

**Reply to representation received on GeM for Facility Management Services –Outcome basis
(Cleaning, Housekeeping, Sanitation & Disinfection services):-**

Sl. No.	Query	Reply
1.	Page 5, Section II (a) – Instructions for Technical Bid Turnover certificate for 3 consecutive years out of 4 preceding years (FY 2021–22 to 2024–25) Kindly confirm if turnover for FY 2024–25 (being the current year) can be submitted as provisional/CA certified statement, since audited balance sheets may not yet be available.	As stated clearly in the Tender Document, prospective bidder may upload Turnover for 3 (three) consecutive years of the preceding 4 (four) years. Hence, turnover for FY 2024–25 (being the current year) may be exempted provided the bidder submits certificate for the previous 3 (three) consecutive years.
2.	Page 5, Section II (g) GST Registration Certificate & details of GST returns filed for 3 consecutive years in last 4 years (2021–22 to 2024–25) Please specify whether submission of proof of monthly/quarterly GST return filings is required, or whether annual GSTR-3B summary will suffice.	Annual summary will suffice.
3.	Earnest Money Deposit (EMD) Please confirm mode of submission of EMD	As per GeM GTC - "BID SECURITY" (also known as Earnest Money Deposit) shall mean Insurance Surety Bond, Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee (including e-Bank Guarantee) from any of the Commercial Banks or payment online in an acceptable form as defined in the bid document, safeguarding the purchaser's interest in all respects.
4.	Page no-58, serial no- 4 Copy of Bank Statement of past 03 years Kindly consider allowing submission of Bank Statement for the last 3 months instead of 3 years.	CA-certified turnover certificate, as per tender requirement /conditions
5.	Page 5, Section II (h) Resolution for authorization of signatory Please clarify if a Board Resolution is mandatory for all bidders, or whether a Power of Attorney/Authorization Letter will be acceptable or not?	Board Resolution will be required for authorization of signatory.
6.	Page 8, Section III – General Conditions of the Contract Successful bidder to maintain a current/saving bank account with a nationalized bank in Shillong within a week of award Is this point mandatory? We already have a centralized account in the Head Office. Kindly clarify.	It is mandatory for the Successful bidder to maintain an account with a nationalized bank located in Shillong to ease transactions, settlements and reconciliations.
7.	EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy Kindly confirm whether bidders claiming exemption from EMD on the basis of annual turnover above ₹500 Crore. Are there any requirement to submit any supporting documents, such as audited financial statements or a CA certificate, to substantiate their claim."	Sellers / Service Provider having annual turnover of ₹ 500 Crore or more, at least in one of the past three completed financial year(s) will be verified and exempted on and by GeM only
8.	Page no- 68. Annexure – VII PERFORMANCE REPORT FORMAT Recent performance reports Kindly clarify whether recent performance reports are required to be submitted in this prescribed format or if existing client certificates will be acceptable.	Existing client certificates will be accepted provided that all the particulars required in the proforma are clearly specified.

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