

MINISTRY OF EARTH SCIENCES
GENERAL ADMINISTRATION

Tender No.: MoES/26/01/2016-GenI

Dated: 14/12/2016

Subject: Quotation for Service Providers for providing Housekeeping service for this Ministry.

Online bids are hereby invited under Two-Bid System i.e. Technical Bid and Financial Bid from reputed, experienced and financially sound Companies/Firms/Agencies for award of Rate Contract for providing Housekeeping Service for this Ministry.

2. The bid will be accepted as e-tender only.

3. The tender document contains the following:

- Annexure-I -- "Instructions for Online Bid Submission"
- Annexure-II -- TENDER ACCEPTANCE LETTER
- Annexure-III -- "Scope of Work and General Instructions to Bidders"
- Annexure-IV -- SCOPE OF WORK
- Annexure-V -- "Proforma for Technical Bid"
- Annexure-VI -- "Proforma for Financial Bid"
- Annexure-VII -- Performa towards Performance Security
- Annexure-VIII -- Declaration
- Annexure-IX -- Items to be provided by the Firm

4. Important Dates for the activities of the Bidders:

- I. Last date and time for downloading tender document 11.01.17 at 15:00 hrs
- II. Last date and time for online submission of bid & submission of **EMD** and **tender fee** in original (**in tender box at this Ministry**) 11.01.17 at 15:00 hrs
- III. Date & time for opening of Technical Bid 12.01.17 at 15:30 hrs

5. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The Ministry reserves the right to accept or reject any or all the tenders without assigning any reason thereof.

Director (GEN ADMN.)
Tel: 24669509

**GOVERNMENT OF INDIA
MINISTRY OF EARTH SCIENCES (GENERAL SECTION)
PRITHVI BHAWAN, NEW DELHI 110013**

Open Tender No. MoES/26/01/2016-GA

TENDER DOCUMENT

Quotation for Service Providers for providing Housekeeping Servicer for this Ministry.

Open Tender No. MoES/26/01/2016-GA

Document Control Sheet

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| 1. Open Tender No. | MoES/26/01/2016-GA |
| 2. Name of Organization | MINISTRY OF EARTH SCIENCES |
| 3. Last date and time for downloading Tender document | 11/01/2017 (15:00 Hrs) |
| 4. Last Date and Time for online for submission of Bid & submission of EMD and tender fee in original (in drop box at this Ministry) | 11/01/2017 (15:00 Hrs) |
| 5. Date and Time of Opening of Technical Bid | 12/01/2017 (15:30 Hrs) |
| 6. Address for communication | Director (General Admn.)
MINISTRY OF EARTH SCIENCES
PRITHVI BHAWAN
New Delhi – 110013
Tel. # 011- 24669509 |

Instructions for Online Bid Submission

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>.) by clicking on the link “**Online Bidder Enrollment**” on the CPP Portal which is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificated with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g.Sify/TCS/nCode/eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to other which may lead to misuse.
6. Bidder than logs on to the site through the secured long-in by entering their user ID/password and the password of the DSC/ e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the requirement documents/ tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents- including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/XLS/RAR/DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard document which are required to be submitted as part of every bid, a provision of uploading such standard documents (e.g.PAN card copy, annual reports, auditor certificates etc.)has been provided to the bidders. Bidders can use “My Space” or “Other important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender documents.
3. Bidder has to select the payment option as “offline” to pay the tender fee/EMD as applicable and enter details of the instrument.
4. Bidder should prepare the IMD as per the instructions specified in the tender documents. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in their tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has given as a standard BoQ format with the tender documents, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it only online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidder's dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender documents and the terms and conditions contained therein should be addressed to the Tender inviting Authority for a tender or the relevant contract person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CCP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 180030702232.

TENDER ACCEPTANCE LETTER

Date:

To,
Director (General Administration)
Ministry of Earth Sciences
Prithvi Bhawan
Lodhi Road, New Delhi-110003

Sub: Acceptance of Terms & Conditions of Tender

Tender Reference No.MoES/26/01/2016-Genl.

Name of Tender/Work: **Quotation for Service Providers for providing Housekeeping Service for this Ministry.**

Dear Sir,

1. I/We have downloaded/ obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely www.moes.gov.in or central Public Procurement Portal of Govt. of India i.e eprocure.gov.in as per your advertisement, given in the above mentioned website(s).
2. I/We hereby certify that I/ we have read the entire terms and conditions of the tender documents from page No. 1 to 19 (including all documents like annexure(s). schedule(s) etc. which form part of the contract agreement and I/We shall abide by the terms /conditions/clauses contained therein.
3. The corrigendum(s) issued from time to time by your department / organization on the website too has also been taken into consideration, while submitting this acceptance letter.
4. I/ We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality/entirety.
5. In case any provisions of this tender are found violated then your department/ organization shall without prejudice to any other right or remedy be at liberty to reject this tender/ bid including the forfeiture of the full said earnest money deposit absolutely.

Yours faithfully,

Scope of Work and General Instructions to Bidders

General Conditions of the Contract

1. Ministry of Earth Sciences, Government of India, invites on-line bid for housekeeping services from registered reputed agencies fulfilling the criteria laid down in Technical bid format at **Annexure-V**. The job specifications and scope of work are given in **Annexure-III & Annexure-IV**. The format for Financial Bid is at **Annexure-VI**. **The contract period will be for a period of two years.**
2. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever required.

3. Minimum Eligibility Conditions

- I. The firm/agency should be registered with Service Tax Department
- II. The firm/agency should have PAN No. against their name
- III. The firm/agency must have Provident Fund Account No. in their name
- IV. The firm/agency must be registered for deployment of manpower services under same field for Delhi
- V. The firm/agency must have ESI No. in their name
- VI. The firm/agency must mark serial page number of their technical documents and put their authorized signature on each page
- VII. The firm should have an office in Delhi/or adjoining Municipalities of NOIDA, Gurgaon & Faridabad.
- VIII. The firm should have experience in providing such services during the last 3 years as given below:
 - i) Rs. 25 lakh per annum in a single order; or
 - ii) Rs. 16 lakh per annum each in two orders; or
 - iii) Rs. 12 lakh per annum each in 3 orders.
- IX. It should be in this business for at least five (5) years. The turnover of the company/firm during last three financial years should be not less than Rs. 15 lakh (Rupees Fifteen Lakh) each year.
- X. The agency should not be blacklisted by any Department/Ministry of the Government of India or any PSU or any other organization (Annexure-VIII on the firm letter head with seal & authorize sig.).
- XI. Copies of Work Order(s) issued by Tenderer's clients. (in support of items in para.3 above of the terms and conditions) should be attached.
- XII. Performance certificate (attested copies) issued by the clients to the tenderer, (which should have minimum rating of satisfactory) for three years 2013-2014, 2014-15 and 2015-16 should be signed by client's authorized signatory and it should also be further signed by tenderer along with the seal of the firm/agency.
- XIII. The firm should also submit the authorized signatory letter duly signed & sealed along with the technical bid.

4. Selection Criteria

The Technical Bid of the firms will be opened first and these will be examined with reference to the Minimum Eligibility Conditions. The financial bids of only those Tenderers will be opened who qualifies the Technical Bid Criteria. Before opening of Financial Bids, the technically qualifies Tendered will be informed of the date & time for opening of their Financial Bid. The bidder who qualifies the Minimum Eligibility Criteria and quotes lowest rate shall be awarded the Tender. In case more than one Tenderer quotes the lowest rate the Tender will be awarded to the firm which has more experience in the relevant field and have required infrastructure. The decision of the Tender Committee shall be final in this regard.

5. Terms of Payment

Payment will be released on monthly basis within a period of 30 days after receipt of bill and certification of Admn. Divn. that the services provided during the month are satisfactory.

6. Deductions of Exceptions

The deductions shall be made for the following jobs, if missed as exception. Such exceptions will duly be conveyed to the contractor by Ministry in writing.

- i) Not properly carrying out the jobs as defined for 'daily' – 1% of total monthly wage amount for each deviation.
- ii) Not properly carrying out the job as defined for 'weekly', 'fortnightly' and 'monthly' -2% of total monthly wage amount for each deviation.

However, if the exceptions become general practice, action will be initiated by this Ministry to terminate the Contract.

7. Any clarification on the documents may be obtained from :-

Director (GA)
Ministry of Earth Sciences,
Prithvi Bhawan,
Lodi Road
New Delhi-110003.
Tel:- 24669509

Conditions of the Contract

Earnest Money Deposit

An Earnest Money Deposit (EMD) of Rs. 1.00 lakh in the form of Account Payee Demand Draft/Fixed Deposit Receipt (FDR)/Banker's Cheque or Bank Guarantee from any of the commercial banks will be required to be submitted alongwith the Technical Bid. The EMD may be drawn in favour of Drawing and Disbursing Officer (DDO), Ministry of Earth Sciences, New Delhi payable at Delhi. The Bids received without the EMD will not be considered as valid. The EMD of unsuccessful bidders will be returned after award of Contract and the EMD of successful bidders will be returned only after receipt of Performance Security.

Forfeiture of EMD

The EMD shall be forfeited:

- a) If the bidder withdraws his bid during the period of bid validity.
- b) In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.

Tender Fees :

The tender can be downloaded from the Ministry website (www.moes.gov.in) or Central Public Procurement Portal (CPP Portal) (www.eprocure.gov.in). The company/firm must submit **a separate demand draft of Rs.500/- as price of the tender form along with the EMD instrument on or before the last date & time for submission of the tender.** The DD may be drawn in favour of D.D.O., Ministry of Earth Sciences and it should be payable at New Delhi. In case of non-submission of tender fee, the firm will not be considered for technical evaluation.

Performance Security

To ensure due performance of the contract, Performance security is to be obtained from the successful bidder awarded the Contract. The successful bidder must furnish a Performance Security Deposit equivalent to 10% of Annual Contract within 10 days from the date of acceptance of the Bid. The Performance Security Deposit shall be in the form of Fixed Deposit Receipt (FDR) or Bank Guarantee from a Commercial Bank drawn in favour of Drawing & Disbursing Officer (DDO), Ministry of Earth Sciences, New Delhi and payable at Delhi. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier. EMD shall be refunded to the successful bidder on receipt of Performance Security.

Signing of Contract

The successful bidder will be required to enter into a contract Agreement with the Ministry within 10 days of the issue of letter for Award of Contract.

Arbitration

All disputes and differences arising out of or in any way touching or concerning the contract shall be referred to the sole arbitration of any person nominated by the Secretary, MoES. There

will be no objection to any such appointment that the arbitrator so appointed is a Government Servant, that he had to deal with matters to which this indenture relates or that in the course of his duties as such government servant, he had expressed views on all or any of the matters in dispute or differences. The award of the arbitrator so appointed shall be final and binding on the parties to the Agreement.

Sub-Contract

The service provider shall not assign, transfer, pledge or sub-contract the performance of assigned services without the prior consent of this Ministry.

Force Majeure

1. In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.
2. The term "**Force Majeure**" as stated in this tender means an event beyond the control of the Authority (MoES) and the Operator (The Firm), which prevents the Firm from complying with any of its obligations under this Contract, including but not limited to: act of God; war, hostilities, invasion, act of foreign enemies, mobilisation, requisition, or embargo; rebellion, revolution, insurrection, or military or usurped power, or civil war; contamination by radio-activity from any nuclear fuel, or from any nuclear waste from the combustion of nuclear fuel, radio-active toxic explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly; riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the firm; or acts or threats of terrorism.
3. Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the beginning or ending of the cause respectively. If services are suspended by Force Majeure conditions lasting for more than 2 (two) months, Ministry shall have the option of canceling this contract in whole or part at his discretion without any liability at his part.
4. Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

Notice for Termination of Contract

Ministry reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by Ministry from Security Deposit or pending bill or by raising a separate claim.

However, the agreement can be terminated by the Contractor by giving three month's notice in advance. If the agency fails to give three month's notice in writing for

termination of the Agreement then three month's wages etc. and any amount due to the agency from this Ministry shall be forfeited.

Rates and Prices

1. The service provider will pay –
 - a. House Keeping Supervisor -- Minimum wages (Semiskilled) as per Delhi Govt. Minimum wage act (as per the rate applicable and change from time to time)
 - b. House Keeping Staff -- Minimum wages (unskilled) as per Delhi Govt. Minimum wage act (as per the rate applicable and change from time to time).
 - c. PF, ESI & Service Tax will be deposited by the service provider as per Government norms as amended from time to time.
2. The service provider will submit the bill in triplicate in the 1st week of following month for reimbursement of payment made to the manpower towards their wages, employer contribution towards the PF, applicable service charges & applicable taxes.
3. The payment will be made after necessary deduction in terms of non-permissible absent of the manpower.
4. MoES will deduct applicable TDS and other statutory levies, if any, from the monthly bills.
5. Bidders should quote the rates in the format given at Annexure-VI. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or overwriting is permissible.

Applicable Law and Jurisdiction

All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at Delhi.

Acceptance or Rejection of Bids

Ministry reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement or order, without assigning any reason.

Conditional Contract

Conditional Tender will not be accepted and will be rejected outright.

Ministry's Rights

The Ministry reserves the right to choose, accept or reject any or all requests/offer, in full or part any stage, reduce or increase the quantity/rate of items without assigning any reasons therefore.

Bid Submission Procedure

The bids are to be sent on-line in two parts. `Technical Bid' giving details in the format as per Annexure-V and the second part as `Financial Bid' in the format at Annexure-VI.

Last Date & Time for Submission of Bids

On-line bid will be received by 3.00 PM on 11/01/2017. Any bid received after the prescribed deadline shall not be considered. The Technical bids will be opened on the 12/01/2017 at 3.00 PM in the presence of the representatives of the bidders present. Date of opening of financial bids of such firms which meet the prescribed criteria will be notified separately.

Bid Validity

The bids will remain valid for a period of 120 days from the date of opening of the bids and it can be further extended, if required.

Other Terms & Conditions of the Contract

- I. The service provider shall engage the suitable persons as required by this Ministry from time to time. The said persons engaged by the service provider shall be employee of the service provider and it shall be the duty of the service provider to pay their salary every month in time. The contractor should not stop the payment of salary on account of delays in payment to the Contractor from this Ministry.
- II. The transportation, food, medical and other statutory requirement under the various Acts/ Govt. Regulations in respect of each personnel of the service provider will be the responsibility of the service provider. This shall include payment of PF, ESI, Service Tax etc. The bills should be for reimbursement of the actual amount to the service rendered by the contractor.
- III. Working hours for housekeeping will be of 8 ½ hours between 8.00 a.m. and 4.30 p.m. including half an hour lunch break normally from 1.00 p.m. to 1.30 p.m. Actual amount per hour would be calculated for the personnel deployed on duty for any extra duty based on rates finalized which will be payable to the concerned personnel by the service provider.
- IV. The service provider will submit the bill in triplicate in the 1st week of following month for payment along with the detail of Bank transaction made to each

- personnel, detail of PF subscription (with deposit certificate), subscription of ESI and Service tax etc. The payment will be made after necessary deduction in terms of non-permissible absent of the manpower.
- V. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this Ministry.
 - VI. The service provider shall provide a substitute well in advanced if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
 - VII. If for any reason the personnel deployed by the service provider proceeds on leave, he/she should properly intimate the Controlling Officer and the Concerned Administration before such absence or in case Medical emergency on the first day of taking such leave either officially or telephonically clearly indicating the number of days he/she will be absent. The service provider shall provide a substitute in case the absence exceeds 5 days or even earlier, if situation so warrants, which shall be conveyed to them by the Concerned Administration. Failure to do so shall invite a penalty of Rs. 5000/- per day.
 - VIII. Payment to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance as per the records.
 - IX. The service provider shall be contactable at all times and message sent by E-mail/Fax/Special Messenger/Phone from Ministry to the service provider shall be acknowledged immediately on receipt on the same day. The contractor will ensure every day that the minimum manpower has been provided.
 - X. On the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their dues.

Important

- a. House Keeping Supervisor will be paid Minimum wages (Semiskilled) as per Delhi Govt. Minimum wage act (as per the rate applicable and change from time to time) -- – **Bidders need not quote the same in the Financial Bid Format.**
- b. House Keeping Staff will be paid Minimum wages (unskilled) as per Delhi Govt. Minimum wage act (as per the rate applicable and change from time to time). – **Bidders need not quote the same in the Financial Bid Format.**
- c. PF, ESI & Service Tax will be as per Government norms as amended from time to time. – **Bidders need not quote the same in the Financial Bid Format.**
- d. **For Manpower component (House Keeping Staff (Unskilled Manpower – 20 Nos. and House Keeping Supervisor (Semiskilled) Manpower – 01) Only Service charge is to be quoted in the Financial Bid format.**

- e. Bidders should quote the rates in the format given at Annexure-VI. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date.
- f. **No cutting or over writing will be allowed in the Financial Bid. Any financial bid with overwriting or cutting will be disqualified.**
- g. ***The firm which is awarded this Tender shall be required to pay at least the Minimum Wages (as per Minimum Wages prescribed by the Government of NCT of Delhi) to the personnel deployed in this Ministry. No deductions, whatsoever, shall be made from the wages to be paid to these persons. Further, PF and ESI facilities are to be provided to these persons as per Government Rules & Instructions.***
- h. The contractor shall depute at least 21 (Twenty One Only) persons (including one Supervisor) daily for cleaning work and there workers shall be paid at least minimum wages as per Govt. of Delhi's rates as amended from time to time.
- i. The material and machines to be used for cleaning/washing etc. shall be provided by the contractor and no extra charges shall be paid for cleaning of building and other items. The material to be used for cleaning and washing etc. shall be of good quality and branded (As per Annx-IX).
- j. No extra amount shall be paid for cleaning wall glasses and removal of cobwebs and dirt etc from the walls of the buildings.

Other Terms & Conditions where manpower is required to be deployed by Contractor

1. The agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of each personnel of the service provider will be got verified by the service provider before their deployment after investigation by local police, collecting proofs of identity like driving license, bank account details, previous work experience, proof of residence and recent photograph and a certification to this effect shall be submitted by the service provider to the Ministry.
2. The service provider will also ensure that the personnel deployed are medically fit and shall keep in record a certificate of their medical fitness. The service provider shall withdraw such employees who are not found suitable by the office for any reason immediately on receipt of such a request.
3. The service provider has to provide the Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed within the premises of this Ministry and in case of loss of cards the

persons concerned will immediately report to their service providers as well as in charge of General Section of this Ministry.

4. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work.
5. The Ministry may require the service provider to dismiss or remove from the work, any person or persons, employed by the service provider, who may be incompetent or for his/her/their misconduct and service provider shall forthwith comply with such directions.
6. The service provider shall replace immediately any of its personnel, if they are unacceptable to this Ministry because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct, upon receiving written notice from this Ministry.
7. This Ministry shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service providers.
8. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangement, administrative/organizational matters as all are of confidential/secret nature that can attract legal action.
9. The persons deployed should not be below the age of 18 years or should not be more than 50 years of age and they shall not interfere with the duties of the employees of the Ministry.
10. The service provider's persons shall not claim from this Ministry any benefit/compensation/absorption/regularization of services with this Ministry under the provision of Industrial Disputes Act, 1947 or Contract Labour (Regulation & Abolition) Act, 1970. An undertaking from the persons deployed by the Contractor will be required to be submitted to this Ministry.
11. The firm/agency should be registered under NCT of Delhi for deployment of manpower services.
12. The persons deployed shall not claim any Master & Servant relationship with this Ministry.
13. The service provider shall ensure proper conduct of his person in office premises and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work.

SCOPE OF WORK**A. AREA COVERAGE FOR HOUSEKEEPING SERVICES**

1. Maintenance of office premises of new building of Ministry at IMD Complex, Lodi Road, New Delhi-110003 (Basement to 5th Floor – about 2,05,543,22 sq.ft). The detail of the same are as follows:-

Basement	39079.35 sq ft
Ground Floor	35497.77 sq.ft
First Floor	30633.93 sq.ft
Second Floor	30633.93 sq.ft
Third Floor	28364.11 sq.ft
Fourth Floor	21546.14 sq.ft
Fifth Floor	19787.96 sq.ft
Total	205543.22 sq ft

B. Open terrace Area

Third Floor-	678.31 sq.ft
Fourth Floor-	2090.28 sq.ft.
Roof top -	19787.96 sq.ft.

	22556.55

- C. Open Area Peripheral Zone:25824.00 sq ft.
Excluding Green Strips

Total Area A+b+C = 253923.77 sq. ft.

B. BROAD DETAILS OF SCOPE OF WORK :

1. Cleaning, sweeping moping and wiping of floors, staircase on daily basis including Saturdays or as required by Officer-In-charge. Cleaning activity shall start in the morning at 8.00 AM so as to complete all the dusting/cleaning/moping work before 9.00 AM.
2. Continuous moping to be done at reception floor and other floors during office hours (9.00 AM to 4.30 PM).
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
4. Thorough cleaning of all glass windows of building from outside and inside.
5. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows Venetian blinds, wall panellings of rooms, racks, sofas, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
6. Lifting, carrying and disposing the dead birds animals, rats, insects etc. if found in and around the office building.
7. Clearing of any chokings in the drainages, manholes etc.
8. Removal of beehives and cobwebs/honey webs from the office building and its premises.
9. Cleaning and sweeping of open area including balconies and roof tops with brooms.
10. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.
11. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the Ministry officer-in-charge at regular intervals and finally at the end of each month.
12. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by Ministry.

C. JOBS TO BE CARRIED OUT DAILY

- i) Cleaning of general toilets at least thrice daily (at 8.30 AM, 12.00 Noon & 3.30 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be placed regularly to ensure continuous availability of these materials in requisite place/container.

- ii) Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Nephthalane balls air purifier, toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows doors, furniture's fixtures, telephones, ashtray, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location
- vii) Cleaning of carpets by soft brush.
- viii) To clean glass panes or doors, windows & partitions with soap/cleaning detergent.
- ix) Cleaning of choc
- x) Clearing blockage in sewer and pumping lines within premises as and when required.
- xi) Cleaning gulley trap and manholes within building premises on the basis of as & when required.
- xii) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xiii) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xiv) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xv) Cleaning of carpets in rooms by vacuum cleaners.
- xvi) Cleaning of lift walls with silver/brass liquid cleaner.
- xvii) Room fresheners in all office area to be used daily in the morning.

D. JOBS TO BE CARRIED OUT WEEKLY

- i) Cleaning of sanitary ware with appropriate chemicals without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic moppper/scrubbing machine to be used at least once a week.
- ii) Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/cleaning agent of approved quality.
- iii) Cleaning of brass letters by brasso (polish)

E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

- I) Polishing of brass items with approved brass cleaning material.
- II) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- III) Dusting of false ceiling etc. with soft broom and cloth.
- IV) Cleaning of sofa sets with vacuum cleaners.
- V) Washing and cleaning of driveways, parking areas and roads within the office premises.
- VI) Lift lobby and all toilets floors and other areas, as may be directed by Officer Incharge, shall be cleaned with floor scrubbing machine.

F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS.

- I) All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.
- II) Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-in-charge.

G. PROVIDING WORKFORCE:

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Offer-in-charge.

The bidder shall, however, survey the area and make assessment of the manpower requirement on their own. The bidder must employ adult and **unskilled & semi-skilled** labour only (as has been asked for). Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. The bidder shall ensure that all the workforce deployed wear uniform while on duty.

H WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening/segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio-degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by MCD/NDMC.

HOUSEKEEPING SERVICES

TECHNICAL BID

1. THE FIRM
 - a) Name-----
 - b) Regd. Address-----

 - c) Address of Office at Delhi/NCR-----

 - d) Contact Person's-----

 - e) I) Name & Design.-----
 - ii) Address-----
 - iii) Tel No. Landline-----Mobile-----

 - iv) Email.ID-----

2. Type of Firm : Proprietor/Partnership/Private Ltd./Public Ltd./ Cooperative/PSU
(Please tick and enclose copy of Memorandum/Articles of Association/
Certificate of Incorporation)

-----Enclosed (Pl. specify)

3. PAN/GIR No. :-----

(Please enclose photocopy)

4. PAN/GIR No. :-----

(Please enclose photocopy)

5. TIN No. :-----

(Please enclose photocopy)

6. Service Tax Regn. No.On same field :-----

(Please enclose photocopy)

7. EPF Registration No. :-----

(Please enclose photocopy)

8. Trade license/Labour license No. :------(Please enclose photocopy)

9. Registration of Company under company act for same field:.....(Please enclose photocopy)

10. Annual Turnover for the last 3 years: **(Should be 15 lakh or more each year)**
[Please attach the certificate from Registered CA. Without this the tender will be rejected]

2013-14-----

2014-15-----

2015-16-----

(Please enclose copies of ITR/audited balance sheet and P&L A/c / etc).....Enclosed Pl. Specify). Copy of ITCC is mandatory & same may also be enclosed.

11. Experience of similar work in the field during the last three years (i) Rs. 26 lakh/p.a. in a single order; or (ii) Rs.16 lakh/p.a. each in two orders ; or (iii) Rs. 12 lakh/ p.a. each in three orders)

- a. Please submit copies of documentary evidence e.g. work order, corresponding satisfactory job completion certificates from clients specifying value and period of work order

-----enclosed (pl. specify)

12. Infrastructure Details

- i) Workforce (No.) (note less than 30)**

(Please enlose the list giving employee-wise name, PF No.,ESI No.)

- ii) Industiral, Mechanical scrubbing machine:-.....(atleast 02 No.)
 iii) Vacuum Cleaner.....(atleast 04 No.)
 iv) Floor Scrubbers (Electrically operated).....(atleast 02 No.)
 v) Hand Trolley.....(atleast 04 No)

13. Earnest money details: DDNo.....dated

Amount Rs. 1.00 lakh Drawn On.....

Signatures of authorized signatory

Name-----

Designation-----

Seal-----

HOUSEKEEPING SERVICES- FINANCIAL BID

Tender Inviting Authority: Ministry of Earth Sciences						
Name of Work: Providing House Keeping Services for the Ministry of Earth Sciences						
Contract No: MOES/26/01/16-GenI						
Bidder Name :	bidder					
(This BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevent columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only)						
NUMBER #	TEXT #	NUMBER #	TEXT #	NUMBER #	NUMBER #	TEXT #
Sl. No.	Item Description	Quantity	Units	Unit Rate(Only Service Charges per manpower/per month) and Per Sq.Ft charges per month In Figures To be entered by the Bidder Rs. P	TOTAL AMOUNT	TOTAL AMOUNT In Words
1	2	4	5	13	53	55
1	House Keeping Supervisor (Semiskilled Manpower)	1.000	Nos	0.00	0.00	INR Zero Only
2	House Keeping Staff (Unskilled Manpower)	20.000	Nos	0.00	0.00	INR Zero Only
3	Sweeping washing scrubbing, swabbing etc. in covered area including cleaning of latrines, bathrooms, urinal's mirros, tables and other articles containig theirin including providing Housekeeping materials as per list at Annexure - IX and cost of providing specialized men and equipments for cleaning, outside windows/walls/glass,etc	253923.770	sq.ft	0.00	0.00	INR Zero Only
Total in Figures					0.00	INR Zero Only
Quoted Rate in Words		INR Zero Only				

Perfoma towards Performance Security

Ref.No.-----Bank Guarantee No-----

Dated-----

To

Dear Sir,

1. In consideration of----- (hereinafter called the "Owner" which expression shall unless repugnant to the subject or context include its successors and assigns) having entered into a contract No.....
Dated----- (hereinafter called 'the Contract' which expression shall include all the amendments thereto) with M/s----- having its registered/head office at----- (hereinafter referred to as the 'Contractor') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and..... having agreed that the Contractor shall furnish to..... a performance guarantee for Indian Rupees for the faithful performance of the entire contract.
2. We (name of the bank)..... registered under the laws of..... having head/registered office at..... (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any/all moneys to the extent of Indian Rs. (In figures) {Indian Rupees/- words}..... (equivalent to one month's charges quoted in Annex.3) without any demur, reservation, contest or protest and/or without any reference to the Contractor. Any such demand made by..... on the Bank by saving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute (s) pending before any Court, Tribunal, Arbitrator or any other authority and /or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be Irrevocable and shall continue to be enforceable until it is discharged by..... in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the Contractor and shall remain valid, binding and operative against the bank.
3. The Bank also agrees that..... at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the Contractor and notwithstanding any security or other guarantee that REC may have in relation to the Contractor's liabilities.
4. The Bank further agrees that..... shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms

and conditions of the said contract or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or 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. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the contract and all dues ofunder or by virtue of this contract have been fully paid and its claim satisfied or discharged or till.....discharges this guarantee in writing, whichever is earlier.
6. This Guarantee shall not be discharged by any change in our constitution, in the constitution ofor that of the Contractor.
7. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.
8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase order has been placed.
9. Notwithstanding anything contained hereinabove, our liability under this Guarantee is limited to Indian Rs./)in figures).....{Indian Rupees/- in words).....} and our guarantee shall remain in force until....., 2012 and atleast 12 months after the date of issue of this Performance Security. In case of any extension of the contract, the Performance Guarantee will be suitably extended.

Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of.....under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of.....under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this.....day of 20 at.....

WITNESS NO. 1

.....
(Signature)
Full name and official
Address(in legible letters)

(Signature)
Full name, designation
and address (in legible letters)
With Bank stamp

Attorney as per Power of

Attorney No.....
Dated.....

WITNESS NO.2

.....
(Signature)
Full name and official

Address(in legible letters)

Annexure VIII

DECLARATION

Declaration Letter on Official Letter head stating the following:

- i) We are not involved in any major litigation that may have an impact of affecting or compromising the delivery of Services as required under this tender.**

- ii) We are not black-listed by any Central/State Government/ Public Sector Undertaking in India.**

**(Signature of the Authorized Person)
With Name, Date & Designation and Seal**

ITEMS TO BE PROVIDED BY THE FIRM

S.NO.	Work	Name of the Brand
1.	Cleaning agents of standard company for WC's, urinal	Phenyl Gainda, Harpic
	Pots etc.	Trishul etc.
2.	Detergents of Standard company for cleaning, wash	Surf, Ariel etc.
	Basin, sinks, refrigerator, linens and other items	
3.	Liquid Soap of Standard company for scrubbing of floors & wall	Dettol, Lifebuoy
	Floors & wall	Homocol etc
4.	Anti-bacterial disinfectants of standard company for	Cleanizo Lizol, etc
	Cleaning toilets, bathroom, kitchen and pantries	
5.	Glass cleaning liquid of standard company	Colin
6.	Deodorizer of a standard company	Odonil
7.	Air fresheners/Aerosols (eco friendly) of standard company	Premium, Fresco
8.	Urinal mats	(Standard Company)