
Bids are invited from reputed bidders engage in the service of providing Housekeeping for last three years (2015-16, 2014-15, 2013-14) in any Government Department /PSU /reputed private companies having an annual turnover of Rs 30 lakhs during the period. Besides the firm /agency must have been providing mechanized House keeping services which should be valid as of April, 2017. e-tenders should fulfill the criteria laid down in Technical bid format at Annexure-2. The job specifications and scope of work are given in Annexure-1. The format for Financial Bid is at Annexure-3. The contract period will initially be for a period of one year extendable on satisfactory performance and mutual consent on same terms and conditions on yearly basis by another two years. The Check List, in the format provided, is mandatory to be filled and submitted, in non-compliance of which tender will be cancelled.

2. The offers, in the prescribed format shall be submitted online at http://eprocure.gov.in as per tender document. No tender will be accepted by hard copy, fax or e mail or any other such means. Detailed tender documents are available on website: www.msde.gov.in and http://eprocure.gov.in. The bids are to be sent in two parts – one sealed envelope super scribed as ‘Technical Bid’ giving details in the format as per Annexure-2, and second envelope super scribed as ‘Financial Bid’ in the format at Annexure-3. The bids shall be signed by a person duly authorized on behalf of the bidder firm in absence of which the bid will be considered invalid.

3. Last Date & Time for receipt of bids : 15th May, 2017 till 3:00 P.M.
   Date & Time for opening of tech. bids : 16th May, 2017 at 4:00 P.M.
   Bid Security (Refundable) : Rs 1,00,000/-

4. (a) An earnest money deposit (EMD) of Rs.1,00,000/- (Rupees One Lakh only) in the form of a Demand Draft drawn in favour of “DDO, Ministry of Skill Development &Entrepreneurship, New Delhi” should be submitted physically in this office. Any other form i.e cash, etc shall not be accepted. Exemption, if any, then necessary Government of India notification regarding exemption from submission of EMD in respect of the goods / services to be provided by the bidder has to be submitted.

5. 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.
Those who are exempted from submission of EMD shall be debarred for a period of three years if he withdraws from the tendering process in between.

6. The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.

7. The bid shall remain valid for a period of 180 days from the date of receipt of the bid.

8. 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. All papers submitted in the bid documents should be signed and attested by the duly authorized person as proof of the valid document for bid. In the absence of document duly attested by the bidder, MSDE may consider the document as invalid.

9. **RATES AND PRICES**

9.1 All statutory duties and taxes (including excise and customs) and other may be clearly specified. Price quoted shall be including all taxes whatsoever may be. Any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.

9.2 No additional freight or any other charges, etc, would be payable.

10. **TERMS OF PAYMENT**

Payment will be released on monthly basis after receipt of bill and certification by Administration Wing that the services provided during the month are satisfactory.

11. **LIQUIDATED DAMAGES**

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.

12. **DEDUCTIONS FOR 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’ - 2% (each exception) on ‘monthly’.

(ii) Not properly carrying out the job as defined for ‘weekly’ - 3% (each exception) on ‘monthly’.
13. **PERFORMANCE GUARANTEE**

13.1 The successful bidder shall furnish a performance guarantee for an amount equal to ten (10 percent of the annual awarded value, within 10 calendar days from the date of acceptance of the bid for due and proper fulfillment of contract.

13.2 EMD of successful bidder shall be discharged after receipt and acceptance of the Performance Guarantee towards full Security Deposit in the valid format. EMD of unsuccessful bidders shall be discharged after award of work to the successful bidder and signing of contract thereof.

13.3 The performance guarantee provided by the successful bidder may be in the form of a bank guarantee from a Nationalized Bank which should be valid for one year from the date of award.

14. **CONCILIATION/ ARBITRATION**

14.1 If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties, the Parties hereto shall negotiate with a view to its amicable resolution and settlement through a committee appointed by the Ministry.

14.2 In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences are detailed above shall be referred to and settled by the empanelled Sole Arbitrator of Ministry to be appointed by the Ministry.

14.3 Notwithstanding the existence or any dispute or differences and/or reference for the arbitration, the Contractor shall proceed with and continue without hindrance the performance of the work under the contract with due diligence and expedition in a professional manner and the payment due to the Contractor shall not be withheld on account of such difference of arbitration proceedings unless such payment is a subject matter of the arbitration.

14.4 The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time.

14.5 The venue of the arbitration shall be New Delhi, India. The fee & other charges of Arbitrator shall be determined by the arbitrator in terms of the Act and shall be shared equally between the parties.

14.6 The arbitrator will give the speaking and the reasoned Award. The parties will not be entitled to any pendente-lite interest during arbitration proceedings.

15. **FORCE MAJEURE**

15.1 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.
15.2 The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely Ministry and the Contractor.

15.3 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 ending of the cause respectively. If deliveries 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.

15.4 Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

16. 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.

17. No alternative offer shall be considered.

18. Ministry reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of Ministry's action.

19. 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 of order, without thereby incurring any liability.

20. Afterwards of LOA, the Contractor is required to enter into a contract with Ministry on the terms & conditions as detailed in the tender document.

[Signature]
(Section Officer)
JOB SPECIFICATIONS AND SCOPE OF WORK

A. AREA COVERAGE FOR HOUSEKEEPING SERVICES

1. 2nd Floor and Ground Floor Shivaji Stadium Annex Building, New Delhi. Total approximate area is about 20,000 Sq. Ft.

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping, mopping and wiping of floors, staircase on daily basis from Monday to Friday or as required by Officer-In-charge. Cleaning activity shall start in the morning at 7.30 AM so as to complete all the dusting/cleaning/mopping work before 9.00 AM.

2. Continuous mopping to be done at Ground and 2nd Floor during office hours (9.00 AM to 5.30PM)

3. Thorough cleaning of all toilets (10 Nos) using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.

4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.

5. Lifting, carrying and disposing the rats, insect’s etc. if found in and around the office building.

6. Clearing of any choking’s in the drainages, manholes etc.


8. 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. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to Ministry.

9. 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.

10. The bidder should possess infrastructure (as required in ANNEXURE 2), gadgets and other material required for smooth housekeeping services. No additional cost towards this and supervisor will be borne by Ministry.

C. JOBS TO BE CARRIED OUT DAILY

(i) Cleaning of toilets (10 Nos) at least twice daily (at 8.30 AM & 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 system of all toilets (10 Nos) is to be checked at
regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency 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. Naphthalene 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, cupboards, air conditioners, filing almirah, cabinets, lass 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 on doors, windows & partitions with soap/cleaning agent.

(ix) Cleaning of chokage in sewer and pumping lines within premises as and when required.

(x) Cleaning gulley trap and manholes within and surrounding of premises as and when required.

(xi) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.

(xii) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.

(xiii) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.

(xiv) Cleaning of carpets in rooms by vacuum cleaners.

(xv) Cleaning of lift walls with silver/brass liquid cleaner.

(xvi) Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.

(xvii) Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scanted purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception, conference halls lifts lobby, lifts etc.
D. JOBS TO BE CARRIED OUT WEEKLY

(i) Acid cleaning of sanitary ware 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 mopper/scrubbing machine to be used at least once in 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 name plates by brasso (polish).

E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

(i) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.

(ii) Dusting of false ceiling etc. with soft broom and cloth.

(iii) Cleaning of sofa sets...

(iv) Cleaning of glasses fitted in the office premises.

(v) Lift lobby and all toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.

F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

(i) All floors in common area including staircases shall be cleaned thoroughly with floor scrubbing machine using 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.

(iii) The roof in the whole Ministry has to be cleaned using Roof Cleaning Machine and to the satisfaction of the officer authorized by Ministry.

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 Officer-In-Charge. Tentative requirement of workforce to be deployed is given here under:-

(i) House Keepers – 15 (Fifteen) (the number may vary)

The bidder must employ adult and skilled (experienced) 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. In order to maintain quality services and minimize operational problems, the bidder may rotate the staff once in six months with prior written intimation to Ministry.
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 NDMC.
TECHNICAL BID

1. THE COMPANY

(a) Name ____________________________

(b) Regd. Address ________________________

(c) Address of Office at Delhi/NCR ______________________________

(d) Contact Person’s

(i) Name & Designation ___________________________

(ii) Tel No. Landline _______ Mobile ____________

(iii) Email ID __________________________________

2. Type of Firm : Private Ltd./Public Ltd./Cooperative/NGO/PSU
(Please tick and enclose requisite supporting documents)

3. PAN/GIR No. : _______________________
(Please enclose attested photocopy)

4. TIN No. : __________________________
(Please enclose attested photocopy)

5. Service Tax Regn. No.: ________________________
(Please enclose attested photocopy)

6. EPF Registration No. _______________________
(Please enclose attested photocopy)

7. ESI Registration No. _______________________
(Please enclose attested photocopy)

8. Annual Turnover for the last 3 years:
(Should not be less than Rs 30.00 lakh)
(relevant documents for verification to be attached)

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
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<tr>
<td>2013-14</td>
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<td>2014-15</td>
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<td>2015-16</td>
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9. Experience of similar work in the field during the last three years

(a) (Should have provided housekeeping services in reputed organizations including PSU/Govt. Deptt./ MNC /Private firms with work order not less than (i) Rs.30.00
lakh in a single order; or (ii) Rs.15.00 lakh each in two orders; or (iii) Rs. 10.00 lakh each in three orders)

(b) Please submit copies of documentary evidence e.g. work order and corresponding satisfactory job completion certificates from clients specifying value and period of work order.

(c) At least one running contract of mechanized housekeeping services (valid as of April 2017)

10. Infrastructure Details

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Available / Not Available</th>
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<tbody>
<tr>
<td>(i) Auto Scrubber Machine</td>
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<tr>
<td>(ii) Vacuum cleaner</td>
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<tr>
<td>(iii) Walk behind Sweeper Machine</td>
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<tr>
<td>(iv) Single Disc Machine</td>
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<tr>
<td>(v) Pressure Washer</td>
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<tr>
<td>(vi) Double Bucket Trolley Plastic</td>
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Attach copy of purchasing bills (the procurement of the machines should have been made in the last two years)

11. Earnest Money Details

- D.D. No. ___________ Date ___________
- Amount Rs. 1,00,000/- drawn in favour of DDO, Ministry of Skill Development & Entrepreneurship

Signatures of authorized signatory

Name ___________________________

Designation ____________________

Seal: __________________________
**FINANCIAL BID**

| Rate per square foot area (excluding rate of toiletries, which will be supplied as per requirement of the Department and will be charged extra in the separately) |

**Signatures of authorized person**

Name

Designation

Seal
# CHECK LIST

<table>
<thead>
<tr>
<th>Sl No</th>
<th>Description</th>
<th>Page No.</th>
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<tbody>
<tr>
<td>1.</td>
<td>Name of the Firm</td>
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<td>2.</td>
<td>Address of office at Delhi/NCR</td>
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<tr>
<td>3.</td>
<td>Type of Firm</td>
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<tr>
<td>4.</td>
<td>PAN / GIR No. and Date of Registration</td>
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<td>5.</td>
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<td>6.</td>
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<td>EPF Registration No. and Date of Registration</td>
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<td>8.</td>
<td>ESI Registration No. and Date of Registration</td>
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<td>Annual Turnover 2013-14</td>
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<td></td>
</tr>
<tr>
<td>11.</td>
<td>Details of EMD such as Bank Draft No. / Dated and Amount etc and if exempted please attach necessary notification in respect of your firm / agency.</td>
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</tr>
<tr>
<td>12.</td>
<td>Address of office at Delhi/NCR</td>
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<tr>
<td>13.</td>
<td>Date of Incorporation of the Firm</td>
<td></td>
</tr>
<tr>
<td>14.</td>
<td>List of Clients whose work orders are valid during the month of April, 2017</td>
<td></td>
</tr>
<tr>
<td>15.</td>
<td>At least one running contract of mechanized housekeeping services (Copy of Work Order to be attached).</td>
<td></td>
</tr>
</tbody>
</table>

Signatures of authorized signatory
Name ____________________________
Designation ______________________

Seal: