution of a contract, or incur any expenditure in providing welfare and or health amenities required to be provided under the above said Act and Rules or under Rules framed by the Government from time to time for the protection of health and sanitary arrangements for workers employed by the Service Provider, the CRWC will recover from the Service Provider's the amount of wages so paid or the amount of expenditure so incurred without prejudice to the rights of the CRWC under subsection (2) of Section 20 and Sub-section (4) of Section 21 of the Contract Labour (Regulation and Abolition) Act. The CRWC shall also be at liberty to recover such amount or any part thereof deducting it from the Security Deposit or from any sum due by the CRWC to the Service Provider whether under this agreement or otherwise.

35) The CRWC shall not be bound to contest any claim made against it under Contract Labour (Regulation and Abolition) Act or Workmen's Compensation Act or any other similar Act in respect of Contract Labour as it would be the sole responsibility of the Service Provider.

36) The Service Provider, wherever required shall obtain a valid license under the Contract Labour (R&A) Act,1970, and the Contract Labour (R&A) Rules before commencement of the work and shall continue to have a valid license until the completion of the contract.

37) The Service Provider, shall pay to the labour employed by him either directly or through representative, wages not less than the 'fair' wages, if any, or the 'minimum rates of wages' if any notified by the Govt. of the state in which the work is carried out or as per provisions of the Contract Labour (R&A) act and the Contract Labour (R&A) Rules, where applicable.

38) The Service Provider shall submit by the 5th and 20th of every month to the Terminal Manager a statement showing, in respect of the second half of the preceding month and the first of current month respectively, following information:

- a) The number of laborers employed by him.
- b) Their working hours.
- c) The Wages paid to them.
- d) The accidents that occurs and during the said fortnight showing the circumstances under which they occurred and the extent of damages and injury caused by them and,
- e) The number of female workers who have been allowed maternity benefit and amount paid to them.

39) All taxes/ levies/ fees / charges payable to the State Government/Local bodies etc. on the services to be performed under the contract shall be paid by the Service Provider and no claim what so ever shall lie against the CRWC on this account.

40) The service provider shall not indulge in corrupt practices like dala system and bait, failure to which he shall be liable for penal action for such corrupt practices/ unfair means.

41) The service provider shall keep minimum 05 (five) laborers with no extra cost on daily basis for maintenance of premises ; removing / collecting / stacking of scattered / spillage/cut & torn bags; up-keepment of godowns etc. as per direction of the Terminal Manager. The service provider shall have to maintain necessary record of deployment for inspection of the Terminal Manager.

42) The service provider shall associate with the Terminal Manager in the process of marketing of RWC's facilities and development of the business operation of it. The performance of the service provider shall be based on his contribution in facilitating gainful utilization of the RWC facilities including his marketing efforts and increasing the turnover of stocks besides carrying out all the operation in hassle free manner as well as within permissible free time satisfying the terms and conditions of the contract.

### **(E) DERIVING OF RATES FOR EXTRA/SUBSTITUTED ITEMS:**

The rates for any new items on substituting the existing item by a modified item should be derived strictly in the manner given below by the CRWC.

(i) As far as possible the rates of a new item of work or part work should be derived from the existing rate schedule and should be acceptable to the Service Provider.

(ii) However, if on any account, it is not possible to derive the rates from the existing schedule, the rate prevailing in the same site/area or nearby site/area would be applicable, if the rates are ascertained by the CRWC as reasonable.

(iii) If no such operation or its rates are available even in the nearby site/area, market rates should be ascertained by the CRWC and paid for.

(iv) The decision of the CRWC in this regard should be final and binding on the contractor.

Upon award of Tender and during the course of the contract, it will be the obligation of the Service Provider to carry out the activities as directed by the Terminal Manager / CRWC and in case of refusal to act stating what so ever reason, it will be treated as BREACH OF CONTRACT and CRWC will have the liberty to take all necessary action as deemed necessary to protect its interest.

**(F) ARBITRATION:**

All disputes and differences arising out of or in any way touching or concerning this agreement whatsoever shall be referred to the sole arbitrator or any person appointed by the Managing Director, Central Railside Warehouse Company Ltd; New Delhi. There will be no objection to any such appointment that the person appointed is an employee of the company/CRWC that he had to deal with the matters to which the contract related and that in the course of his duties as such employee of the company/CRWC he had expressed views on all or any of the matter in dispute or difference. The award of such arbitrator shall be final and binding on the parties to this contract. It is term of this contract that in the event of such Arbitrator to whom the matter is originally referred, being transferred or vacating his office or being unable to act or resigning for any reason,

the Managing Director, Central Railside Warehouse Company Ltd. New Delhi; at the time of such transfer, vacation of office or inability to act or resigning for any reason, shall appoint another person to act as Arbitrator in accordance with the terms of this contract. Such person shall be entitled to proceed with the reference from the stage at which it was left by his predecessor. It is also a term of this contract that no person other than a person appointed by the Managing Director, Central Railside Warehouse Company Ltd; New Delhi as aforesaid should act as Arbitrator and if for any reason that is not possible the matter is not to be referred to arbitration at all. The Arbitrator shall give reason for his award.

Provided further that any demand for arbitration in respect of any claim (s) of the Service Provider or CRWC under the contract shall be in writing and made within one year of the date of termination or completion (expiry of the period) of the contract and where this provision is not complied with the claim (s) of the service provider shall be deemed to have been waived and absolutely barred and the company/CRWC shall be discharged and released of liabilities under the contract.

The venue of arbitration shall be such place as may be fixed by the sole arbitrator in his sole discretion.

The work under the contract shall, if reasonably possible, continue during the arbitration proceeding and no payment due or payable to the Service Provider shall be withheld on account of such proceeding. The cost of arbitration shall be borne by parties as per the decision of the Arbitrator. The Arbitrator shall give separate award in respect of each dispute of difference referred to him and shall give the reasons for his decision. Subject as aforesaid the Arbitration & Conciliation Act 1996 shall apply to the Arbitration proceedings under this clause.

All disputes arising out of this contract/Tender will be subject to jurisdiction of Delhi High Court.

**Explanation:**

For the purpose of this clause, the expression "Managing Director" shall include any officer for the time being performing the duties of the Managing Director of CRWC, New Delhi.

Dy. GENERAL MANAGER (COMMERCIAL)

**APPENDIX-I**

**GENERAL INFORMATION**

The RWC, Alamnagar, Lucknow consists of the following groups of godowns/plinth:

1. GODOWNS SERVED BY RAILWAY SIDING: Estimated rated Storage of 15500 MT Capacity.

Any more capacity to be added in future by CRWC.

**(TO BE FILLED IN BY THE BIDDER)****Check-List****APPENDIX-II**

<b>S. NO.</b>	<b>PARTICULARS</b>	<b>REMARKS</b>	<b>Page nos.</b>
1.	"INDEX" indicating page wise list of documents as submitted.	Submitted (Yes/No)	
2.	Name & Address of the Bidder and telegraphic address:	<b>Name:</b> <hr/> <b>Address for communication:</b> <hr/> <hr/>	
3.	Business in which the Bidder is engaged: the nature of business in which is the Bidder or partners of the Bidders firms are engaged should be stated together with particulars of where head office and branches, if any, are located.	<b>Business:</b> <hr/> <hr/> <b>Head Office &amp; Branches:</b> <hr/> <hr/>	
4.	Earnest Money deposit of Rs. 50,000/- (Rupees Fifty Thousand only) in the prescribed manner through e-payment system/Mode only within the date and time specified in NIT. However, MSME having valid registration certificate are exempted from payment of earnest money deposit.	Submitted (Yes/No)	
5.	<p>The Tenderer should have experience of logistics (i.e. either or in combination of handling, transportation, warehousing). The Tenderer should have successfully completed works of above nature of value not less than Rs 17,50,000 (35% of the total estimated Value of the contract) in one single contract during preceding five years &amp; current year up to the date of submission of tender.</p> <p>Note: The Year for the purpose of experience will be taken as financial year (1st April to 31st March.)</p> <p>The experience certificate (in the Performa prescribed at Appendix-X and as enclosed) shall be produced from customers under their signature and stamp stating proof of satisfactory completion/running contract(s) besides duly certifying nature, period of contract and value of work handled.</p> <p>Remark: All certificate issued by concerned parties should contain at least above requisite information for considering experience as per terms of tender. In case of certificates issued by the private company / party it should be supported by TDS certificate.</p>	Submitted (Yes/No)	
6.	A certificate from the bankers about the financial status and credibility of the Bidder showing the solvency position. <b>(Appendix-XI)</b>	Submitted (Yes/No) <b>Bank Name:</b> <hr/> <b>Solvency Limit:</b> <hr/>	
7.	The Bidder selected/ appointed, who does not have P.F code number/ESI registration/ <b>Labour License</b> are required to apply and get a P.F & ESI Registration and <b>Labour License</b> within one month from the respective P.F commissioner/ESI Authority/ <b>Labour Authority</b> from the date of joining the work and submit the copies of these documents within a month time.	Submitted (Yes/No) <b>P.Fcode number:</b> <hr/> <b>ESI reg. no.</b> _____ <b>Labour License no.:</b> ----- <hr/>	



8.	Constitution of the firm, if the Bidder is not a sole proprietary concern, for partnership firm, a partnership deed, for a registered company its Memorandum of Association and Articles of Association should be submitted. <b>Registered Labour Coop. Societies should furnish the proof of Registration with Registrar of Coop. Societies or Taluka Coop. Officer along with bye laws , proof of area of operation and a resolution passed by the Society to participate in the quotation enquiry.</b>	In case Bidder is not a sole proprietary concern, Partnership deed is to be submitted  (Yes/No)	
9.	The Tenderer should have achieved the minimum average turnover of Rs 1,00,00,000/- during the three (03) preceding financial years. The average turnover of preceding three financial years should not be less than Rs. One Crore. The tenderer is required to upload the audited Balance Sheet and statement of Profit & Loss A/c for the preceding three financial years with the bid. In case Balance Sheets and statement of Profit & Loss A/c for the immediate preceding financial year have not been prepared/audited, the accounts for the year previous to the preceding three financial years can be uploaded. Where the tenderer is not under statutory obligation to get his Accounts audited he can upload a certificate of practicing Chartered Accountant certifying his Annual Turnover and Profit after Tax for preceding three financial years. The audited balance sheet and profit & loss accounts are must in case of co-operative society & Ltd/Pvt.Ltd. companies. The Proprietary/Partnership firms whose turnover is more than Rs.60 Lacs during the year 2010-11 and 2011-12 and more than Rs.100 Lac during the years 2012-13 onwards are required to produce audited balance sheet and Profit & Loss A/c. The proprietary/partnership firms having turnover upto 60 Lacs during the years 2010-11 & 2011-12 and upto Rs.100 Lacs during years 2012-13 onwards may submit the income tax return and statements of accounts duly certified by chartered Accountant(s) given to the income tax department for the preceding financial years along with technical.	Submitted (Yes/No)	
10.	Power of attorney duly executed in favour of signatory, authorizing him to sign the Tender documents, in case the Bidder is not a sole proprietary concern. In case of Pvt. Ltd. Company a Resolution from the Board of Directors of the Company authorizing the signatory to sign the Tender, be enclosed in <b>Appendix-III</b> . In case the Proprietor/Partner/Director of the Firm/Company participating in the Tender enquiry is/are common Proprietor/Partner/Director of any other Firm/Company who have also submitted the Tender against the same advertisement, the said Proprietor/Partner/ Director has to furnish a self-certificate declaring that he is the Proprietor/Partner/Director of another Company (name of the Firm/ Company) participated in the Tender enquiry.	Submitted (Yes/No)	
11.	A self-certificate as per <b>Appendix-VII</b> should be furnished certifying that the person including sole proprietor firm/partnership firm/corporate entity are not black listed in any central/state Govt.PSU etc. as on date of submission of Tender. The Bidder should also clearly disclose about the pendency of any court case in respect of his blacklisting and orders, if any, passed. The Bidders / Bidders those who are blacklisted by any Central / State Government PSU or local government department and autonomous body during last five years are liable to be summarily rejected. Any wrong declaration / concealment shall also result in disqualification of Tender and their EMD will be forfeited.	Submitted (Yes/No)	
12.	A certified copy of PAN Card. a) Name under which assessed for income tax b) PAN No.:	Submitted (Yes/No)  _____  _____	

	c) Income Tax Circle/District where assessed: d) Last year for which income tax was paid and the amount paid:	_____ _____	
13.	A certified copy of PAN based GST Registration/Provisional ID Certificate	Submitted (Yes/No)	
14.	Bidders are required to furnish Certified Copies of Income Tax Return filed by them for preceding three Financial Years. In case ITR for immediate preceding financial year is yet not filed, ITR for the financial year previous to the preceding 3 financial years be submitted.	Submitted (Yes/No)	
15.	Latest Documentary proof regarding filing of Goods and Service Tax return with the concerned Authority be submitted.	Submitted (Yes/No)	
16.	Registered under Small Scale Industrial Undertaking & Micro Small and Medium Enterprises (MSME).	Yes/ No Please enclose copy of certificate of registration.	

Place:  
Date:

**Signature of the Bidder**  
**With seal capacity in which signing**

**APPENDIX-III**

STAMP PAPER OF Rs. 100/-

**AGREEMENT**

The Central Railside Warehouse Company Ltd., having agreed to grant the contract of Inventory Management/ Warehouse Management System (WMS) of food grains/fertilizers/cement/salt/sugar or any other notified commodities etc, at CRWC, RWC, Alamnagar, Lucknow in response to the submission of online Tender by me/us on ..... to the Dy. General Manager (COMMERCIAL), CENTRAL RAILSIDEWAREHOUSE COMPANY LIMITED, Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001.

I/We..... am/are executing this agreement on ..... and hereby confirm that I/We have thoroughly examined and understood the terms and conditions of the invitation of Tender bearing CRWC-II/Tender-SP----- Dt.: ----- by Deputy General Manager, CENTRAL RAILSIDE WAREHOUSE COMPANY LIMITED, Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001 for appointment of Service Provider in respect of receipts, dispatches, standardization and Ex-godown release etc. and also those of general conditions of contract and its appendices and schedules and agree to abide by them. I/We am/are willingly undertaking the said work consequent on the approval of the Tender given to me/us ..... by the Central Railside Warehouse Company Ltd.,New Delhi at the rates mentioned in the schedule as annexed where to which forms part of this agreement, and as per terms and conditions of the Tender.

I/We assure the said CRWC that I/We will undertake the said work to the best of my/our ability at all stages during tenure of the contract.

The agreement will remain in force for a period of two (02) years with effect from..... The contract can be further extended for a period of 3 months or till the new contract is finalized whichever is earlier at the same rates, term and conditions at the discretion of CRWC.

(SERVICE PROVIDER)

For and on behalf of

(Capacity in which signing)

Central Railside Warehouse Company Ltd.,

Witness:

Witness:

1. \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Designation: \_\_\_\_\_

1. \_\_\_\_\_  
Name: \_\_\_\_\_

2. \_\_\_\_\_  
Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Designation: \_\_\_\_\_

2. \_\_\_\_\_  
Name: \_\_\_\_\_

**PRICE BID****Appendix-IV-A**

Name of the bidder:.....

**ITEM RATES SCHEDULE FOR FERTILIZER /CEMENT/SALT (Only WMS/Inventory Management rates to be quoted)**

<b>SOR No.</b>	<b>Description of Service</b>	<b>Work done during last two years (Qty in MT) (Jute/HDPE Bags)</b>	<b>Work done during last two years (Qty in MT) (Paper Bags)</b>	<b>Rates to be quoted per M.T. for handling in Jute HDPE bags.</b>	<b>Rates to be quoted per M.T. for handling in paper bags.</b>
<b>1 (a)</b>	For unloading bags of Fertilizers/Cement/Salt from wagons/ rakes/ jumbo rakes / trucks or any other transport vehicle and stacking the bags on the platform/ground if required and then stacking the same in the godowns wherever necessary upto the prescribed height as mentioned in Section-VI-(B)-1(i) (a).	<b>NOT TO BE QUOTED</b>		<b>NA</b>	
<b>1 (b)</b>	For taking out the bags of Fertilizers/Cement/Salt from the stack and loading them into the parties' truck/ wagon for delivery/dispatch as mention in Section-VI-B- 1(i) (b).	<b>NOT TO BE QUOTED</b>		<b>NA</b>	
<b>2(a)</b>	For unloading bags of Fertilizers/Cement/Salt from wagons/trucks or any other transport vehicles and directly loading them into the trucks/wagons as per Section-VI-B- 1(ii) (a).	<b>NOT TO BE QUOTED</b>		<b>NA</b>	
<b>2 (b)</b>	For unloading the bags of Fertilizers/Cement/Salt from wagons/trucks or any other transport vehicles and directly loading them into the trucks/wagons across the warehouse as mentioned in Section-VI-B- 1(ii) (b)	<b>NOT TO BE QUOTED</b>		<b>NA</b>	
<b>3</b>	<b>Inventory management and custodian service charges for the stocks of Fertilizers/Cement/Salt etc. to be handled per month as mentioned in Section-VI-B-(2).</b>	<b>429188 MT</b>	<b>4273.2 MT</b>	Rs..... (Rupees..... .....only)	Rs..... (Rupees..... .....only)
<b>4</b>	Shifting of such quantity of Fertilizers/Cement/salt as may be required day to day by the Terminal Manager from one godown to another godown or from one compartment to another compartment in the same premises as per Section-VI-B-3.	<b>NOT TO BE QUOTED</b>		<b>NA</b>	
<b>5</b>	For unloading the bags from wagons and stacking at the platform/ ground loading into trucks, transferring to other shed (s), unloading & stacking inside the godown as mentioned in Section-VI-B-(5)	<b>NOT TO BE QUOTED</b>		<b>NA</b>	
<b>6</b>	For supply of Casual Labour as mentioned in Section-VI-B-(4).			Minimum wages as fixed by appropriate authority in the State.	

**Note:**

- 1) GST as applicable [(Section-V (17))] shall be payable extra on above quoted rates.**
- 2) Currently only 50 kg bags are being handled at the RWC for which rates have been sought.**

**APPENDIX-IV-B**

Name of the bidder:.....

**ITEM RATES SCHEDULE FOR FOODGRAIN /ANY OTHER NOTIFIED COMMODITIES: (Only WMS/Inventory Management rates to be quoted)**

<b>SOR NO.</b>	<b>Description of Service</b>	<b>Work done during last two years</b>	<b>Rates to be quoted per M.T.</b>
1 (a)	For unloading bags of foodgrain and any other notified commodities from wagons/ rakes/ jumbo rakes / trucks or any other transport vehicle and stacking the bags on the platform/ground if required and then stacking the same in the godowns wherever necessary upto the prescribed height as mentioned in Section-VI-B-1(i) (a).	<b>NOT TO BE QUOTED</b>	<b>NA</b>
1(b)	For taking out the bags of foodgrain and any other notified commodities from the stack and loading them into the parties truck/ wagon for delivery/dispatch as mention in Section-VI-B-1(i) (b).	<b>NOT TO BE QUOTED</b>	<b>NA</b>
2(a)	For unloading bags of foodgrain and any other notified commodities from wagons/trucks or any other transport vehicles and directly loading them into the trucks/wagons as per Section-VI-B--1(ii) (a).	<b>NOT TO BE QUOTED</b>	<b>NA</b>
2 (b)	For unloading the bags of foodgrain and any other notified commodities from wagons/trucks or any other transport vehicles and directly loading them into the trucks/wagons across the warehouse as mentioned in Section-VI-B-1(ii) (b)	<b>NOT TO BE QUOTED</b>	<b>NA</b>
3	<b>Inventory management and custodian service charges for the stocks of foodgrain and any other notified commodities to be handled per month as mentioned in Section-VI-B-(2)</b>	<b>NIL</b>	RS..... (Rupees..... .....only)
4.	Shifting of such quantity of Foodgrain and any other notified commodities as may be required day to day by the Terminal Manager from one godown to another godown or from one compartment to another compartment in the same premises as per Section-VI-B-(3).	<b>NOT TO BE QUOTED</b>	<b>NA</b>
5.	For unloading the bags from wagons and stacking at the platform/ ground loading into trucks, transferring to other shed (s), unloading & stacking inside the godown as mentioned in Section-VI-B-(5).	<b>NOT TO BE QUOTED</b>	<b>NA</b>
6.	For supply of Casual Labour as mentioned in Section-VI-B-(4).	Minimum wages as fixed by appropriate authority in the State.	

**Note:****1) GST as applicable [(Section-V (17))] shall be payable extra on above quoted rates.****2) Currently only 50 kg bags are being handled at the RWC for which rates have been sought.**

Name of Bidder \_\_\_\_\_

**ITEM OF SCHEDULE FOR HANDLING OF STOCK AT NON RWC SIDING SIDE OF RWC SIDING WITHIN SAME VICINITY: (Not Applicable)**

SOR No.	Description of Services	Work done during last two years	Rates to be quoted per MT
1 (a)	For unloading the bags from wagons /rakes/ jumbo rakes/trucks or any other transport vehicle and stacking the bags on the platform /ground upto the prescribed height as mentioned in Section-VI-B- 1(iii) (a).	----	Rs..... (Rupees..... .....only
1 (b)	For taking out the bags from the stacks in the platform/ ground and loading them into the parties truck/ wagon for delivery/ dispatch as mentioned in Section-VI-B-1( iii) (b).	----	Rs..... (Rupees..... .....only)
2.	For unloading the bags from wagons/ trucks or any other transport vehicles and directly loading them into the parties trucks/ wagons for delivery/ dispatch as mentioned in Section-VI -B-1 (iii) (c).	----	Rs..... (Rupees..... .....only)
3. (a)	For unloading the bags from wagons and stacking at the platform/ ground loading into trucks, transferring to RWC, unloading & stacking inside RWC godown as mentioned in Section-VI-B-1( iii) (d).	----	Rs..... (Rupees..... .....only)
3.(b)	For taking out the bags from stacks in the RWC godown and load them into the truck and carry it to non-RWC siding, stacking in the platform/ ground if required and loading into the wagon as mentioned in Section-VI-B-1 (iii)(e)	----	Rs..... (Rupees..... .....only)

**Note:**

- 1) GST as applicable [(Section-V (17))] shall be payable extra on above quoted rates.
- 2) Currently only 50 kg bags are being handled at the RWC for which rates have been sought.

**NOTE FOR APPENDIX IV -A, IV-B & IV-C**

1. The loading, unloading of bags includes weighing wherever necessary, for which no separate charges are payable.
2. Stitching of torn/non-standardized bags with stitching machine including twine are to be provided by the Service Provider at his own cost wherever required.
3. No extra remuneration is payable for breaking/weighing and re-stacking of the bags at the appropriate place for purpose of physical verification.
4. Reconditioning/drying of damaged goods and cleaning, machine filling of the cleaned goods into the bags and stitching the same and stacking up to required height wherever required would be at the cost of the Service Provider.
5. No compensation shall be admissible to the Service Provider on account of non availability of work sufficient to engage the number of trucks/or any other vehicle/labour specified in any programme issued by the CRWC, New Delhi / RWC, Alamnagar, Lucknow or an Officer acting on his behalf
6. No separate remuneration shall be paid for collecting, bagging and removal or process of waste i.e. chaff etc.
7. No charges other than those mentioned in the schedule of items are payable as other duties, services and operations as mentioned in the Tender terms are auxiliary and/or incidental to the principal services.
8. No extra remuneration will be paid to the Service Provider for supply of fuel as and when required for towing the wagons to/from loading/unloading points. Such charges are inclusive in the remuneration for loading/unloading of wagons.
9. Though it would not be obligatory on the part of CRWC to provide weighing scales/ platform scales/stitching machines, yet if it is provided, then the Service Provider shall have to use these first and pay hiring charges @ Rs.400/- per scale per month for 300 Kg weighing scales and Rs.500/- per scales per month for 500 Kgs weighing scales and for stitching machines Rs.150/per machine/month.
10. 25 % extra payment shall be made for loading/ unloading of stocks to/from open wagons/ boxes.
11. Eligibility criteria to find out L-1.

L-1 will be decided on the basis of lowest rate arrived at after assigning weightage on the basis of actual work done under each and every item of SOR of Appendix IV-A, IV-B & IV-C during last two years immediately preceding to the calendar month of NIT as mentioned in Clause No. L (existing operational RWC).

In case there is more than one Bidder quoting the same rates, due consideration shall be given to financial turnover value as submitted under eligibility criteria for the purpose of selection of L1. In such cases, Tender shall be awarded to the Bidder having higher average financial turnover value of preceding three (03) years for which turnover value has been given in the Tender.

**APPENDIX-V****PROFORMA FOR CUSTODY AND INDEMNITY BOND**

Whereas we have agreed to act your Service Provider for storage and Inventory Management/ Warehouse Management System (WMS) of food grains/ cement/ fertilizer/salt/ sugar or any other notified commodities to be dispatched to/from received at RWC, Alamnagar, Lucknow from time to time and for their proper storage, handling, safe custody and delivery to your various customers against valid delivery orders pursuant to the Agreement dated ..... (here in after referred to as the said Agreement)

AND WHEREAS we have agreed to execute a Custody and Indemnity Bond in terms of the said Agreement for and in respect of the goods handled by us. We hereby declare and state as under:

1. Now by this custody and Indemnity Bond we hereby agreed and undertake that we shall keep and hold the goods from time to time under the said agreement and keep the same under safe custody at RWC, Alamnagar, Lucknow and on your behalf and as your property in trust for you.
2. We shall be entirely responsible for the safe custody and protection of the said goods materials at our risk till the same are duly delivered/dispatched to your various customers OR as may be directed by you from time to time or any time and shall Indemnify you against any loss, damage, or deterioration suffered by you or shortages whatsoever in respect of said goods from time to time under said Agreement while the same remain in our custody. We further agree that the said goods shall at all time be open to inspection by any person authorized by you.
3. Should any loss or damage or deterioration or shortage occur or refund becomes due and receivable by you, we undertake to compensate or to pay or to refund the amount forthwith on demand, you shall be entitled to recover from us compensation for such loss or damage or deterioration or shortage without prejudice to any other remedies available to you by deduction from any sum which at any time hereinafter may become due to us either under aforesaid Agreement or any other Agreement (s). The amount so claimed by you shall be final and bindings upon us.
4. We further agree an affirm that you shall have the fullest liberty to vary any of the terms and conditions of the said Agreement without affecting any manner whatsoever our obligation under this Bond and we shall not be released from our liabilities under this bond by the exercise of your liberty to vary and/or modify the terms of the said Agreement or by reason of any time being given to us or any other forbearance or indulgence given to us or any other act or omission on your part.
5. We further agree and undertake that we shall not hypothecate and/or change and/or encumber in any manner whatsoever the said goods either in full or in part to any bank or Financial Institution or any Association or any company or firm as a security or otherwise.
6. We further agree and undertake that we shall not suffer any injunction and/or attachment and/or appointment of Receiver in respect of said goods either in full or in part.
7. And we further agree that this Bond shall remain in force till all the obligations under the said Agreement are fulfilled and you expressly discharge this Bond in writing otherwise the same shall remain valid and in full force.



CRWC-II/Tender-----/-----/-----

Dt.:-----

8. This bond shall not be affected to any change in our constitution not shall it be affected by any change in your constitution or by any amalgamation or

Absorption thereof or therewith but will ensure for and be available to and enforceable by the absorbing or amalgamated company or concern.

Signed sealed and delivered by .....for and on behalf of

MIs.....

WITNESS [In the presence of]

1. SIGNATURE

NAME:----- .

ADDRESS.....

2. SIGNATURE

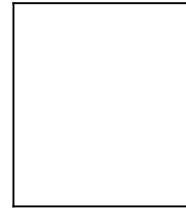
NAME:..... ADDRESS..... .

ACCEPTED FOR AND ON BEHALF OF CRWC LTD, DELHI

**Tender Submission Letter**

**APPENDIX-VI**

Affix  
scanned  
  
Recent  
passport  
size photo



From:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tel. Phone Nos.....

FAX No.....

E-mail id.....

To

The Dy. General Manager,  
CENTRAL RAILSIDE WAREHOUSE COMPANY LIMITED  
Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001.

Dear Sir,

1. I/we submit the Tender for appointment as Service Provider for Loading/Unloading and Inventory Management/ Warehouse Management System (WMS) etc. of stocks at Railside Warehousing Complex RWC, Alamnagar, Lucknow.
2. I/we have thoroughly examined and understood instructions to Bidders, terms and conditions of contract given in the invitation to Tender and those contained in the general conditions of contract and its appendices and schedules and agree to abide by them. I/we offer to work at the rates given in the Schedule of Rates. (Appendix IV-A, IV-B & IV-C).
3. I/we agree to keep the offer open for acceptance upto and inclusive of the date under Section-II, Clause-9 (at page-7– Instruction to Tender) and to further extension of the said date by a fortnight at the discretion of the Dy. General Manager, CRWC Ltd, Ground Floor, Pragati Maidan Metro Station Building, New Delhi-110001/ RWC, Alamnagar, Lucknow. I/we shall be bound by communication of acceptance of the offer dispatched within the time and I/we also agree that if the date upto which the offer would remain open, be declared a holiday for the CRWC / RWC, - Alamnagar, Lucknow, the offer will remain open for acceptance till the next working day.

4. Earnest Money of rupees Fifty thousand has been deposited through e-payment mode on ..... In the event of my/our Tender being accepted, I/we agree to furnish a Security Deposit as indicated in the Tender terms.

5. I/we do hereby declare that entries made in the Tender which includes Sections and Appendices attached therein are true and also that I/we shall be bound by the act of my/our duly constituted Attorney Shri \_\_\_\_\_ whose signature is appended hereto in the space specified for the purpose and of any other person who in future, may be appointed by me/us instead of him to carry on the business of the concerned, whether any intimation of such change is given to the CENTRAL RAILSIDE WAREHOUSE COMPANY LIMITED, or not.

Signature of Constituted Attorney

Yours faithfully,

(Signature of Bidder)

Capacity in which signed

Dated

\_\_\_\_\_

Name and Address of Attorney

Signature of Witness with Date Name and Address of Witness

**Appendix VII**

**Format for non-blacklisting certificate:**

(To be submitted signed and stamped by authorized person on the letter head of the Bidder)

To

The Dy. General Manager (COMMERCIAL)  
Central Railside Warehouse Company Limited  
New Delhi

**CERTIFICATE:**

This is to certify that \_\_\_\_\_ (Bidder)  
is/are not blacklisted by any Central/ State Govt., PSU or local self Govt, department and  
autonomous body during the last five (05) years from the date of NIT. There is no pendency of any  
court case in respect of our blacklisting and orders, if any passed.

(Sign & Stamp)

M/S \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Appendix VIII****Format for Turnover certificate:**

(To be submitted signed and stamped by authorized Chartered Accountant on their letter head in respect of those bidders who are not under statutory obligation to get their accounts audited)

To

(Bidder name and address)\_\_\_\_\_

\_\_\_\_\_

**CERTIFICATE:**

This is to certify that annual gross turnover of \_\_\_\_\_ (Bidder) during three (03)

financial years is as follows:-

S. No.	Financial Year	Total Turnover (in Rs. Lacs)
1.		
2.		
3.		

(Sign & Stamp along with the  
Membership number of  
the Chartered Accountant/firm)

**APPENDIX-IX****FORMAT OF BANK GUARANTEE BOND**

In consideration of the Central Railside Warehouse Company Ltd., New Delhi (herein after called the Company) having agreed to exempt M/s \_\_\_\_\_ [hereinafter called the said Second Party/ Licensee] from the demand, under terms and conditions of an agreement dated \_\_\_\_\_ made between \_\_\_\_\_ & \_\_\_\_\_ for \_\_\_\_\_ hereinafter called the said agreement of utilizing the RWC facility on Inventory Management/ Warehouse Management System (WMS) basis for the due fulfillment by the Second Party(s) of the terms & conditions contained in the said agreement on production of Bank Guarantee of Rs. \_\_\_\_\_ (Rs. \_\_\_\_\_) we, \_\_\_\_\_ (herein after referred to as "the Bank") at the request of \_\_\_\_\_ Second Party(s) do hereby undertake to pay the Company an amount of not exceeding Rs. \_\_\_\_\_ (Rs \_\_\_\_\_) against any shortages or loss or damages caused to or suffered or could be caused to or suffered by the Company by reasons of any breach by the Second Party(s) of any of the terms and conditions contained in the said agreement during the facility under use of the Second Party(s).

1. We \_\_\_\_\_ (indicate the name of Bank) do hereby undertaken to pay the amounts due and payable under this guarantee without any demur, merely on demand from the Company stating that the amount claimed is due by way of shortages or loss or damages caused to or would be caused to or suffered by the Company by reasons of breach by the said Second Party(s) failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this agreement shall be restricted to an amount not exceeding Rs. \_\_\_\_\_ (Rupees \_\_\_\_\_).
2. We undertake to pay to the Company any money so demanded not withstanding any dispute or disputes raised by the Second Party(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the Second Party(s) shall have no claim against us for making such payment.
3. We \_\_\_\_\_ (indicate the name of Bank) further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it should continue to be enforceable till all the dues of the Company under or by virtue of the said agreement has been fully paid & its claim satisfied or discharge or till \_\_\_\_\_ Company certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said Second Party(s) and accordingly discharged this Guarantee. Unless a demand or claim on this Guarantee is made on us in writing on or before \_\_\_\_\_ we shall be discharged from all liability under this Guarantee thereafter.

- 4. We \_\_\_\_\_ (indicate the name of Bank) further agree with the Company that the Company shall have the fullest liberty without our consent and without effecting in any manner our obligations hereunder to vary any of the terms and conditions relating to the said agreement and shall not be relieved from our liability by reason of any such variation, or extension being granted to said Second Party(s) or for any for forbearance, act or omission on the part of the Company any indulgence by the Company to the said Second Party(s) or by any such matter or thing, whatsoever, which under the law relating to sureties would, but for this provision, have effect of so relieving us.
- 5. This Guarantee will not be discharged due to the change in the constitution of the Bank or the Second Party(s).
- 6. This Bank Guarantee will remain operative not only for the entire period of the contract but also for a minimum period of one year even after completion/ termination of the contract or till Company certified that the terms and conditions of the said agreement have been fully & properly carried out by the said Second Party(s) so as to satisfy the claims of the Company against the Second Party, if any, for the contract to which the Guarantee relates.
- 7. We \_\_\_\_\_ (indicate the name of Bank) lastly undertake not to revoke this Guarantee during its currency except with the previous consent of Company in writing.

Date the \_\_\_\_\_ day of \_\_\_\_\_

For \_\_\_\_\_

(Indicate the name of Bank)

Signature

Name: \_\_\_\_\_

Stamp of the bank

**APPENDIX - X**

**PROFORMA FOR INFORMATION OF WORK EXPERIENCE CERTIFICATE TO BE FURNISHED BY THE TENDERER from each concerned parties.**

“This is to certify that M/s \_\_\_\_\_ have worked as our Handling/transportation service provider for the work of rake handling and/or transportation in the field of fertilizers , foodgrains, cement, sugar, Coarse grains or any other commodity and their performance was found satisfactory. The details of handling/transportation work carried by them are as under:-

Sl. No	Name of Client/customer served	Nature of the work/contract executed	<b><u>Contract Start date</u></b>	<b><u>Contract completion date (mentioned if work is in progress i.e. running contract)</u></b>	Product handled	Volume of work handled in MT	Total value of work/contract executed	Remarks
1								
2								
3								
Grand Total								

Date:

Signature:

Name &amp; Designation of signing authority

Seal of the Company/ Organization:

**Note: Certificate issued from private Organization shall be supported by TDS certificate.**



**Appendix –XI**

**Format of Solvency Certificate**

To

.....  
.....

This is to state that to the best of our knowledge and information, Mr. / Ms. / M/s  
..... a customer of our Bank is respectable and can be treated as  
good up to a sum of Rs.....(Rupees.....) and solvent upto  
Rs.....(Rupees.....)

It is clarified that this information is furnished without any risk and responsibility on our part in any  
respect whatsoever more particularly either as guarantor or otherwise. This certificate is issued at  
the specific request of the customer.

Place:

Date:

For BANK MANAGER

Name: \_\_\_\_\_

(Signed and Stamped)

**APPENDIX –XII****COMPLIANCE TO BID REQUIREMENT**

We hereby confirm that we have gone through and understood the Tender Documents and our bid complies with the requirements / terms and conditions of the Tender Document and subsequent addendum / corrigendum thereof (if any), issued by CRWC, without any deviation / exception / comments / assumptions.

We also confirm that we have quoted the rates without any condition and deviation. The Technical bid and price bid as required have been submitted along with the required documents and same have been uploaded under digital signatures of the authorized signatory. We undertake that the Tender document shall be deemed to be our bid and in the event of award of work to us, the same shall be considered for constitution of contract agreement. Further, we shall sign and stamp each page of the Tender Document as token of acceptance and as part of contract in the event of award of contract to us.

We further confirm that we have quoted our rates in our financial bid as per the conditions of the Tender Document and for all the items.

**Signature of the bidder** : \_\_\_\_\_

**Name of the bidder** : \_\_\_\_\_

**(Stamp of the bidder)**

**NOTE: To be stamped and signed by the authorized signatory who is signing the Bid and submitted along with the Technical Bid.**

**Appendix –XIII****POWER OF ATTORNEY**

(To be executed on non-judicial stamp paper of the appropriate value in accordance with relevant Stamp Act. The stamp paper is to be in the name of the firm/company who is issuing the Power of Attorney).

We, M/s. \_\_\_\_\_ (name of the firm/ company with address of the registered office) hereby constitute, appoint and authorize Mr./Ms. \_\_\_\_\_ (Name and residential address) who is presently with us and holding the position of \_\_\_\_\_ and whose signature is given below as our Attorney to do in our name and our behalf all or any of the acts, deeds or things necessary or incidental to our bid for the work \_\_\_\_\_ (name of work), including signing and submission of application/ Tender / proposal, participating in the meetings, responding to queries, submission of information/ documents and generally to represent us in all the dealings with CRWC or any other Government Agency or any person, in connection with the works until culmination of the process of bidding, till the Contract Agreement is entered into with CRWC and thereafter till the expiry of the Contact Agreement.

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 H&T Tenders in the case of Consortium/ Joint Venture)

Our firm is a Member/Lead Member of the Consortium of \_\_\_\_\_, \_\_\_\_\_ and \_\_\_\_\_.

Dated this the \_\_\_\_\_ day of \_\_\_\_\_ 20

(Signature and name of authorized signatory being given Power of Attorney)

\_\_\_\_\_  
**(Signature and name in block letters of Proprietor / All the partners of the firm / Authorized Signatory for the Company)(Strike out whichever is not applicable)**

Seal of the Proprietorship firm / Partnership firm/ Company

Witness 1 :

Name:

Address:

Occupation:

Witness 2:

Name:

Address:

Occupation:

**Notes:**

- In case the Firm/ Company is a Member of a Consortium/ JV, the authorized signatory has to be the one employed by the Lead Member.
- The mode of execution of the power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same should be under common seal affixed in accordance with the required procedure.
- **Power of Attorney is to be attested by Notary.**