

INDIAN INSTITUTE OF CORPORATE AFFAIRS

(A Registered Society established by the Ministry of Corporate Affairs)

SHORT NOTICE TENDER

NIT No. IICA 14/01/2012

NAME OF Work: Annual Contract for House Keeping Management Services for Administrative (Ground Floor, First Floor & Eight Floor), outer open area, Common Area, Library Complex, Auditorium & Garbage removal and disposal from Office/Hostel Accommodation at IICA, Plot No. - 6, 7, 8, Sector -5, IMT Manesar, Dist Gurgaon, (Haryana)

Sealed tenders are invited under Two-Bid system from reputed agencies for the above said work for a period of one year. The tender document can be obtained from the office of the IICA, Manesar, on any working day between 11.00 AM to 3.00 PM onwards or downloaded from the IICA website www.iica.in.

Last date for submission of tender(s) is 14.08.2012 at 3.00 PM at IICA, IMT, Manesar. The Technical Bids shall be opened at 3.30 pm at IICA, Manesar on the same date in the presence of the bidders who wish to remain present. In case, any holiday falls on the day of opening, the tenders will be opened on the next working day at the same time. The Financial Bids for the bidders whose Technical Bid is found complete and conform the eligibility criteria, shall be opened later. The tenders received after the above said scheduled date and time will not be considered. No tender by fax will be entertained.

TENDER DOCUMENT

NAME OF Work: Annual Contract for House Keeping Management Services for Administrative & (Ground Floor, First Floor & Eight Floor), outer open area, Common Area, Library Complex, Auditorium & Garbage removal and disposal from Office/Hostel Accommodation at IICA, Plot No. - 6, 7, 8, Sector -5, IMT Manesar, Dist Gurgaon, (Haryana)

Duration of Contract:-

The contract shall be valid initially for one year. However, the same can be extended on same terms & conditions for another one year or part thereof with written mutual consent of both the parties.

ELIGIBILITY CRITERIA

1. Eligibility Criteria For Technical Bid: -

- a. The Bidder must have the Annual Turnover of Minimum Rs. 10.00 Cr . However, a Chartered Accountant certificate to this effect must be mandatorily attached..
- b. The bidder must have presence in hospitality sector in any of the Five Star Hotels, Luxury malls or Large sized premium residential complexes (This will be verified from the work order / agreement / invoice produced).
- c. The Bidder should have work order / invoice / agreement for having one house keeping contract of at least 50 lakhs (whether running or expired) within last three financial years.
- d. In addition, the bidder should have work order / invoice / agreement for two House keeping contracts (whether completed or running) of at least 25 lakhs each within the last three financial years.
- e. The bidder must possess valid EPF & ESI registration number.
- f. **Earnest Money Deposit (Bid Security):** The contractor shall deposit the earnest money of Rs. 50,000/- in form of DD/Pay Order of a scheduled bank in favour of Indian Institute of Corporate Affairs, payable at New Delhi along with the tender document.

Note:

- i. Any Tender not accompanied by Bid Security shall be out rightly rejected.
- ii. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.
- iii. Bid security of the successful bidder shall be returned on receipt of Performance Security by the IICA and after signing the agreement.
- iv. Bid Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.

- v. Bid Security shall be forfeited if the successful bidder refuses or neglects to execute the Contract or fails to furnish the required Performance Security within the time frame specified by the IICA
- vi. The Earnest Money Deposit (Bid Security) will remain valid for a period of forty-five days beyond the final bid validity period.

2. Submission of Technical Bid and Financial Bid:

- 2.1. The tender shall be submitted in sealed cover, consisting of separate Technical and Financial Bid for each work. This sealed cover shall contain Technical Bid and Financial Bid sealed in separate envelopes for each work. All the sealed envelopes shall be clearly marked with name of work and name of bidder.
- 2.2. Each bidder shall submit only one Tender Bid. Bids from partner in joint venture or as a member of consortium are not acceptable.
- 2.3. The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the tender document or submission of a tender not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in rejection of his bid.
- 2.4. The bidder shall not make or cause to be made any alteration, erasure or obliteration to the text of the tender document.
- 2.5. The bids and all accompanying document shall be in English or in Hindi.
- 2.6. The completed tender document must be submitted before 3.00 PM on 18.06.2012 in the office of IICA, Manesar. Tenders received after the due date and time shall not be entertained.

3. COST OF TENDER DOCUMENT:-

The tender document can be obtained from the office of the IICA Manesar or can be downloaded from the IICA website: www.iica.in.

4. VISIT TO IICA

IICA is a rapidly growing institute spread over approx. 14 acre of land. Besides various academic departments, there is hostels, residential houses etc. There are two entry/exit points in the campus and the boundary wall is complete on all sides. The bidders are therefore advised to visit the campus and acquaint themselves with the area, scope of work and operational system thoroughly. The costs of visit shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to IICA and is fully aware of the scope of work and operational conditions prior to the submission of the tender documents.

5. TENDER DOCUMENTS:-

5.1. The Tender Invitation Document has been prepared for the purpose of inviting tenders for Facility Management Services at IICA. The Tender document comprises of:

5.2 Technical Bid:

- 5.2.1. Tender Form - Annexure-I
- 5.2.2. General Terms & Conditions; Annexure-II
- 5.2.3. Special Terms & Conditions for Facility Management Services; Annexure -III

5.2.4. Scope of Work for Facility Management Services;	Annexure-IV
5.2.5. Proforma for the Manpower Deployment Plan for Facility Management	Annexure - V
5.2.6. Proforma for deployment of major equipment, tools & plants	Annexure - VI
5.2.7. Undertaking (on a Stamp Paper of Rs. 10.00);	Annexure - VII
5.2.8. Form of Bank Guarantee for Facility Management Services Staff;	Annexure-VIII
5.2.9. Form of Agreement;	Annexure-IX
5.2.10. Check - List for Technical Bid	Annexure- X

5.3. Financial Bid:

5.3.1. Bidder shall quote separately the **monthly rates** in Indian Rupees. The tendered rates include all the liabilities of the contractor such as statutory liabilities like Minimum Wages, ESI, PF contributions, service charges, all kinds of taxes etc., cost of uniform and identity cards of personnel deployed by the contractor and all consumables, tools & plants, machines, vehicles etc. required for the smooth and satisfactory execution of the work which should be clearly stated by the contractor. The statutory deductions like income tax, work contract tax etc. (wherever applicable) shall be made from the bills of the contractor.

5.3.2. Conditional bids/offers will be summarily rejected.

5.3.3. The Financial Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder.

5.3.4. The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

6. Format and Signing of Bid:-

6.1. The bidder shall submit one copy of the Tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the acceptance of the terms and conditions of the tender by the bidder.

6.2. The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.

6.3. The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the ,or are necessary to correct errors made by the bidder, in which case such corrections shall be initialed/signed and dated by the person or persons signing the bid.

7. Submission of Bids:-

7.1. The bidder shall submit the Technical Bid for work in a separate sealed cover and the Financial Bid for work in another sealed covers duly super scribed and all these sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed.

7.2. The sealed cover of Technical Bid should consist of the following documents:-

- a. Earnest Money Deposit (Bid Security) for the Rs. 50,000/-.

- b. Self attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also;
 - c. Self attested copy of PAN No. card under Income Tax Act;
 - d. Self attested copy of Service Tax Registration Number;
 - e. Self attested copy of Valid Registration No. of the Agency/Firm;
 - f. Self attested copy of valid Provident Fund Registration Number;
 - g. Self attested copy of valid ESI Registration Number;
 - h. Self attested copy of Valid Licence and Number under Contract Labour Act and under any other Acts/Rules;
 - i. Self attested copy of Certificate of Incorporation, Registration of the Agency/Firm with Police Department / DGR.
 - j. Proof of Average Annual turnover.
 - k. Proof of experience supported by documents from the concerned organizations;
 - l. Duly filled and signed Annexures of the General Instructions and Terms & Conditions.
 - m. Special Terms and Conditions
 - n. Scope of Work
 - o. Undertaking
 - p. Other papers which are part of the Tender Document
 - q. Performa for the Manpower Deployment Plan
- 7.3. **The sealed cover of Financial Bid separately for work should contain only the Price bid in original duly filled in figures and words.**
- 7.4. All the sealed covers shall be addressed to Director (Administration), Indian Institute Of Corporate Affairs, Plot No. P 6, 7 & 8, Sector 5, IMT Manesar, Gurgaon.
- 7.5. The tenders shall remain valid and open for acceptance for a period of 90 days from the Last date of submission of tender.
- 8. Late and Delayed Tenders:-**
- 8.1. Bids must be received in the IICA at the address specified above not later than the date and time stipulated in the NIT. The IICA may, at its discretion, extend the deadline for submission of bids. Any bid received by the IICA after the deadline for submission of bids, as stipulated above, shall not be considered. No tender by fax will be entertained.
- 9. Bid Opening and Evaluation:-**
- 9.1. The authorized representatives of the IICA will open the Technical Bids in the presence of the Bidders or their representatives who choose to attend at the appointed place and time.
- 9.2. The bid of any bidder who has not complied with one or more of the conditions will be summarily rejected.

- 9.3. Conditional bids will also be summarily rejected.
- 9.4. Financial bids of only the technically qualified bidders will be opened for evaluation. The date and time for opening the Financial Bids shall be communicated to the technically qualified bidders to facilitate for being present at the time of opening the Financial Bids, if they want.
- 9.5. **The Financial Bid not conforming to the DC Rates for Gurgaon and other statutory obligations like EPF, ESI, Bonus, Leave Relief, Gratuity etc. are liable to be rejected.**

9.2 Right to accept any Bid and to reject any or all Bids:-

- 9.2.1. The IICA is not bound to accept the lowest or any other bid and may reject any or all the bids without assigning any reason.
- 9.2.2. The IICA may terminate the contract if it is found that the agency is black listed on previous occasions by any of the Govt. Deptt./Institutions/Local Bodies/Municipalities/Public Sector Undertakings, etc.
- 9.2.3. The IICA may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

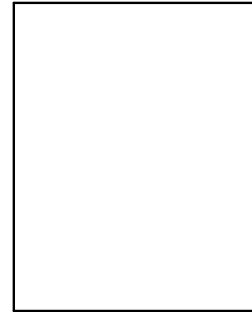
10. Award of Contract:-

- 10.1. The IICA, will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding document.
- 10.2. The IICA, will communicate the successful bidder that his bid has been accepted. This letter (hereinafter and in the condition of contract called the "Letter of Offer") shall prescribe the amount which IICA will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
- 10.3. The successful bidder will be required to execute a contract agreement within a period of 15 days from the date of issue of Letter of Offer.
- 10.4. The successful bidder shall be required to furnish a Performance Security within 10 days of receipt of „Letter of Offer“ for an amount of 5% of total value of the contract in the form of an Account Payee DD from a scheduled bank in favour of Registrar, IICA. The Performance Security shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.
- 10.5. The successful bidder may be assigned additional area of the IICA for the purpose of providing House Keeping Services on the rates and terms and conditions approved and finalized in response to this tender notice.
- 10.6. IICA reserves the right to award the contract to one agency for all the jobs or to different agencies to execute different jobs.**
1. **The bidder shall mention, in the prescribed Performa, the number of the personnel he proposes to deploy on day to day basis, including holidays, for the smooth execution of the work. Besides this, the bidder shall mention the list of major tools, plants and other equipments that he proposes to use in smooth execution of work.**

**Signature
of the Bidder with seal**

TENDER FORM FOR HOUSE KEEPING MANAGEMENT SERVICES AT IICA, GURGAON

1. Due date for submission of Tender:



2. Opening time and date of Technical Bid
3. Names, address of firm / Agency and Telephone numbers
4. Registration No. of the Firm / Agency with DGR/ Police.
5. Name, Designation, Address and Telephone No. of Authorized person of Firm / Agency to deal with.
6. Copy of PAN Card issued by Income Tax and copy of previous three Financial Year^s Income Tax Return
7. Provident Fund Account No.
8. ESIC Number
9. Licence number under Contract Labour (R & A) Act, if any
10. Details of Bid Security deposited:
- (a) Amount : Rs.
(Rupees in words also)
- (b) FDR No. or DD No. or Bank Guarantee in favour of

(c) Date of Issue:

(d) Name of issuing authority

11. Details of Tender cost, if downloaded from the website.

12. Details of ISO Certification:

13. Any other information, if any:

14. Declaration by the bidder

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ ourselves abide by them.

(Signature of the bidder)
Name and Address
(with seal)

GENERAL TERMS & CONDITIONS

1. In case any of contractor's personnel(s) deployed under the contract is (are) absent, a penalty equal to the wages of the absent personnel on that particular day shall be levied by the IICA and the same shall be deducted from the contractor's bills.
2. In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 1 above shall be levied.
3. In case any public complaint is received attributable to misconduct/misbehavior of contractor's personnel, a penalty of Rs.1000/- for each such incident shall be levied and the same shall be deducted from contractor's bill. Further the concerned contractor's personnel shall be removed from the system immediately.
4. **In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract the Director General reserves the right to forfeit the performance Security and the firm will be black listed for a period of four years from participating in such type of tender.**
5. Minimum number of trained manpower including the Supervisory staff required to do the work has to be specified by the contractor in technical bid of the tender.
6. The IICA reserves the right to cancel or reject all or any of the tender without assigning any reason.
7. Any act on the part of the tenderer to influence anybody in the IICA is liable to rejection of his tender.
8. **Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his cost.**
9. The contractor shall engage the men/women whose age shall be between 21-40 years duly trained for the job.
10. **The minimum age for deployment of Facility Management Services shall not be less than 21 years.**
11. The contractor shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.
12. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and Contract Labour (Regulation & Abolition Act 1970), EPF, ESI, Bonus, Gratuity, Leave Relief etc. with regard to the personnel engaged by him. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the IICA.
13. The IICA shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.

14. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
15. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the IICA.
16. The Contractor will maintain a register on which day to day deployment of personnel will be entered. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, should be shown. The Contractor has to give an undertaking duly countersigned by the concerned official of the IICA, regarding payment of wages as per rules and laws in force, before receiving the 2nd payment onwards.
17. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
18. The contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by the IICA and shall not knowingly lend to any person or company any of the effects of the IICA under its control.
19. The workers/personnel engaged by the contractor shall not accept any gratitude or reward in any shape.
20. The contractor shall be responsible to maintain all property and equipment of the IICA entrusted to it. Any damage or loss caused by contractor's persons to the IICA in whatever shape would be recovered from the contractor.
21. The personnel supplied have to be extremely courteous with very pleasant mannerism in dealing with the Institute, especially with female in Institute and should project an image of utmost discipline. The IICA shall have right to have any person removed in case of Institute complaints or as decided by representative of the IICA if the person is not performing the job satisfactorily or otherwise. The contractor shall have to arrange the suitable replacement timely in all such cases.
22. That in the event of any loss occasioned to the IICA, as a result of any lapse on the part of the contractor which will be established after an enquiry conducted by the IICA, the said loss shall be claimed from the contractor up to the value of the loss. The decision of the Head of the IICA will be final and binding on the contractor.
23. Any liability arising out of any litigation (including those in consumer courts) due to any act of contractor's personnel shall be directly borne by the contractor including all expenses/fines. The concerned contractor's personnel shall attend the court as and when required.
24. The contractor shall deploy his personnel only after obtaining the IICA approval duly submitting curriculum vitae (CV) of these personnel. The IICA shall be informed at least one week in advance and contractor shall be required to obtain the IICA's approval for all such changes along with their CVs.
25. During the course of contract, if any of contractor's personnel are found to be indulging in any corrupt practices causing any loss of revenue to the IICA, the university shall be entitled to terminate the contract forthwith duly forfeiting the contractor's Performance Guarantee.
26. If any money shall, as the result of any instructions from the Labour authorities or claim or application made under any of the Labour laws or Regulations, be directed to be paid by the IICA, such money shall be deemed to be payable by the contractor to the IICA within

seven days. The IICA shall be entitled to recover this amount from the contractor by deduction from money due to the contractor.

27. The contractor shall indemnify and hold the IICA harmless from and against all claims, damages, losses and expenses arising out of, or resulting from the works/services under the contract provided by the contractor.
28. The bidder should be registered with the concerned authorities of Labour under Contract Labour (R&A) Act 1970.
29. Only physically fit personnel shall be deployed for duty by the contractor.
30. The contractor shall ensure that the personnel deployed by him shall not take part in any staff union and association activities.
31. The IICA shall not be responsible for providing residential accommodation to any of the personnel of the contractor.
32. The IICA shall not be under any obligation for providing employment to any of the worker of the contractor after the expiry of the contract. The IICA does not recognize any employee employer relationship with any of the workers of the contractor.
33. If as a result of post payment audit any overpayment is detected in respect of any work done by the agency or alleged to have done by the agency under the tender, it shall be recovered by the IICA from the contractor.
34. The contractor shall provide the copies of relevant records during the period of contract or otherwise even after the contract is over whenever required by the IICA.
35. The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI etc. of each employee on monthly basis.
36. The contract is likely to continue till a period of three years, unless it is curtailed or terminated by this office owing to deficiency of service, sub standard quality of the material/attendants deployed, breach of contract, reduction or cessation of the requirement of work.
37. Payments of wages must be paid through NEFT/ RTGS and wages must be paid up to 10th of every month.
38. Previous payment Voucher must be attached with Challans for deduction of E.S.I, E.P.F. for employees at IICA.
39. If any employee is employed by the Contractor, the Contractor shall be liable for Labour Court proceedings.
40. Minimum wages shall be paid as per D.C. Gurgaon rates. If the D.C. rates are revised during the financial year the wages should be paid as per revised DC rates along with arrear.
41. Termination of services of any person deployed by the Contractor shall be made by a letter of termination of Contractor, Institute will not issue any letter in this regards.
42. In the event of any provisions of the contact requiring to be modified after the agreement has been signed, the modifications shall be made in writing and signed by the Employer/Officer and the Contractor or his authorized representative. Such modifications will not be effective until the same have been signed by both the parties. Any verbal or

written arrangements for abandoning, modifying extending, reducing or supplementing the contract, or any of the terms thereof shall be deemed to be provisional and shall not be binding on the Employer/Officer unless and until the same are incorporated in a formal instrument and signed by the Employer/Officer and the Contractor.

43. Successful bidders shall have to pay performance security in the form of Account Payee DD for an amount of Rs. 2,00,000/- (Two Lacs only) drawn in favour of IICA, payable at New Delhi or furnish a bank guarantee from a Commercial bank for the similar amount in prescribed Performa given at Annexure VIII.

43. **OBLIGATION OF THE CONTRACTOR:-**

- a. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
- b. The IICA will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein. Any other statutory deductions, if required shall also be made as applicable.

44 **Dispute Resolution:-**

- 44.1 Any dispute and or difference arising out of or relating to this contract will be resolved through joint discussion of the authorities" representatives of the concerned parties. However, if the disputes are not resolved by joint discussions, then the matter will be referred for adjudication to a sole Arbitrator appointed by the IICA.
- 44.2 The award of the sole Arbitrator shall be final and binding on all the parties. The arbitration proceeding" s shall be governed by Indian Arbitration and Conciliation Act 1996 as amended from time to time.
- 44.3 The cost of Arbitration shall be borne by the respective parties in equal proportions. During the pendency of the arbitration proceeding and currency of contract, neither party shall be entitled to suspend the work/service to which the dispute relates on account of the arbitration and payment to the contractor shall continue to be made in terms of the contract.

45. **JURISIDICION OF COURT:-**

The courts at Haryana shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

46. **Payment to the contractor:** The payment to the contractor for the work done/service provided shall be made on monthly basis subject to the following:

- 46.1 The work has been satisfactorily executed, as per the Terms & Conditions of the contract, f or the month for which the contractor has raised the bill.
- 46.2 The disbursement of the wages to the workers has already been done by the contractor for the month for which the payment to the contractor is under consideration.

Signature of the Bidder with seal

SPECIAL TERMS & CONDITIONS FOR FACILITY MANAGEMENT SERVICES

1. The contractor shall ensure that all the instructions by the officer-in-charge, IICA or his authorized representative are strictly followed and there is no lapse of any kind.
2. No outsider shall be allowed to enter the campus without issuance of proper gate pass.
3. No items are allowed to be taken out without proper gate pass issued by the officer-in-charge, IICA or his authorized representative. The specimen signature of such authorized officer will be available with the security personnel.
4. The person on duty shall not leave his duty until his reliever reports for duty.
5. The work shall be executed as per the scope of work, Annexure-VII, with utmost sincerity and no lapse of any sort shall be allowed.
6. Besides the General Terms and Conditions of the contract, the following Special Conditions for Facility Management Services shall be strictly adhered to by the contractor:
7. The rates shall be inclusive of DC rates and all applicable statutory obligations and service charges and nothing extra shall be payable on any account.
8. The leaves shall be permitted as prescribed in the applicable labour laws.
9. IICA does not recognize any employee employer relationship with any of the workers of the contractor and their services shall be automatically discontinued with the termination of the contract.
10. The execution of cleaning will be done with uniformed, hygiene conscious workers. Mechanized equipments like scrubbing machine, vacuum cleaner etc. shall be used wherever required. The rates for all such machines are already included in the rate quoted in the Financial Bid and therefore nothing extra shall be paid on this account.
11. The cleaning and housekeeping works are to be carried out in such manners that all premises always look neat and clean.
12. The manpower engaged should be trained in management of garbage (bio-degradable & non-degradable and recyclable waste) also so that waste disposal is carried out properly without affecting the environment as per pollution control directions.
13. It will be the sole responsibility of the contractor that the men/women engaged are trained and IICA will not be liable for any mishap, directly or indirectly.
14. All the consumables and disposables required for cleaning and housekeeping should be eco-friendly and shall be procured by the contractor at his own cost.
15. Mechanized equipments, wherever required, will be procured by the contractor at his own cost.
16. The cleanliness will be periodically checked by the officer-in-charge or his authorized representative based on certain objective criteria which are decided to measure level of cleanliness and the contractor has to abide by those criteria. These are as follows:
 - a. Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.;
 - b. Dust or cobwebs etc. on roof, window grills etc.;

- c. Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors;
- d. Dirt marks, dust, dryness and odour in Wash-basin, WC Seats, floors etc. in toilets/bathrooms.

17. Some of the housekeeping workers should be trained for sewerman's job because the scope of work includes the unclogging of soil/waste pipes, floor traps, gully traps, building manholes etc.

18. The work shall be carried out strictly as per the direction of the officer-in-charge, **IICA**.

19. The contractor shall provide all necessary tools and plants required for the efficient and top quality at his own cost and nothing extra shall be paid on this account.

20. The contractor shall ensure that water shall be used judiciously without wasting.

21. The workers deployed shall be well trained.

Signature
of the Bidder with seal

SCOPE OF WORK FOR HOUSE KEEPING MANAGEMENT SERVICES

1. Cleaning, sweeping moping and wiping of floors, staircase on daily basis including Saturdays & Sundays or as required by Officer-In-charge. Cleaning activity should be completed before start of each shift viz 7:00 am, 03:00 pm and 10:00pm.
2. Continuous mopping to be done at Ground floor and First floors during office hours (9.30 AM to 6.00PM)
3. Thorough cleaning of all toilets using required cleansing and disinfectant material and by putting urinal cubes 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. Cleaning of surface parts of Sorting Machines.
6. Clearing of any choking(s) in the drainages, manholes etc.
7. Removal of beehives and cobwebs/honey webs from the office building and its premises.
8. Cleaning and sweeping of roof tops with brooms/mechanized sweeping.
9. Cleaning of Glow Sign Boards & Signage Cleaning.
10. All dust bins shall be properly cleaned from in and out side and should be emptied at the end of the sifts on regular basis.
11. The bidder shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects, rats etc. In case of rats ultrasonic and mechanical pest control methods should also be used as and when required. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
12. 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.
13. 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 DOP officer-in-charge at regular intervals and finally at the end of each month
14. The bidder should possess or procure needful infrastructure, gadgets, consumables and other material required for smooth Facility services. No additional cost towards this will be borne However in case of any major repairs / replacement, cost shall be borne by IICA.

JOBS TO BE CARRIED OUT DAILY

1. Cleaning of general toilets at least twice in each shift/set daily with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and windowsills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets are to be checked at regular interval everyday. Urinal cubes, 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.
2. Cleaning & moping
3. Cleaning of corridors staircases and common area with phenol and with plain water continuously.
4. 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.
5. Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
6. Cleaning of surface of Sorting Machines.
7. To clean glass panes on doors, windows & partitions with soap/cleaning agent.
8. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building
9. Cleaning/removal of any type of stains of ink etc. from the premises a staircase.
10. Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. During office hours.
11. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
12. 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.

JOBS TO BE CARRIED OUT WEEKLY

1. Scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, disinfectant or any other chemicals ; automatic mopper/scrubbing machine to be used at least once in a week.
2. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality
3. Washing and cleaning.

JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

1. All toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.
2. Filling water in desert coolers in summer season.
3. Cleaning of water coolers.
4. Cleaning of sofa sets with soap water/ vacuum cleaners.

5. Washing and cleaning of driveways, parking areas and roads within the of premises.

JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

1. Ground Floor & First Floor 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.
2. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

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. Minimum requirement of workforce to be deployed is given hereunder:-

1. The bidder shall, however, survey the area and make assessment of the manpower requirement on their own. 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.
2. The bidder shall ensure that the entire workforce deployed shall have (a) Good Etiquette (b) Grooming (c) Communication, Awareness & Behavior and (d) shall know usage of sanitary material & equipment.
 - a. Etiquette - Soft spoken/polite & Responsible
 - b. Grooming - Clean uniform
 - Name Plates
 - Brushed Teeth
 - Hair Cut
 - Polished Shoes
 - Nails properly cut
 - No gutka / paan / smoking/ liquor etc.
 - c. Communication, Awareness & Behavior
 - Do not sit idle / waste time
 - Any wrongdoing can lead to police complaint -
 - No obscene gestures at all
 - behave properly
 - d) Usage of Material& Equipments - Sanitary material & equipments

The bidder shall agree to provide female housekeeping staff for maintenance of ladies toilets.

SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumables other related items are to be provided by the Agency has to be of ISI marked or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used and supply them in advance on fortnightly basis. The stores are to be replenished at least 5 days in advance. Out of orders

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 the local body.

Major Points for House Keeping Services Staff-

A. Grooming-

- a. Uniform should neat & Clean
- b. Buttons should of white colors
- c. Hair Dressing
- d. Shaving should be done
- e. Fingers nails should be trimmed
- f. Shoes should be Black & Polished
- g. Socks should be neat & Clean
- h. There should be no threads around the neck.
- i. There should be no ear rings
- j. There should no smell emanating from the mouth
- k. Staff should have I.D Cards around their neck
- l .They should not use/carry Tobacco, cigrattes etc

B. Attitude towards Clients/Customers

- a. Always start with Sir/Madam
- b. Always talk in a polite manner
- c. Not to Back Answer anybody/At any given situation

C. Coordination between Supervisors

D. Punctuality

E. Briefing

- a) To depute the man power for different areas.
- b) To give time to complete the job in the given time
- c) To give them specific jobs and further cross check the same.

F. Usage of HK Machines:-

- a. Ensure that machines is Kept in Clean and working condition.
- b. Ensure that all machines is kept have been marked.
- c. Not to operate the machines without proper plug.
- d. Check the Hose Pipe.
- e. To see that all the attachment are available before they use it.
- f. Do not plug into UPS as it gets blown out.
- g. Not to use machine for more than one hour at a stretch.
- h. To keep all the machine & attachments in one place.
- i. To report to Senior, if machine is out of order

Signature of the
Bidder with seal

PROFORMA FOR MANPOWER DEPLOYMENT PLAN FOR HOUSE KEEPING

The bidder shall mention the number of personnel assessed by him while quoting the rates and found necessary to be deployed for the smooth execution of the work in the following Performa:

	Performa for Manpower Deployment Plan for House Keeping Management Services
--	--

S. No.	Area of Deployment (in Sq.ft.)	HK Staff	HK Supervisor
1			
2			
3			
4			
5			

Note:

1. The bidder should furnish the above information very carefully, keeping in mind the complete scope of work. The number proposed above must be adequate enough to execute the work smoothly.
2. The bidder should also provide the list of various major equipments, tools and plants he proposes to put in use if the contract is awarded.
3. Separate Sheet can be attached if required.

Signature
of the Bidder with seal

Annexure-VI

PROFORMA FOR DEPLOYMENT OF MAJOR EQUIPMENT, TOOLS & PLANTS PROPOSED TO BE PUT IN USE

The bidder shall mention the number of various major equipments, tools and plants he proposes to put in use if the contract is awarded, for smooth execution of the work in the following Performa:

QUANTITY AND TYPE OF MAJOR EQUIPMENT, TOOLS & PLANTS PROPOSED TO BE PUT IN USE									
S. No.	Area of Use	Area in Sq.ft	Single Disk	Scrubber Driers	Carpet Care	Dry/Wet Vacuum	Ride on Sweeper	Dry Vacuum Cleaner	High Pressure Water Jet
1									
2									
3									
4									
5									
6									
7									
8									

Note:

1. The bidder should furnish the above information very carefully, keeping in mind the complete scope of work. The number and type proposed above must be adequate enough to execute the work smoothly.
2. Separate Sheet can be attached if required.

Signature
of the Bidder with seal

(ON A STAMP PAPER of Rs.10/-)

UNDERTAKING

To

(Designation and Name of the concerned Department)

Name of the firm/Agency_____

Name of the tender_____ Due date:_____

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I/We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.

Bidder)

Bidder.

(Signature of the

Name and Address of the

Telephone No.

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY

(To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of _____ between _____ (Name of the Bank) (hereinafter called the "Bank") of the one part and _____ (IICA) (hereinafter called the IICA) of the other part.

2. WHEREAS _____ (IICA) has awarded the contract for _____ for Rs. _____ (Rupees in figures and words) (hereinafter called the "contract") to M/s _____ (Name of the contractor) (hereinafter called the "contractor").

3. AND WHEREAS THE Contractor is bound by the said Contract to submit to the IICA a performance Security for a total amount of Rs. _____ (Amount in figures and words).

4. NOW WE the Undersigned _____ (Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of _____ (Full name of Bank), hereby declare that the said Bank will guarantee the IICA the full amount of Rs. _____ (Amount in figures and words) as stated above.

5. After the Contractor has signed the aforementioned contract with the IICA, the Bank is engaged to pay the IICA, any amount up to and inclusive of the aforementioned full amount up on written order from the IICA to indemnify the IICA for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the IICA immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the IICA any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.

6. THIS GUARANTEE is valid for a period of _____ months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).

7. At any time during the period in which this Guarantee is still valid, if the IICA agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the IICA and at the cost of the contractor.

8. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.

9. The neglect or forbearance of the IICA in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the IICA for the payment hereof shall in no way relieve the Bank of their liability under this deed.

10. The expressions "the IICA", "the Bank" and "the Contractor" hereinbefore used shall include their respective successors and assigns.

IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the _____ day of _____(Month)_____ (year) being herewith duly authorized.

For and on behalf of
the _____ Bank.

Signature of authorized Bank official

Name _____

Designation _____

I.D. No. _____

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above named _____ in the presence of:

Witness-1.

Signature _____

Name _____

Address _____

Witness-2.

Signature _____

Name _____

Address _____

FORM OF AGREEMENT

THIS AGREEMENT is made on the ___ day _____ (Month)_____(Year) Between the Governor of Haryana through the hereinafter called " IICA", which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part AND _____ (Name and address of the contractor) through Shri _____, the authorized representative (hereinafter called "the contractor") (which expression shall, unless excluded by or repugnant to the context, be deemed to include its/their heirs, successors, executors, administrators, representatives and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavors to provide _____Services to the IICA for providing a neat and clean environment to the IICA.

NOW THIS AGREEMENT WITNESSETH as follows:-

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:
 - a. Letter of acceptance of award of contract;
 - b. Terms and Conditions;
 - c. Notice inviting Tender;
 - d. Bill of Quantities;
 - e. Scope of work;
 - f. Addendums, if any;
 - g. Complete Tender Document submitted by the contractor and any other document forming part of the contract
3. In consideration of the payments to be made by the IICA to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute the _____ w.e.f _____ as per the provisions of this Agreement and the tender documents.
4. The IICA hereby covenants to pay the contractor in consideration of the execution and completion of the works/services as per the provisions of this Agreement and the tender documents, the contract price of Rs. _____ (_____ Rupees in words).
5. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor

For and on behalf of the Governor of Haryana

Signature of the authorized official

Signature of the authorized Officer

Name of the official

Name of the Officer

Stamp/Seal of the Contractor

Stamp/Seal of the Employer

By the said

By the said

_____ Name

_____ Name

on behalf of the Contractor in the presence of:

on behalf of the Employer in the presence of

Witness _____

Witness _____

Name _____

Name _____

Address _____

Address _____

Telephone No: _____

Telephone No: _____

CHECK-LIST FOR TECHNICAL BID

Sl. No.	Documents asked for	Page number at which document is placed
1	Earnest Money Deposit (Bid Security) of Rs. _____ of DD/Pay Order No _____ Dated _____	
2	One Self attested recent passport size photograph of the authorized person of the bidder with name, designation, address, and telephone numbers.	
3	Undertaking on a Stamp paper of Rs. 10/- as per the given Format.	
4	Self-attested copy of PAN card along with the copy of income Tax return of the last financial year.	
5	Self-attested copy of Service Tax Resignation Number	
6	Self-attested copy of Registration Number of the firm/agency	
7	Self-attested copy of valid EPF Registration Number	
8	Self-attested copy of valid ESI Registration Number	
9	Self-attested copy of valid License No. under Contract Labour (R&A) Act-1970	
10	Proof of satisfactorily execution of similar works as specified in the Eligibility Criteria	
11	Self attested copy of Annual Income Tax Returns of previous three years supported by audited balance sheet	
12	Self Attested copy of Certificate of Incorporation, DGR Registration of Agency/firm with police department.	
13	Proforma for Manpower Deployment plan for Facility Management	
14	Proforma for Deployment of Major Equipment, Tools and Plants proposed to be put in use.	
15	C.A Certificate for para 1(b)	

Signature of the Bidder with seal

Annexure - XI

FINANCIAL BID : DOCUMENT - A							
COST ANALYSIS : MANPOWER TO BE DEPLOYED							
RATES TO BE QUOTED BY BIDDER IN DOCUMENT - 'B' MUST BE AS PER THIS COST ANALYSIS							
S.No.	Description	Facility Manager Soft Service	Facility Manager Tech	Store Keepers	Multi skill Tech	House Keeping staff	House Keeping Supervisor
1	Basic Wages per person						
2	HRA						
3	EPF						
4	ESIC						
5	Bonus						
6	Uniform						
7	Sub Total						
8	Weekly Off/National Holidays/Other Holidays						
9	Total Cost Per Head						
10	Service Charges						
11	Sub Total 08 Hrs. 30 days						

Note : Service tax shall be charged extra as applicable

Minimum Staff Required

S.No.	Description	Nos.	Cost per person	Total
1	Housekeeping Staff			
2	Housekeeping Supervisor			
	TOTAL			

