

F.No.11-23/2017-NCW(A) – Tender - Housekeeping
National Commission For Women
Plot No.21 Jasola Institutional Area
New Delhi-110025.

Sub: Tender for Housekeeping & Maintenance Services

A. INTRODUCTION

The National Commission for Women was constituted as per the National Commission for Women Act, 1990 and has been functioning as per the mandates bestowed on it by the NCW Act, 1990 under the aegis of Ministry of Women and Child Development.

Sealed composite Bids under two bid systems (Technical Bids & Financial Bids) are invited in the prescribed format super scribed with **“Tender for Housekeeping & Maintenance Services – 2018’** at the following address:

The Under Secretary (GA),
National Commission for Women,
Plot No. 21 Jasola Institutional Area,
New Delhi- 110 025.

IMPORTANT DATES

1. Date of Pre-Bid meeting : 15.05.2018
2. Last date of Tender Submission : 25.05.2018
3. Date of Tender Opening (Technical bid) : 25.05.2018 at 4 PM
4. Date of opening of Financial Bid : 30.05.2018 at 10.30 AM

Sd/-
(Priti Kumar)
Under Secretary

Scope of Work

Tender for House Keeping and other miscellaneous services in NCW

National Commission for Women (NCW) located at Plot No. 21 Jasola Institutional Area, New Delhi 110025 intends to outsource the work of following activities to an outside agency by inviting sealed tenders:

- Providing manpower for Civil Maintenance Works (Plumbing)
- Operation & Maintenance for Substation, DG set and other electrical work .
- Operation of 2 nos. passenger lifts.
- Maintenance for Housekeeping work
- Maintenance of Gardening and other flower pots.
- Multi Tasking Staff.

Activities and frequency of Cleaning/Sweeping:

Sl. No	Work Details	Frequency
1. Rooms (including Auditorium / Library / Guest Rooms / Record Room)		
	Cleaning of the doors	Once in a day
	Removal of the cobwebs	Once in a day
	Dusting of the Verticals	Once in a week
	Cleaning of Electrical Switches	Once a week
	Spot cleaning of the walls	As required
	Dusting & Cleaning of Windows	Once in a week
	Scrubbing of the skirting	Once in a week
	Dusting of the other article in the room	Once in a week
	Wet mopping of the Floor	Twice in a day
	Dry mopping of the Floor	Twice in a day
	Dusting of the Furniture & Fixtures	Once in a day
	Telephone and Computer Cleaning	Once in a day
	Fax and Photostat Machine Cleaning	Once in a day
	Fax and Photostat Machine Deep Cleaning	Once in a week
	Trash Removals	As required
	Emptying and cleaning of Dustbins with Detergent	Once in a Week
	Wet Cleaning of the Doormat	Once in day
	Cleaning of Water Dispenser	Once in a day
	Electrical Equipment Cleaning	Once in week
	Cleaning of doors and windows	Once in week
2. Toilets/Wash Room		
	Scrubbing of the Urinals	Thrice in a day
	Scrubbing of Skirting	Twice in a day
	Washing of Toilets walls and floor with phenyl and detergent	Once in a day
	Washing of W/C	Thrice in a day
	Washing of W/B	Thrice in a day

	Changing of the urinals cubes	As required
	Changing of Odonil cubes	Once in fortnight.
	Trash Removals	As required
	Refilling of the Soap dispenser	As required
	Refilling of the toilet paper rolls	Daily and if required twice in a day
	Refilling of the face tissues	-do-
	Cleaning of Toilet fitting	Once in a week
	Cleaning of washbasin/sink	Twice in a day
	Cleaning of Mirrors	Once in a day
	Cleaning of Mirrors	Once in a day
	Wet Mopping of Wash Room	Once in a week
3. Stairs		
	Dry Mopping of stairs	Once in a day
	Scrubbing of stairs	Once in a week
	Scrubbing of stairs	Once in a week
	Wet Mopping of stairs	Once a week
4. Passage Area		
	Dry Mopping	Twice in a day
	Scrubbing of tiles with chemicals	Once in a week
	Washing of the Floors	Once in a week
	Washing of the Floors	Once in a week
5. Canteen and Pantry		
	Dusting	Once in a day
	Wet Mopping	Twice in a day
	Dry Mopping	Twice in a day
	Washing of the floor	As required
	Trash Removal	As required
	Cleaning of wash basins/sinks	Twice in a day

Interested agencies may visit/inspect the site on any working day between 10.00 a.m. to 12.30 p.m. and 3.00 p.m. to 4.30 p.m.

3. The tenders should be submitted in two sealed covers:
 - A) The first sealed cover super-scribed as "Technical Bid" should contain following items:-
 - (i) Acceptance of terms and conditions at Annexure-I.
 - (ii) The proforma of Technical Bid at Annexure-II duly filled in, along with relevant documents/ information.
 - (iii) Earnest Money Deposit (EMD) of Rs.50,000/- in favour of PAY & ACCOUNTS OFFICER, National Commission for Women.
 - B) The second sealed envelope super scribed "Financial Bid" as at Annexure III should contain only rates which are to be quoted on monthly basis and should be based on the minimum wages fixed by the Govt. of NCT of Delhi under Minimum Wages Act, and as amended from time to time.

C) Both the sealed covers should be placed in the main sealed envelope super-scribed "Tender for Housekeeping and maintenance of office premises". Tender should be addressed to the Under Secretary (GA), National Commission for Women, Plot No. 21 Jasola Institutional Area, New Delhi – 110 025 and should reach latest by 3 PM of 25.05.2018.

4. The tender may be sent by post to the above mentioned address or delivered personally in the Receipt & Dispatch Section of NCW captioned "**Tender for providing housekeeping and maintenance of office**" by the stipulated date and time.

5. Tender Details / Document may be downloaded from Commission's Website www.ncw.nic.in.

6. The Technical bids shall be opened at **4 p.m. on 25.05.2018** in the premises of National Commission for Women, New Delhi in the presence of such tenders or their authorized representatives who may wish to be present.

7. The tenderers who are found technically fit and whose Technical bids are accepted will be informed about the date of the opening financial bid.

8. Bids received after the closing date and time shall not be considered.

Penalty Clause

9. Any deviation in the material quality & quantity quoted will invoke penalty as decided by the competent authority. For proper maintenance, suitable material which are environment friendly, not harmful to human and government property should be used.

Settlement of dispute

10. Any dispute arising in the matter shall be resolved through an arbitrator to be nominated by the competent authority in NCW.

11. All legal disputes, if any, arising are subject to Delhi Jurisdiction only.

12. NCW reserves the right to amend any of the terms and conditions contained in the Tender Documents or reject any or all applications (offers) without giving any notice or assigning any reason thereof. The decision of the competent authority, NCW in this regard will be final and binding.

Sd/-
(Priti Kumar)
Under Secretary (GA)

Terms and Conditions for Tender for House Keeping and other miscellaneous services in
NCW

The following are brief terms and conditions. Detailed terms and conditions would be worked out after the contract is finalized.

1. The contractor shall deploy in NCW personnel having a minimum of **two years experience and technically qualified whereas required such as DG Operator including electrical work, Lift Operator, fire fighter**
2. The contract would be for a period of twelve months starting from the date of the award subject to review after three months.
The initial period of contract shall be for 12 months which may be extended for the period of another year at a time at the discretion of NCW as per the same terms and conditions herein.
3. The contractor shall manage complete housekeeping and other maintenance service (including supply of material) of the office premises and **two** basements in NCW under his own arrangements.
4. The contractor/ Supervisor would ensure complete washing / scrubbing of the given areas and maintenance of other official works and activities on daily basis. The contractor/ Supervisor would also ensure daily cleaning and inspection of the given areas.
5. The daily cleaning will include following:-
 - i) Dusting/cleaning of all officers rooms/sections/corridors before 9.00 a.m. on each working day.
 - ii) Daily proper and effective cleaning, washing and swabbing of toilets, floors, sanitary fittings including removal of chockages and garbage on each working day at 8.30 a.m., 11.30 am and 3.30 p.m.
 - iii) Dusting and cleaning of cobwebs of all hard areas like floors, ceiling, roof, wall partitions, doors, windows etc.
 - iv) Maintaining of air freshener in the toilets.
 - v) Filling of liquid soap in the soap containers in toilets. At no time, the liquid soap dispensers shall be left empty.
 - vi) Emptying of waste paper/refuse from waste paper bucket/buckets and other places. The refuse/garbage shall be disposed of at the approved garbage point after proper sorting.
 - vii) Proper and effective cleaning of all doors, windows their handles and knobs of toilets.
 - viii) Dusting of office equipments like Computer, Printer etc.
Shifting of furniture and other items/stores from one place to another as required by the administration.
 - (ix) Daily cleaning would also include ceiling fans, window glasses, roofs, walls, railing, sofa chair, curtains, all equipments etc. of the allotted area.

6. The contractor would submit the police verification report along with the photograph and detailed particulars of his staff employed in the NCW, immediately within the 15 days after the award of the work.
7. The contractor would ensure proper supervision of the duties of his staff through his own supervisor. The supervisor must be 12th standard passed.

8. **A. Earnest Money Deposit (EMD):**

The bidder shall furnish an amount of Rs.50,000/- (Rupees fifty thousand only) by way of Demand Draft drawn in favor of **“PAY & ACCOUNTS OFFICER, National Commission for Women”** payable at Delhi / New Delhi / FDR's or Bank Guarantee from a Nationalized Bank with validity of 45 days beyond from date of final bid. The EMD of the unsuccessful bidder will be returned subsequent to the award of the contract to the successful bidder. The EMD of the successful bidder will be returned on submission of performance guarantee.

B. Performance Security:

The selected Agency will have to deposit a Performance Security equivalent to 10% (Ten percent) of the contract value within 10 days of the receipt of the formal order / signing of agreement. The performance security will be furnished in the form of the Account Payee Demand Draft drawn in favour of PAY & ACCOUNTS OFFICER, National Commission for Women or Fixed Deposit Receipt (FDR) from a Commercial Bank made in the name of Service Provider Company duly hypothecated in favour of PAY & ACCOUNTS OFFICER, National Commission for Women or Bank Guarantee from a Nationalized Bank. The performance security should remain valid for a period of 60 days beyond the date of completion of all the contractual obligations of the agency. The Security Deposits or Bank Guarantee or FDR's shall be refunded, without any interest two months after the termination of contract after deducting dues, if any.

9. All the cleaning materials / equipments would be provided by the contractor including phenyl, detergents, disinfectants, dusters, brooms, deodorants, etc, as per approval of the competent authority, NCW.
10. All staffs of contractor will be dressed in proper, neat and tidy uniform.
11. The Service Provider should adhere to all provisions of Minimum Wages Act, Provident Fund, ESI, Bonus Act etc. All other dues payable under various labour regulations and other statutory provisions must also be ensured. In this regard, the agency will furnish a certificate every month along with bill confirming the compliance of the above provision to NCW. The wages to be paid should be based on the minimum wages fixed by the Govt. of NCT of Delhi under the Minimum Wages Act and as amended from time to time.
12. The contractor firm will be liable for any disciplinary action/penal action for not implementing the labour welfare laws as applicable and are in force.
14. After completion of every month, the agency shall submit pre-receipted & stamped bills in three copies along with a copy of the attendance for the month duly certified

by the authorized representative of NCW and documents for complying with the provisions of clause. A copy each of the Wage Sheet, PF/ESI challan along with the list of employees in respect of whom PF/ESI has been deposited, GST challans along with the details of the organizations in respect of whom the GST has been deposited to be is required to be attached with the bill. In case of failure of the agency in providing the service of the person on particular day(s) or in the cases of deployed persons absence from duty/service, proportionate deduction shall be made from the bill/ performance security deposit.

15. An earnest money of Rs.50,000/- (Rupees Fifty thousand only) should be paid along with the tender in the form of Demand Draft/Pay Order/Banker's cheque drawn in favour of "Pay & Accounts Officer, National Commission for Women, payable at Delhi/New Delhi". Tenders received without requisite earnest money will be summarized rejected. The earnest money will be refunded without accruing any interest, in due course of time.
16. NCW reserves the right to cancel the contract on any account including unsatisfactory services by giving one month notice.
17. Any dispute arising in the matter shall be resolved through an arbitrator to be nominated by the competent authority in NCW.
18. All legal disputes, if any, arising will be subjected to jurisdiction of Delhi Court.
19. The bid shall be valid and open for acceptance of competent authority of NCW for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/or withdrawal of bid on any ground by the bidder shall be entertained. Withdrawal of bid during the period of bid validity would result in forfeiture of EMD.
20. An Agreement containing detailed terms and conditions shall be signed with the successful bidder within 15 days of the issue of Letter of Award. Failure on the part of bidder to sign the Agreement within the stipulated date will result in the forfeiture of EMD.
21. An Integrity Pact in terms of Rule 175 of GFR, 2017 shall be linked upon between the contracting parties.

Important Notes:

1. While quoting the monthly charges, contractors may carefully note that the payment to their staff, working in the NCW is required to be made strictly as per the Minimum Wages Act with a certificate that all the Acts and Rules regarding Payment of wages, EPF, ESI etc. have been followed. The bill of the contractor will be cleared only after completion of this requirement.
2. One of the parameters for consideration of the quotation will be the rates quoted for all the activities for a month.

3. Non-compliance of the terms and conditions shall be deemed as breach of the Contract/Agreement.
4. The number and the arrangement of deployment of the housekeeping/maintenance personnel is without prejudice to the right of NCW to deploy the personnel in any other number or manner considered to be more suitable by NCW. It also does not preclude NCW from engaging such housekeeping/maintenance personnel in its camp offices or any other place during the currency of the contract.

Proforma of Technical Bid of Tender for House Keeping services in NCW

Sl. No.	Particulars	
1.	Name of the Firm	
2.	Nature of Firm (Sole Proprietor/Partnership Firm/ Company)	
3	Address of the Agency	
4	Year of Establishment	
5	Name(s) & addresses of the Proprietor, Partners in case of partnership firm or Directors of the Company along with their telephone nos.(in case the application is not signed by all the partners of partnership firm, Power of Attorney in favour of partner signing the application to be furnished with Technical Bid. Similarly in case of company/corporation, application shall be signed by a duly authorized person holding power of attorney (copy of power of attorney to be furnished along with Technical Bid)	
7	The bidder must have valid PF Registration PF No. (self-attested copy of PF Registration to be attached)	
8	The bidder must have valid ESI Registration ESI No. (self-attested copy of ESI Registration to be attached)	
9	The bidder must have Service Tax Registration Service Tax Registration No.	

	(self-attested copy of registration to be attached)	
10	The bidder must have a valid PAN No. PAN No. (self-attested copy of PAN Card to be attached)	
11	The bidder must have annual turnover of at least rupees fifty lakhs (Rs.50 lakhs) each in previous two financial years during the last three financial years . (Copy of Balance Sheet and Profit & Loss Account duly attested by the Chartered Accountant to be attached)	
12	The bidder must have a minimum solvency of Rupees five lakhs (Solvency Certificate issued by a Nationalized/Scheduled Bank to be attached)	
13	The bidder must have minimum average strength of 30 employees on its rolls. (Latest self-attested Copy of EPF/ESIC return or any other statutory document certifying the above strength to be attached)	
14	The bidder must have carried out Annual Maintenance Contract(AMC) for providing housekeeping Services in at least three Govt./State Government Organizations(Ministries/Department of Govt. of India/PSUs/Autonomous Bodies of Govt) during the last five years. Names of the three Govt. Organizations in which the bidder has carried out AMC for Housekeeping Services : 1.	

	<p>2.</p> <p>3.</p> <p>(Copy of Satisfactory Performance Certificate from the above three organizations certifying the period during which the housekeeping services have been carried out and the satisfactory performance of the bidder to be attached)</p>	
15	The bidder must not have been blacklisted /disqualified/debarred by any Govt/Semi Govt. Department or any other agency. A declaration to this effect to be furnished on the Letter Head of the Agency.	
16	No case may be pending with the Police against the Proprietor/ firm/partner or the Company (Agency). A declaration to his effect to be furnished on the Letter Head of the Agency. Past convictions, if any, may also be mentioned in the Declaration.	
17	The bidder is required to give an undertaking on the Letter Head that Bidder is complying with all the conditions of Contract and technical specifications of the bidding document (Please sign each page of the terms and conditions of tender as token of acceptance and submit as part of Technical Bid).	
18	<p>Details of EMD</p> <p>EMD Amount(Rs.)</p> <p>Demand Draft No. and Date</p> <p>Name of the Bank</p>	

I/we certify that the above information is correct to the best of my knowledge.

Signature of the bidder
Name of the bidder
Seal of the firm/company

FORM OF PRICE BID FOR TENDER OF HOUSEKEEPING/MAINTENANCE SERVICES IN NCW**Break up of total charges quoted per person Per Month****Housekeeping workers/MTS for cleaning and miscellaneous Official work – Unskilled****(Per person per month-Amount in Rupees)**

1. Basic Pay:

2. EPF

3. ESI

4. Other Charges

(like Bonus, Uniform, etc.)

5. Service Charges

6. GST

Total: Rs. (Rupees _____)**Other maintenance staff (semi-skilled)****(Per person per month-Amount in Rupees)**

1. Basic Pay:

2. EPF

3. ESI

4. Other Charges

(like Bonus, Uniform, etc.)

5. Service Charges

6. GST

Total: Rs. (Rupees _____)**SUPERVISOR – (12TH Pass)****(Per person per month-Amount in Rupees)**

1. Basic Pay:

2. EPF

3. ESI

4. Other Charges

(like Bonus, Uniform, etc)

5. Service Charges

6. GST

Total: Rs. (Rupees _____)**MATERIAL COST****1. Amount Per Month: (Rs.) _____ (Rupees _____)****Signature of the bidder
Name of the bidder
Seal of the firm**

Total Covered area on Ground Floor (706.72) + 1st Floor (696.00) + Second Floor (696.00) + Third Floor (696.00) + Fourth Floor (696.00) + Basement (1309.60) is = 4800.32 sq. mtr.

Total Plot Area = 38.50MX75.90M = 2922.15 SQ.M.

No. of Manpower to be deployed deployed:

Nature of Activity	Current Manpower deployed
Supervisor (to supervise all kind of work)	01
Pump Operator/ Plumber	01
Fire Fighting and other electrical work	01
Operation & Maintenance for substation, DG set and other electrical work etc.	01 person deployed for 12 hours being paid extra wages
Operation of 2 nos. passengers lift	01
Housekeeping work	10
Horticulture work	01
MTS	04