

No. AN/V/5018/HK/HQrs.

Dated 09 /03/2017

RFP FOR HOUSE KEEPING SERVICES (INCULDING INTERNAL AND EXTERNAL CONSERVANCY) AND PANTRY SERVICES IN THE CGDA HQrs. OFFICE, ULAN BATAR ROAD, PALAM, DELHI CANTT-10.

INTRODUCTION

The CGDA HQrs office is located at Ulan Batar Road, Palam, Delhi Cantt-110010. The office is spread over an area of around 7.66 acres land. The total built up area is 16400 sq.meter. The building consists of basement and three floors of centralized Air conditioning system as well as alternative back up power load by local DG set system. **The posted strength of the office is approx 400 employees including officers and staff.** Salient features of the building are as under:

Basement: 4670 Sq meter.

Ground Floor, First floor and Second floor: 11730 Sq meters in total.

Ground Floor Consisting of:

- a. Rooms: 60 no. (Including One conference Hall, two Dining Halls, One wet Canteen equipped with modern kitchen, one pantry service center)
- b. Toilets: 06 nos.
- c. Corridors: 03 nos.

First Floor Consisting of:

- a. Rooms: 45 no. (Including two conference Hall, two Dining Halls, Two pantry service center)
- b. Toilets: 06 nos.
- c. Corridors: 03 nos.

Second Floor Consisting of:

- a. Rooms: 35 no. (Including One Auditorium Hall, one big and one small Dining Halls, one pantry service center, two gymnasiums)
- b. Toilets: 06 nos.
- c. Corridors: 03 nos.
- d. Central record Library.

Instructions for the Bidders

1. The office of the Controller General of Defence Account, Delhi Cantt, requires the services of a reputed, well established and financially sound Housekeeping Company /Firm/ Agency for providing Housekeeping (including internal and external conservancy) and Pantry Services for CGDA.

2. The contract is to be for **One Year**. The period of the contract may further be extended after the completion of contract, if this office is satisfied with the present arrangement for housekeeping and cleaning or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of cleanliness by the selected Company/Firm/Agency. This office, however, reserves right to terminate the initial contract at any time after giving one month notice to the selected service providing Company/Firm/Agency.

3. General Information about the tender:

a.	Tender reference No.	AN/V/5018/ HK/HQrs.
b.	Last date/time for receipt of tenders	30/03/2017 upto 1500 hrs.
c.	Time and date for opening of tenders	30/03/2017 at 1530 hrs.
d.	Place of opening of tenders	Conference Hall (Aditya), Ground Floor, Office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt. – 110010.
e.	Communication Address	The Controller General of Defence Accounts, Ulan Batar Road, Palam, Delhi Cantt. – 110010.

Tender documents shall be accompanied by a cash receipt for having deposited the tender fee in cash or a Demand Draft/Banker's Cheque for Rs.1000/- (Rupees One Thousand only) drawn on any Nationalized Bank in favour of the CGDA Ulan Batar Road, Palam, Delhi Cantt, towards the cost of tender form, failing which the tender shall be rejected out rightly.

4. **Tender can only be submitted for both services (Housekeeping Services including Internal and External Conservancy) & Pantry Services.** Tender submitted for single service will not be accepted.

5. Conditional bids shall not be considered and will be out-rightly rejected at the very first instance.

6. The tendering Company/Firm/Agency is required to enclose photocopies of the documents, duly self-attested, as per the requirements of Technical Bid as given in the Enclosure-IV (properly indexed), failing which their bids shall be summarily / out rightly rejected and will not be considered any further.

7. All entries in the tender form should be legible and filled clearly. If the space for furnishing of information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, cuttings, if any, in the Technical Bid Application must be initialled by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency

8. The quotations should be given in a **two bid system, the Technical and Commercial bids**. The following enclosure are forwarded along with this enquiry to assist you in preparing your technical and commercial offer:

a.	Schedule of Requirement (SOR)	Enclosure-I
b.	Scope of Work(SOW)	Enclosure-II
c.	Standard Conditions of Contracts(SCOC)	Enclosure-III
d.	Format of Technical Bid	Enclosure-IV
e.	Format of Commercial Bid	Enclosure-V
f.	Declaration about fraud and corrupt practice	Enclosure-VI
g.	Evaluation Criteria	Enclosure-VII
h.	Consumable items list	Enclosure-VIII

Note: The Bids shall remain valid till 30/06/2017 from the last date of submission of bids.

A. SUBMISSION/OPENING OF THE TENDER

9. **PLEASE QUOTE OUR TENDER REFERENCE No. DATE OF TENDER OPENING ON SEALED COVER. FAILURE TO DO SO MAY RENDER YOUR OFFER INVALID.**

10. The Technical and Commercial bids are to be submitted in two separate sealed envelopes, duly marked as “Technical Bids for RFP No.....dated.....” and “Commercial Bid for RFP No.....dated.....”. The quotes are to be super-scribed with your firm's name, address and official seal and ink signed by an authorized representative of the Tenderer. Sealed bids will be addressed to the Sr. ACGDA (AN), Office of the CGDA, Ulan Batar Road, Palam Delhi Cantt.-10 and should be dropped in the tender box placed at the Reception of CGDA office, Ulan Batar Road, Palam Delhi Cantt.-10 marked as Tender Box for providing Housekeeping and Pantry Service at CGDA, Ulan Batar Road, Palam, Delhi Cantt-10.

11. Sealed quotations will be opened by a committee on due date and time. Your authorized representatives duly carrying an authorization letter from the company may attend the tender opening. Due to any exigency if the date of opening of tender is declared as closed holiday, the tenders will be opened on next working day at the same time. **The date of opening of Commercial Bids will be intimated after acceptance of Technical bids.**

12. The Tenders sent by Fax will not be considered. To avoid complications with regard to late Receipt/Non-Receipt of Tenders, it may please be noted that the responsibility rests with tenderers to ensure that tenders reach this office before due date & time. Late quotes will be rejected outrightly.

13. Commercial offers of only those firms will be opened, whose technical offers would be found suitable after technical evaluation. Further negotiations, if required, will be made only with the lower bidder (L-1) as determined by the committee. The date, time and venue fixed for this purpose will be intimated separately. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

B. EARNEST MONEY DEPOSIT (EMD)

Form of Bid Security : The bid security may be accepted in the form of Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business, as per Form DPM-13, safeguarding the purchaser's interest in all respects. The EMD should remain valid for 45 days beyond the validity of bid.

Bank Guarantee format

Whereas(hereinafter called the "Bidder") has submitted their offer dated.....for the supply of.....(hereinafter called the "Bid") against the Buyer's Request for proposal No.....KNOW ALL MEN by these presents that WEof..... having our registered office at..... are bound unto..... (hereinafter called the "Buyer) in the sum of.....for which payment will and truly to be made to the said Buyer, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this..... day of.....20.....

The conditions of obligations are –

(1) If the Bidder withdraws or amends, impairs or derogates from the Bid in any respect within the period of validity of this tender.

(2) If the Bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity.

a) If the Bidder fails to furnish the Performance Security for the due performance of the contract.

b) Fails or refuses to accept/execute the contract.

WE undertake to pay the Buyer up to the above amount upon receipt of its first written demand, without the Buyer having to substantiate its demand, provided that in its demand the Buyer will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature of the authorized officer of the Bank)

Name and designation of the officer

Seal, name & address of the Bank

and address of the Branch

i. The Technical Bid should be accompanied with an Earnest Money Deposit (EMD) of Rs.1,50,000/- (Rupees One lakh fifty thousand only) in the form of Demand Draft/ Pay Order drawn in favour of the "Controller General of Defence Accounts, Delhi Cantt," **failing which the tender shall be rejected out rightly.**

ii. The EMD in respect of the Agency which does not qualify the Technical Bid (First Stage)/ Financial Bid (Second competitive stage) shall be returned without any interest. **However, the EMD in respect of the successful tenderer shall be adjusted towards the Performance Security Deposit. Further, if the Agency fails to provide services against the initial requirement within 15 days from date of placing the order, the EMD shall stand forfeited without giving any further notice.**

C. STANDARD CONDITIONS OF CONTRACT(SCOC)

14. SCOC shall be required to be accepted in full by all the firms participating in the contract. A contract will be signed between the contract operating Authority (COA) i.e. successful bidder and office of the CGDA, Delhi Cantt incorporating the SCOC as Enclosure - III of this RFP, which will form integral part of the Contract.

D. PRE-BID CONFERENCE

15. The SOR (Enclosure I) and SCOC (Enclosure III) should be carefully considered while preparing the bids. Interested participants may obtain all the clarifications by visiting the office of the CGDA, Ulan Batar Road, Palam, Delhi Cantt. on all working days during 10/03/2017 to 17/03/2017 between 3:00 PM to 05:00 PM in this office. The visiting representative of the interested firms will carry a valid ID proof and intimate the Accounts Officer (AN-V) of this office.

E. TECHNICAL AND COMMERCIAL BIDS

16. The Technical & Commercial bids are to be submitted strictly in accordance with Enclosure-IV and Enclosure-V to this tender enquiry. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

17. Bids of those firms who do not fulfill the requisite qualifications are liable to be rejected.

18. This RFP is being issued with no financial commitment and office of the CGDA, Delhi Cantt reserves the right to change or vary any part thereof at any stage. The office of the CGDA, Delhi Cantt reserves the right to reject any or all of the offers without assigning any reason whatsoever. This office also reserves the right to withdraw the RFP, should it be so necessary at any stage.

F. TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY / FIRM/ AGENCY

The tendering Service Provider Company / Firm / Agency should fulfill the following technical specifications:

1. The Registered Office or one of the Branch Offices of the Service Provider Company/Firm/ Agency should be located within the National Capital Territory of Delhi.

2. The Service Provider Company / Firm/ Agency should be registered with the **appropriate registration** authority.

3. Service Provider Company / Firm/ Agency should have **at least five years experience** in providing similar services to private and/or public sector companies/banks/Government Departments etc.

4. Service Provider Company / Firm / Agency should have its own Bank Account, PAN No., and Service Tax No.

5. Service Provider Company / Firm/ Agency will have to provide details of Income tax and Service Tax return of their firm for last three Financial Years (2013-14 to 2015-16).

6. Service Provider Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws. Compliance of Statutory labour laws in respect of EPF and ESIC contributions is mandatory. Bids of firms non-complying to labour laws will be out rightly rejected.

7. The Service Provider Company/Firm/Agency should have completed at least one service contract of value not less than Rs.50 lakh per annum related to providing similar services in a single contract in each of last three years (FY2013-14 to 2015-16). Copies of the contracts and the satisfactory certificate from the client need to be enclosed.

8. The Service Provider Company / Firm / Agency must have a turnover of Rs. 500 lakh per year during the last three financial years(2013-14 to 2015-16).

9. The Service Provider Company/Firm/Agency has to submit the Audit Report u/s 44AB or u/s 12AB of the Income Tax Act, 1961 along with Balance Sheet and Profit & Loss Account / Income and Expenditure Account for the preceding three Financial Years (2013-14 to 2015-16).

10. The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is / has not been black listed by Central Government / State Government / any PSU in last three years.

11. The Service Provider Company/Firm/Agency should be equipped with automated electronic machinery for cleaning services (as listed at Sl no D of Enclosure I). A detailed list of the mechanical instruments is to be enclosed separately giving their capacity and specifications.

Exemption to comply with any of the above criteria should be duly supported with Govt. Orders/ other relevant documents.

Non compliance with any of the above conditions by the Service Provider Company/Firm/ Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily.

G. FRAUD AND CORRUPT PRACTICES

i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Office may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.

ii. Without prejudice to the rights of this Office under Clause i. hereinabove, if an Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender issued by this Office during a period of 2 (two) years from the date such Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.

iii. This organization has zero tolerance for crime/atrocities against women and this must be ensured during operation under the activities included in SOR.

iv. For the purposes of this clause, the following terms shall have the meaning hereinafter respectively assigned to them:

a) "Corrupt practice" means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;

b) "fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;

c) "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person's participation or action in the Bidding Process;

d) "undesirable practice" means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and

e) "restrictive practice" means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process;

H. LEGAL

i. The Service provider shall be responsible for compliance of all statutory provisions relating to Minimum Wages, Employees Provident Fund, Employees State Insurance, Service Tax and any other Laws/ Taxes/ Acts/ Rules etc. governing the matter/ issues etc. If at any point of time it is noticed that the Contractor is not meeting out/violating any procedures/taxes/ Acts/ Rules then that will be met out, out of the Performance Security Deposit made by the contractor.

ii. The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to the office of the Controller General of Defence Account, Delhi Cantt, to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

iii. The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.

iv. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.

v. In case, the tendering Agency fails to comply with any statutory provision/ taxation liability under appropriate law and as a result thereof the Office is put to any loss/ obligation, monetary or otherwise, the Office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.

vi. The Service Provider will solely be responsible for any legal case/dispute raised by his workers deployed in the CGDA Office and the Government of India will in no way be responsible for any such dispute and the Service Provider will indemnify the Government of India against any such legal costs/disputes.

I. FINANCIAL

i. Bids, offering rates which are lower than the minimum wages (as applicable for the NCT of Delhi) for the pertinent category, would be rejected.

ii. The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order.

Performance Bank Guarantee should be valid up to 60 days beyond the date of Contract period. The specimen of PBG is given in Form DPM-15 (Available in MoD website and can be provided on request).

iii. In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the Agency will be liable to be forfeited by this Office besides annulment of the contract.

iv. The Agency shall raise the bill, individual wise in triplicate, along with biometric attendance sheet to the Division under whom the outsourced employees has been deployed in the first week of the succeeding month. The concerned office/officer will send the bills duly verified to the AN-V Section, O/o the CGDA, Ulan Batar Road, Palam, Delhi Cantt-10, for sanction and payment.

v. The Agency will provide Aadhar Card No. and full bank details, EPF Account No. and ESIC Registration Number for each individual. Whenever new individual is deployed, such details will be provided within one week of deployment.

vi. The Claims towards Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. A requisite portion of the bill/ whole of the bill amount shall be held up till the proof is furnished, at the discretion of this Office. The copies/ tax receipts/ tokens deposited in respective offices should be submitted to this office on monthly basis.

vii. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be the Office of the Controller General of Defence Accounts, Ulan Batar Road, Palam, Delhi Cantt-110010. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/appointed by the Controller General of Defence Accounts, Delhi Cantt.

viii. The Office of the Controller General of Defence Accounts, Ulan Batar Road, Palam, Delhi Cantt-110010 reserves the right to withdraw/ relax any of the terms and conditions mentioned in the tender document so as to overcome any of the problems encountered at any stage.

J. EVALUATION CRITERIA

a) Evaluation of Technical and Commercial bids will be as per formula given in (Enclosure-VII).

b) The Service Provider Company / Firm / Agency shall submit relevant details regarding technical Bid parameter in a separate folder duly supported with source documents.

Experience with Government Agencies/PSUs/Private Agencies: Service Provider Company / Firm / Agency shall specify the total No. of years of experience in providing similar services in Col 14 of technical bid duly supported with source documents viz. experience certificate/contract agreement etc. The period not supported with source documents shall be deducted from the total years of experience for awarding score.

Financial status of the firm: Service Provider Company / Firm / Agency shall submit a financial statement signed by CA showing Annual turnover for last three financial years (FY 2012-13 to 2014-15) duly supported with source documents viz. Profit and Loss Account/ Income and Expenditure Account.

c) Evaluation criteria (Technical Bid)

Sl.No.	Parameters	Marks
1.	Experience with Government Agencies/PSUs/Private Agencies	50
2.	Financial Status of the firm	50

Minimum Technical score of 60 out of 100 is a must.

d) The Tender Committee will be constituted by the Office to evaluate the Technical bids on the basis of their responsiveness to the Terms of Reference, applying due criteria. A Proposal shall be rejected at this stage if it does not respond to important aspects of the Technical bid, and particularly the criteria or sub-criteria or if it fails to achieve the minimum technical score.

e) Commercial Bids will remain unopened for those Agencies which fail to achieve the minimum technical scores. Commercial bids shall be taken up only for those agencies who meet the minimum qualifying mark and will then be inspected to confirm that they have remained sealed

and unopened. Thereafter these Commercial bids shall be opened, and the total prices read aloud and recorded.

f) Evaluation criteria (Commercial Bid)

The lowest evaluated Commercial bids (including all charges except taxes) will be given the maximum financial score (Sf) of 100 points. The financial scores (Sf) of the other Commercial bids will be computed as indicated in the Data Sheet. Proposals will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical bid; F = the weight given to the Commercial bid; $T + F = 1$) indicated in the Data Sheet: (Enclosure VII) $S = St \times T\% + Sf \times F\%$. The firm achieving the highest combined technical and financial score will be invited for negotiations.

The formula for determining the financial scores is as follows:

$Sf = 100 \times Fm / F$, in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.

g) Weightage -

The weights given to the Technical and Financial Proposals are-

- A) Technical proposal (T) = 0.6
- B) Financial proposal (P) = 0.4

h) No negotiation will be undertaken with any tenderer except the highest points achiever.



(K P Singh)

Accounts Officer (AN)

ENCLOSURE-I**Schedule of Requirements (SOR)****(A) Service Required**

1. Housekeeping and General Service
2. Pantry Service

(B) Requirement of Manpower for the services

Sl. No.	Description of manpower	Qualification	Timing	Number	Work days/ week
1.	Supervisor (Housekeeping) (Skilled)	Graduate in any discipline/Housekeeping Management with minimum three years post qualification work experience	7:00 to 16:00	03(Three)	06
2.	Supervisor (Pantry) (Skilled)	Graduate in Hotel/ Management with minimum three years post qualification experience as Head Cook or Pantry Supervisor in any reputed hotels.	8.30 to 18.30	01(One)	05
3.	EPABX Operator (Female) (Skilled)	Graduate with two years experience as Customer Care Executive.	8:30 to 18:30	02(Two)	05
4.	Cook (Skilled)	1. One cook should be qualified to prepare north Indian and South Indian recipes while the other cook should be qualified to prepare Continental recipes. 2. Both the cooks must have at least two years experience in anyreputed hotel.	8.30 to 18.30	02(Two)	05
5.	Asst. Cook (Semi-skilled)	Cook should be qualified to prepare Indian recipes and must have at least three years experience in anyreputed hotel.	8.30 to 18.30	01(One)	05
6.	Pantry boys (Un-skilled)	Three years experience of Housekeeping/Pantry services in anyreputed hotel.	8:30 to 18:30	17 (Seventeen)	05

7.	Cleaning machine operator (Semi-skilled)	One years experience of Housekeeping and cleaning machine operation services	7:00 to 16:00	03(Three)	06
8.	Safaiwala (Un-skilled)	One years experience of Housekeeping/Pantry services	7:00 to 16:00	20(Twenty)	06
9.	Safaiwala (Un-skilled)	One years experience of Housekeeping/Pantry services	11:00to 20:00	04(Four)	06
10.	Dishwasher (Un-skilled)	One years experience of Housekeeping/Pantry services	7:00 to 16:00	02(Two)	05
			Total	55(fifty five)	

Note:

- A. It will be the responsibility of the contractor to ensure Minimum Wages, Bonus etc. as per the notifications issued by Govt. of NCT, New Delhi from time to time.
- B. Firms are free to quote as per qualification of the manpower irrespective of minimum wages prescribed by Govt. of NCT. However enhancement of rates may not be revised on subsequent revision by Govt of NCT, if revision falls within the rates quoted by the firm.

(C) Miscellaneous Services required

- (i) Apart from the duties associated with the task description Washing of Table cover, table napkins, bed-sheets, pillow covers, towels etc. used in dining hall, officers' ante-room, and officers' chambers of the CGDA HQrs. office.

(D) Machines Required for House- keeping.

1. Wet & Dry Vacuum Cleaner (Industrial) (03 Pcs.)
2. Single Disc Machine (03 Pcs.)
3. Automatic floor cleaning machine (03 Pcs.)

- (E) Crockery & Cutlery required:** Crockery and cutlery will be provided by the office. However Contractor would be liable for breakage on account of mishandling above permissible limit of 5% annually.

SCOPE OF WORK FOR HOUSE KEEPING SERVICES (INCLUDING INTERNAL AND EXTERNAL CONSERVANCY) AND PANTRY SERVICES CONTRACT

1) EMPLOYEES APPEARANCE:

1.1) The employees to be deployed should have sound medical fitness, good physique, character and antecedents verified, having experience to handle any type of Cleaning/ Housekeeping works.

1.2) Proper uniform and identification cards must be provided to the workers and Supervisor by the Contractor. Cook/Asstt. Cook must be provided aprons/chef cap and waiter must be dressed in white shirt/black full pant with half blazer, bow & gloves. Housekeeping staff must be dressed in uniform with black shoe with cleaning gloves. The Supervisor should monitor all jobs throughout the day and all workers at his disposal. The workers & supervisor must maintain highest discipline in the office.

1.3) Pest/rodent Control of the office premises, canteen and pantries.

1.4) Deployment of cooks with experience of cooking all types of food.

2) DUTIES OF EPABX OPERATOR/ PANTRY EMPLOYEES:

EPABX service consists of EPABX operator and Pantry employees consists of Pantry supervisor, cook, Asstt. Cook, pantry boys and dishwasher. Pantry services include cooking, tea/coffee making and its service. The contractor shall undertake all type of work connected with Housekeeping and pantry services in general and the following works in particular :-

(2.1) DAILY WORK:

a) The EPABX Operators provided by the contractor will sit on the EPABX Board (console) at the office reception for the time prescribed and will connect all the incoming calls to the respective officers/sections. They will attend the visitors/officers/staff members at reception counter and issue visitor passes/duty passes on proper order. They must be groomed, polite, courteous and have good communication skills.

b) The kitchen/pantry room will always be kept pick and span clean. The utensils, crockery, cutlery, refrigerator and other kitchen gadgets will be kept clean and arranged properly.

c) Lunch will be served in lunch rooms. Tea/coffee/snacks will be served during meeting hours and when demanded by the officers.

3) DUTIES OF CLEANING/HOUSE KEEPING EMPLOYEES:

The Contractor shall undertake all types of work viz, cleaning, dusting, toilet cleaning, etc., in general and the following works in particular.

(3.1) DAILY WORK:

a) Dusting and cleaning of corridors, toilets, stair-cases, parking area.

b) Wet mopping of corridors with necessary detergents.

- c) Dusting of stairs and railings.
- d) Cleaning of toilets with toilet cleaners and deodorants etc.
- e) All toilets in the premises and other areas should be cleaned every hour.
- f) Collecting wastes and garbage and depositing it to the dumping areas.
- g) Such other cleaning or up keeping work as may be entrusted by the competent authority.
- h) Office of the CGDA, Delhi Cantt, will provide only required quantity of water for cleaning.

(3.II) EMERGENCY WORK

- 1) Cleaning and removing of Blockage in pipes in toilets and building premises.

(3.III) WEEKEND WORK:

- a) Dusting of ceilings, walls, tube lights, light shades, frames etc. in the staircases, corridors and Toilets.
- b) Cleaning internally and externally glasses of all windows (Ground Floor) once in a week.
- c) Cleaning of all the furniture and office equipments placed in the corridors.
- d) Brushing and washing of floors, stairs with necessary detergents, cleaning with chemicals etc.
- e) Removing stains from walls/floors of corridors, Toilets and Staircases.
- f) Removing cobwebs once in a week.
- g) **Pest/rodent control exercise once in month or whenever required.**

(3.IV) The contractor should supply housekeeping consumables as per approved list. The Consumables required per month for housekeeping, cleaning work will have to be stored at the store room as provided in the office of the CGDA, Delhi Cantt, well in one month advance. The consumables should be of the standard specified and before storing at the stores the same should be got verified by Caretaker, CGDA, Delhi Cantt, regarding the quality and brand.

(4) INSPECTION:

The contractor should see that the staff properly cleans all the floors engaged for the purpose by 08.45AM. The contractor should exercise check at regular intervals on employees and ensure prompt service. The contractor shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of the office of the CGDA, Delhi Cantt. The authority will lie with the inspecting, deputed officer of the department to terminate and ask for the defaulting attendant to leave the premises in case of indiscipline, lack of duties and unbecoming behavior within 24 hours and the contractor or his deputed supervisor shall replace the said attendant within 24 hours of the receipt of complaint oral / written.

(5) TOILETS:

(i) All the toilets shall be cleaned and made fit for use by 8.45 a.m. on all working days. In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously even after the closing time / normal office hours i.e. upto 6.30 p.m. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned four times daily. The workers/ attendants employed for cleaning and supervision of toilets should be adequate in number and cater to the needs of daily cleaning and should have

equitable ratios according to the number of gents and ladies toilets. The ladies toilets have to be cleaned necessarily by Female Staff only.

(ii) Toilet fresheners, naphthalene balls and urinal cubes shall be applied in all toilets by the contractor at its own cost.

(iii) The electrical fittings like tube lights, exhaust fans etc. and tiles shall be cleaned once in a week.

(iv) The pipeline shafts in all parts of the building shall be cleaned once a week and sometimes during middle of the week, if need be.

(v) A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation.

(vi) A performance Report has to be prepared by the Contractor and will be verified by the board nominated for the purpose by the competent authority.

(6) COMMON AREA:

(i) The corridor area, staircase and its railings and the lifts shall be cleaned and mopped thrice a day. The corridors and staircases shall also be cleaned using a scrubber once in a week.

(ii) The electrical fittings like tube lights, exhaust fans etc. in the corridor, staircases and lifts shall be cleaned once in a fortnight.

(iii) The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week.

(iv) Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.

(v) The basement and surroundings of these buildings including car parking, Two wheelersheds etc. shall be cleaned daily. They should be totally free from dead/dropped leaves and litter.

(vi) Cobwebs, honey combs etc. if found or reported anywhere shall be removed immediately. Fumigation, fogging and spray of larvicides shall be done once in a month to control mosquito and cockroach infestations. Periodical measures shall be undertaken to prevent rodent menace.

(vii) All rubbish and waste items that get accumulated at the canteen/toilets/corridors/open spaces/lawn and staircases shall be relocated periodically to the dumping points set up by the Department/Corporation of New Delhi and there shall be no left-over at the end of the day and it has to be dumped outside the Building complex/campus by lifting those accumulated garbage using its own machinery/equipments/vehicles by the company/agency/firm. The exterior area of building premises also shall be cleaned everyday.

STANDARD CONDITIONS OF CONTRACT

Special Conditions of Contract : Special conditions of contract are supplementary conditions applicable to a specific tender and contract. Such conditions become essential particularly in cases of contract for supply of services or even equipment. In addition, there may be a need to stipulate conditions like stage inspection, acceptance trials, installation, setting to work, and commissioning or pre-defined stages of payment for services.

The firm will ensure police verification of all the employees in its rolls who are working for CGDA. No employee of the firm without police verification will be allowed to enter the premises of CGDA office. All employees will use I-CARDS, while carrying out their jobs.

i) Any short supply or inadequacy with regard to manpower, consumables and equipment employed by the contractor as stated in the commercial bid shall be viewed seriously.

ii) In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously till the closing time i.e. 6.00 p.m. **The Contractor shall provide Vacuum Cleaner machine and single disc machine to ensure quick cleaning of the common area of the building.** Necessary baskets to carry the cleaning material properly will also be provided by the vendor.

iii) The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.

iv) The contractor shall ensure that his employees shall have Identity Cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible for any person to identify the individual representing the contractor.

v) The employees shall report to the officer-in-charge assigned by the Department. **If the performance of the contractor is not found to be satisfactory, 5% of the bill amount of the month shall be deducted and in case of continued poor performance contract will be terminated after giving written notice.**

vi) The contractor shall provide all cleaning equipment and cleaning materials which shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading stain, foaming, eroding etc. No escalation of cost of consumable cleaning materials will be allowed during the period of the contract.

Some cleaning materials to be used are as under. Quality of material used to the satisfaction of the contracted will be ensured by the contractor.

vii) All the housekeeping **supervisors** shall be available in the CGDA building premises from 7.00 a.m. to 4.00 p.m. on all working days. He shall be in-charge for the overall act of cleaning/pantry services in respect of the buildings.

viii) The contractor is responsible for payment of monthly salary on due date to the employees.

ix) The contractor is solely responsible for the statutory payments such as ESI, PF etc. paid to the concerned authorities. Proofs of such payments have to be produced alongwith the bill.

x) The contractor shall submit the bills alongwith relevant documents for the current month in the succeeding month or thereafter so as to enable the Department to process the same and pay the contractor.

xi) Tax shall be deducted at source as per the Income Tax Act from the monthly bills.

xii) If in the opinion of the Department, the contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the Department may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and/or the money available with the Department as performance guarantee.

xiii) In the event of the Department deciding to renew this contract on the same terms as embodied the decision to the contractor prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.

xiv) It shall be the responsibility of the contractor to comply with the service conditions of its employees including fixation and payment of their wages. However, in order to keep the Department informed, for the purpose of the Department's statutory responsibilities and liabilities if any, as may be applicable from time to time, the contractor shall intimate the Department, the details of wages paid to the workmen and if the need arises to depute its representative to be present at the time and place of disbursement of wages by the contractor and inspect relevant records if any. The Department may verify such payments made in the wage register maintained by the contractor.

xv) The contractor shall ensure that its employees present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement. Their uniform shall be decided in consultation with the Dy.CGDA(AN).

xvi) The contractor shall indemnify and shall keep the Department indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and the Department shall not be liable to pay for any damages or compensation to such person or to third party.

xvii) The contractor shall, at all times, indemnify the Department against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the contractor or other persons whose entry into the Department premises has been authorized by the contractor. The contractor shall insure all the employees engaged for this job and such policy shall be produced to the Department on demand.

xviii) In the event of any exigencies, the Department shall have discretion to call upon the contractor to provide such additional employees as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.

xix) Service tax as per laws in force shall be paid by the Contractor.

xx) That the contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.

xxi) That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on the Department. The Department shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the contractor. The contractor is fully responsible for disciplined behavior of its workers.

xxii) The contractor shall not allow or incite his workers to participate in any trade union activities, agitations in any of the two premises.

xxiii) All damages caused by the contractor or that of the contractor's employees or arising out of its employee's instruction shall be charged to the contractor and recovered from his dues/bills or adjusted against the performance guarantee.

xxiv) Failure by the contractor to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by the Department for each lapse and/or termination of the contract and subsequent disqualification from participation in any future tender of the Department and/or any other government department..

xxv) The contractor is liable for payment of penalty at the discretion of the Department up to a maximum of Rs.1,000/- (Rupees one thousand only) per instance for poor services, inadequate staff, improper upkeep or cleaning, use of the office properties by the employees employed by the contractor etc. and/or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the contractor. This applies to all the work covered in this contract.

xxvi) Besides the above, an undertaking as followsshall also be furnished:-

"The contractor hereby agrees to undertake that he/sheshall abide by and conform to the various provisions in so far as they relate to him as specified in the Contract Labour (R&A) Act, 1970".

xxvii) The employees will work on all days including Saturdays. Moreover, if so required the employees will also work on holidays as per requirement and as decided subsequently.

xxviii) The employees will work punctually at the prefixed timings

xxix) The employeeswill have uniform attire and wear it daily without fail.

xxx) **All cleaning materials and cleaning equipment will be provided by the contractor.** The cleaning materials shall be harmless, eco-friendly and certified for human use by the ISI/BIS. The material used will no way damage the floors and other items by way of fading, stain forming, eroding etc. The contractor will ensure sufficient provision of liquid soap/soap, toilet paper and other articles in the wash room/ toilet. The contractor will ensure that the work

undertaken by its employees is carried out efficiently and to the satisfaction of the CGDA, Delhi Cantt.

xxxii) The contractor and the employees engaged by the contractor will follow the entry and exit procedures of the department as may be determined by the department from time to time.

xxxiii) Close liaison will be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.

xxxiv) The contractor will ensure that the employees present themselves as clean and tidy and in proper attire. The contractor will indemnify and will keep the Dy.CGDA(AN) indemnified against acts or omission or negligence, dishonesty or misconduct of the men engaged for the work and the CGDA, Delhi Cantt will not be liable to pay for any damages or compensation to such person or to third party.

xxxv) All the persons provided/engaged by the contractor will be the employees of the contractor and all disputes between the contractor and its employees will have no bearing on the CGDA, Delhi Cantt and will not be responsible for any claims made by such persons and will not be liable in any manner. The contractor will be fully responsible for disciplined behavior of its workmen. The CGDA, Delhi Cantt will not be responsible in any way with regard to injury or mishap to the work force during their duty in the premises.

xxxvi) All damages caused by the contractor or that of the contractor's employees or by any other employees arising out of its employees instruction will be charged to the contractor and recovered from its dues/bills.

xxxvii) Failure by the contractor to comply with any statutory requirements and/or the terms of the agreement during the period of contract will result in termination of the contract and subsequent disqualification from participation in any future tender of the department.

xxxviii) In case the contractor withdraws or the CGDA, Delhi Cantt terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contract through a tender process, will be adjusted against payments to be made.

xxxix) No negotiation will be undertaken with any tenderer except the highest points achiever.

xl) The Supervisor engaged by the Contractor will have to monitor all jobs throughout the day and all employees/workers must be at his disposal.

xli) The employees/workers of the service provider will have no right to claim with the CGDA, Delhi Cantt or to claim absorption on completion of the above contract scheme.

xlii) The Performance Security Deposit will be forfeited if the Contractor backs out without the explicit consent of the CGDA, Delhi Cantt.

xliii) If the performance of the service provider is not upto the mark or is not found satisfactory the department/Dy.CGDA(AN) will either engage another contractor and/or cancel the contract on one months notice.

Termination of Contract: The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases :-

(a) The delivery of the Services is delayed for causes not attributable to Force Majeure for more than (three occasions) during the contract.

(b) The Service provider is declared bankrupt or becomes insolvent.

(d) The CGDA office notices that the Service provider has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.

(e) As per decision of the Arbitrator.

xliv) The contractor will not sublet or transfer any part of the contract.

xlv) If the performance of any worker/employees is not found satisfactory by this office, the contractor will be asked to replace him.

xlvi) Payment will be made on monthly basis on receipt of bill. No advance payment will be made in any case. If any penalty is levied then that will be deducted from the monthly bills.

xlvi) The CGDA, Delhi Cantt. or the contractor in case of any failure or omission due to natural calamities, hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargos for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance beyond its reasonable control and it was not due to negligence or default on its part.

xlvi) Either party as or when it gives notice of force majeure will provide confirmation of such event in the form of a certificate from the Govt. or the CGDA, Delhi Cantt. The parties will be relieved of their respective obligation to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the force majeure is established as provided herein above.

xlix) If a dispute arises between the CGDA office and the service provider and it does not get resolved through mutual discussions, the parties may agree for arbitration. The Jt. CGDA(AN) should prepare a panel of arbitrators for selection by the CGDA who appoint an arbitrator, whose decisions taken after due consideration of factors brought out by both parties are considered final. The option of approaching Ministry of Law for appointment of Arbitrator can also be exercised. The Standard arbitration clauses are given in Forms DPM -7(which can be provided on request). However, the parties will continue to perform obligation under this agreement during arbitration proceedings.

I) The venue for arbitration will be Delhi Cantt.

II) The actual numbers of employees/ employees/workers and supervisors etc. so engaged by the contractor will be the whole and sole criteria/decision on the part of the contractor.

III) The employees deputed by the contractor shall have no privities of contract with the CGDA, Delhi Cantt. and they shall not be treated employees / part time workers or licensees of the department i.e. the CGDA, Delhi Cantt. in any manner whatsoever for the purpose of wages / payments of any nature / or statutory obligations as per law of the land.

IV) The engagement of employment is purely amongst the contractor & the employees. The CGDA, Delhi Cantt. has nothing to do with the same.

PAYMENT OF BILL:

The Contractor shall furnish the Tax invoice (in duplicate) towards his services during the month in the first week of the following month alongwith following documents:

- a. Original Tax Invoice (in duplicate)
- b. Bank statement indicating credit of wages to the accounts of the workers in electronic manner.
- c. EPF challan for the month indicating deposit of employee and employer contribution.
- d. ESIC subscription payment details for the month.
- e. Attendance record of the workers for the month.
- f. Daily checklist
- g. Guest/officers feedback
- h. Challan of consumable items
- i. Other supporting documents related to claim.

REPORTING OF CLEANING/ HOUSEKEEPING EMPLOYEES:

The employees deployed by the contractor shall report to the officer designated by the CGDA, Delhi Cantt in charge of pantry/housekeeping work and shall follow the instructions in respect of allocation of work on a day to day basis.

MISCELLANEOUS:

Complying with the legal rules and regulations of the State Government and Central Government governing the work contract would be the sole responsibility of the contractor. The contractor shall ensure that the required work would be completed even in the absence of the person(s) he deploys for the same. The Department reserves the right to accept/reject any tender or all tenders without assigning any reason.

PENALTY CLAUSE

Deductions on account of unsatisfactory catering services and improper maintenance of building will be made from the monthly bills. The recovery will be decided by the Dy.CGDA(AN) in consultation with the Jt.CGDA(AN), based on the feed back received from the participants from time to time. The methodology for deduction shall be as under:

- i. Short Attendance of Labour: In addition to the non-payment of wages for the period of absence, Rupees one hundred per head will be recovered from the bill for any short attendances during the month.
- ii. In case of non-maintenance of cleanliness deduction @ Rs. 2500/= (Rupees Two thousand five hundred only) per day shall be made from the bill of the contractor taking into account loss of goodwill.
- iii. In case of loss due to unforeseen circumstances, an enquiry leading to the loss will be conducted by a Board of Officers and the decision of the Dy.CGDA(AN) shall be final.
- iv. If the work is found unsatisfactory and below the expected standards in a particular area or areas, Dy.CGDA(AN) will have right to get the same done through another agency. The charge on account of this shall be deducted from the contractor's bill. Decision of the Dy.CGDA(AN) shall be final in this regard.


(K P Singh)
Accounts Officer (AN)

ENCLOSURE-IV**TECHNICAL BID**

(To be enclosed in a separate sealed envelope)

For Providing Housekeeping(including internal and external conservancy) and Pantry Services in Office of the CGDA Delhi Cantt. - 110010

1.	Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)									
2.	Name of proprietor/Director of Company/Firm/Agency									
3.	Full Address of Registered Office with Telephone No., FAX and E-Mail									
4.	Full address of operating/ Branch Office with Telephone no., FAX and E-Mail with name of the Contact Person(s) and Mobile No.									
5.	Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)									
6.	PAN/GIR No. (Attach self attested copy)									
7.	Service Tax Registration No. (Attach self attested copy)									
8.	E.P.F. Registration No. (Attach self attested copy)									
9.	E.S.I. Registration No. (Attach self attested copy)									
10.	Documents showing completing at least one service of value not less than Rs.50 Lakh per annum related to providing similar service in each of the last three years (2013-14 to 2015-16).									
11.	<p>Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format. (Attach selfattested copies).</p> <p>For Housekeeping Services and pantry Services</p> <table border="1"> <thead> <tr> <th>Sl.No.</th> <th>Details of client along with address, telephone and Fax numbers.</th> <th>Amount of Contract. (Rs.in Lakh)</th> <th>Duration of Contract. From - to</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> <p>(If the space provided is insufficient, a separate sheet maybe attached.)</p>	Sl.No.	Details of client along with address, telephone and Fax numbers.	Amount of Contract. (Rs.in Lakh)	Duration of Contract. From - to					
Sl.No.	Details of client along with address, telephone and Fax numbers.	Amount of Contract. (Rs.in Lakh)	Duration of Contract. From - to							

12.	Certificate of appreciation/satisfactory certificate from the last two major clients (preferably Govt./ PSUs)	
13.	List of Equipment available with the bidder for the purpose of cleaning along with the copy of Bill for purchase of such equipments	
14.	Total No. of years of experience in providing similar services.	
15.	Income declared in I.T. returns for Financial Year 2013-14, 2014-15 & 2015-16 (enclose copy of IT Returns acknowledgement for the relevant assessment years along with Audit report u/s 44AB or 12AB).	
16.	Total Service Tax Remitted in Financial Year 2013-14, 2014-15 & 2015-16	
17.	Total Turnover of the business in Financial Year 2013-14, 2014-15 & 2015-16	
18.	Total No. employees in the service providing company/agency/firm	
19.	Affidavit stating that the agency is / has not been black listed by Centre / State Government / PSU in last three years	
20.	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document – Annexure-III)	
21.	Details of Earnest Money Deposited: DD No.....Dated..... Amounts:Rs..... Drawn Bank.....	
22.	Cost of tender Fee Rs. 1000/- Attached (Give details)	
23.	Relevant details regarding technical Bid parameter viz. Experience (copy of contract agreement/ experience certificate) and financial status duly supported with CA Certificate/Profit & Loss Account/Income & Expenditure Account, shall be submitted in a separate folder for each with duly marked index sheet on the top.	

Signature of authorized person

Date:
Place:

Name:
Seal:

DECLARATION

I, _____ Son/Daughter/Wife of
Shri _____ Proprietor/Partner/Director/

Authorized signatory of the Company/Agency/ Firm, mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide to them;

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am/ are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides any liabilities towards prosecution under the appropriate laws.

Date:
Place:

Signature of authorized person
Full Name:
Seal:

COMMERCIAL BID

(To be kept in a separate sealed envelope)

For Providing Housekeeping(including internal and external conservancy) and Pantry Services in Office of the CGDA, Delhi Cantt.– 110010

1. Name of tendering Service Provider
Company / Firm/ Agency :

2. **CONTRACT RATES PER PERSON PER MONTH:**

Sl. No.	Description of manpower	Number	Rate Per Person Per Month	Total
1.	Supervisor (Housekeeping) (Skilled)	03(Three)		
2.	Supervisor (Pantry) (Skilled)	01(One)		
3.	EPABX Operator(Female) (Skilled)	02(Two)		
4.	Cook (Skilled)	02(Two)		
5.	Asst. Cook(Semi-skilled)	01(One)		
6.	Pantry boys(Un-skilled)	17(Seventeen)		
7.	Cleaning machine operator cum safaiwala (Semi-skilled)	03(Three)		
8.	Safaiwala(Un-skilled)	20(Twenty)		
9.	Safaiwala(Un-skilled)	04(Four)		
10.	Dishwasher(Un-skilled)	02(Two)		
11.	Total (Sl. No. 1 to 10)	55(fifty five)		
12.	EPF Employer's Contribution			
13.	ESI Employer's Contribution			
14.	Consumables Charges			
15.	Cleaning Machines Charges			
16.	Service Charges including washing charges and pest/rodent charges			
17.	Service Tax			
18.	Any other taxes as per law in force			
19.	Grand Total (total of Sl. No. 11 to 17)			

DEDUCTIONS: Income tax as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for meting out all the tax implications as per Rules of other Government Departments.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

Notes:

1. The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service providing Company/Agency/Firm during the month.
3. **Calculation sheet for the total amount arrived at row sl. no. 14 & 16 above may be enclosed in a separate sheet for confirmation of its genuineness.**

----X----

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority on a judicial pronouncement or arbitration award, nor been expelled from any project of contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that;

- a) We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice or restrictive practice as defined in Section-B of Fraud and corrupt practice on the General Instructions for tender of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprises on any Government, Central or State; and
- b) We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section-B of Fraud and Corrupt practice of the terms and conditions of the documents, no person acting for us or on our behalf has engaged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our associates have not been convicted by a Court of law or indicated of adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of law.

We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our Directors/Managers/ Employees.

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory)

Date :

EVALUATION CRITERIA (Technical bid)**Technical Bid Parameters****1. Experience with Government Agencies/PSUs/Private Agencies (Marks 50).**

In allowing marks, bidder having experience 10 years and above will be allowed full 50 marks and others will be allowed marks proportionately. Suppose there are four bidders with following experience:

- (i) A 10 Years
- (ii) B 08 Years
- (iii) C 06 Years
- (iv) D 05 Years

Score (Formula) $S(E) = 50 \times H/TH$

TH : Highest Number of years of experience quoted by a bidder of all the bidders.

H : Number of years of experience quoted by the bidder under consideration.

- A. = 50 (being highest)
- B. = $50 \times 08/10 = 40$
- C. = $50 \times 06/10 = 30$
- D. = $50 \times 05/10 = 25$

2. Financial status of the firms (Marks 50).

In allowing marks, bidder having annual turnover Rs. 50 Crores or above during last three years (average) will be allowed full 50 marks and others will be allowed marks proportionately. Suppose there are four bidders with following financial status:-

- (i) A 50 crore (Average of last three years)
- (ii) B 40 crore (Average of last three years)
- (iii) C 30 crore (Average of last three years)
- (iv) D 20 crore (Average of last three years)

Score (Formula) $S(AT) = 50 \times H/5$

H : Annual turnover quoted by the bidder under consideration.

- A. = 50 (being highest)
- B. = $50 \times 40/50 = 40$
- C. = $50 \times 30/50 = 30$
- D. = $50 \times 20/50 = 20$

Technical Score= Experience Score[S(E)] + Annual turnover Score[S(AT)]

A.	=	50 + 50 = 100
B.	=	41.66 + 40 = 81.66
C.	=	27.77 + 30 = 57.77
D.	=	22.22 + 20 = 42.22

Bids of C & D have Technical score less than the minimum mandatory score of 60 out of 100 and shall be rejected.

EVALUATION CRITERIA (Financial bid)

Name of the Party Financial Proposal

A.	Rs.5,000/-
B.	Rs.6,000/-
C.	Rs.7,000/-
D.	Rs.8,000/-

Financial Score (Formula)

$$Sf. = 100 \times Fm/F$$

Fm : Lowest price quoted by a bidder of all the bidders.

F : Price quoted by the bidder under consideration.

A.	= 100 (being lowest)
B.	= $100 \times 5,000/6,000 = 83.33$
C.	= $100 \times 5,000/7,000 = 71.42$
D.	= $100 \times 5,000/8,000 = 62.5$

Weightage for Technical and financial proposals.

Technical (T)	=	0.6
Financial (P)	=	0.4

NOW, TOTAL SCORES OF THE BIDDERS (Tech + Financial)

Name	Technical (T) 6 x Tech. Score/10	Financial (P) 4 x Fin. Score/10	Total
A.	$6 \times 100/10 = 60$	$4 \times 100/10 = 40$	100
B.	$6 \times 81.66/10 = 48.99$	$4 \times 83.33/10 = 33.33$	82.32
C.	$6 \times 57.77/10 = 34.66$	$4 \times 71.42/10 = 28.56$	63.22
D.	$6 \times 42.22/10 = 25.33$	$4 \times 62.5/10 = 25$	50.33

Highest score of 100 obtained by Firm A, therefore, contract may be given to Firm A.

ENCLOSURE- VIII

Cleaning materials to be used are as under. Quality of material used to the satisfaction of the contract will be ensured by the contractor.

Sl. No.	PARTICULARS	Quantity	Rate	Total
1.	Liquid Soap (Dettol/Life boy/Lux)			
2.	Lizol/Domex Floor cleaner			
3.	Colin or Glass Cleaner			
4.	Duster Cloth			
5.	Soft Broom			
6.	Coconut Broom			
7.	Harpic			
8.	Mop Stick/PINZA Mop			
9.	Air Freshener/Odonil			
10.	C-Fold Hand Towel Paper			
11.	Garbage Bag Big			
12.	Garbage Bag Small			
13.	Toilet Brush with Stand			
14.	Squeezer			
15.	Scrub Pad			
16.	Mugs			
17.	Dust bins (big and small)			
18.	Toilet Roll			
19.	Paper Napkins (Soft 2/4 ply)			
20.	Air Freshener/Spray Refill			
21.	Mosquito Spray			
22.	Detergent Cake			
23..	Detergent Powder			
24.	Baskets			
	Total			

Total to be quoted at Sl No 14 of Enclosure V (Financial Bid)

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