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Tender No. 7/1(14)/2022-23/SD/EMU

Tender for Providing Housekeeping Services in IGNCA premises.

Important Dates

Date of uploading Tender (on Website and Portal):	06.01.2023 AT 06.00 PM
Pre-Bid Meeting:	12.01.2023 AT 11.00 AM
Last Date of submission:	19.01.2023 AT 03.00 PM
Date of opening of Tender (Technical Bid):	20.01.2023 AT 03.00 PM
Presentation before committee:	23.01.2023 AT 11.00 AM

(Above dates are tentative)

Disclaimer

All information contained in this document subsequently provided is in good faith. It is not an agreement or an offer by IGNCA to the prospective applicants or any other person. The purpose is to provide interested parties with information that may be useful to them in the formulation and submission of their proposals.

This document includes statements, which reflect various assumptions and assessments arrived at by IGNCA in relation to the selection of partners.

IGNCA accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any applicant upon the statements contained in this proposal.

IGNCA may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this document, without assigning any reason or providing any notice and without accepting any liability for the same.

This document does not imply that IGNCA is bound to select an applicant. IGNCA reserves the right to cancel this request for proposal and/ or invite afresh with or without amendments to this request for proposal, without liability or any obligation for such request and without assigning any reason. Information provided at this stage is merely indicative.

The Bidders shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Client or any other costs incurred in connection with or relating to its

Bid including costs relating to submission and maintenance of various fees, undertakings and guarantees required pursuant to this Request for Proposal and also any cost relating to updating, modifying or re-submitting its Bid pursuant to the TENDER being updated, supplemented or amended by the Client. All such costs and expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Bidding Process.

The Bidders are prohibited from any form of collusion or arrangement in an attempt to influence the Selection and award process of the Bid. Giving or offering of any gift, bribe or inducement or any such act on behalf of the Bidder towards any officer/employee/advisor/representative of Client or to any other person in a position to influence the decision of the Client, for showing any favour in relation to this TENDER or any other contract, shall render the Bidder and forfeiture of its Earnest Money Deposit. Laws of the Republic of India shall be applicable to the TENDER.

Definitions

1. **Bidder:** As defined that entails the pre requisites for an eligible Bidder, i.e. who will submit his bid/proposal as against the Tender, for Housekeeping Services.
2. **Successful Bidder:** The bidder to whom the contract is awarded and is fully responsible towards Client for providing Housekeeping Services as per the requirements and terms and conditions specified in this contract. The term shall be deemed to include the Bidder's successors, representatives (approved by the IGNCA), heirs, executors and administrators, as the case may be, unless excluded by the terms of the contract.
3. **Week:** Designated time frame consisting of six days excluding any Public Holiday.
4. **Day:** Any day which is not a Saturday or Sunday or a Public Holiday.
5. **Total Work Value:** This is the maximum value payable to the successful Bidder which is agreed between the client and the successful Bidder for the services contract.
6. **Confidential Information:** Any information, technical data or know how (whether disclosed before or after the date of this contract), including, but not limited to, information relating to business and product or service plans, financial projections, business forecasts, sales and merchandising, human resources, processes, designs, drawings, engineering, or that successful bidder acquires otherwise under this agreement, either directly or indirectly in writing, marketing or finance to be confidential or proprietary or which information would, under the circumstances, appear to a reasonable person to be confidential or proprietary.
7. **Applicable Laws:** Laws and any other instruments having the force of law in India as they may be issued and in force from time to time.
 - a. **All terms and words not defined herein shall, unless the context otherwise requires, have the meaning assigned to them in the Tender Documents.**
 - b. **The following documents alongwith all addendum issued thereto shall be deemed to form and be read and construed as integral part of this Contract and in case of any contradiction between or among them the priority in which a document**

would prevail over the other would be as laid down below beginning from the highest priority to the lowest priority:

- i) Contract
 - ii) Annexures of the Contract
 - iii) Tender ; and
 - iv) Letter of Award of the Contract
- c. Nothing contained herein shall be construed as establishing a relation of master and servant or of agent and principal as between IGNCA and the Successful Bidder. The Successful Bidder shall, subject to this contract, have complete charge of personnel performing the services and shall be fully responsible for the services performed by them or on their behalf hereunder.

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NOTICE INVITING TENDER

**TENDER DOCUMENT FOR HOUSEKEEPING SERVICES AT INDIRA
GANDHI NATIONAL CENTRE FOR THE ARTS**

S.No.	Particulars	Remarks
1.	Name of Bidder	
2.	Address (Registered/Corporate/Local at Delhi NCR)	
3.	Website	
4.	Email ID	
5.	Contact Number (Landline & Mobile)	
6.	Name of the authorized person along with nature of authorization (Power of Attorney/Board Resolution)	

1. EARNEST MONEY DEPOSIT (“EMD”)

Earnest Money Deposit (EMD) for Rs. 6,00,000/- (Rupees Six Lakh Only) which shall be required to be submitted along with the Technical Bid in the form of Demand Draft drawn in favor of IGNCA, to be payable at New Delhi.

As per Rule 170 of General Financial Rules (“GFR”), the registered MSMEs are exempted from payment of the EMD and a copy of Certificate of MSME, Registration is to be submitted.

2. BID EVALUATION PROCESS – TECHNICAL BID/ FINANCIAL BID OPENING AND EVALUATION

IGNCA intends to select the bidder for Housekeeping services through an open competitive Bidding process involving evaluation of Technical and thereafter Financial Bids. The IGNCA shall adopt a tender evaluation process as described below: -

Bidders shall be short listed based on their technical offer evaluation meeting the prescribed pre-requisites and the minimum required technical evaluation scores. The financial offers will only be given to the technically qualified bidders, thus shall be opened. The final selection shall be based on the Clause 5 of this tender obtained amongst all technically qualified bidders.

Bidder must provide mandatory information in following paragraphs of this document for evaluation of their bids.

The evaluation of the bidders will be carried out by the Client as per the – qualification / eligibility criteria defined in this tender document

Only the bidders who fulfill the given pre–qualification /eligibility criteria shall be eligible for the next round of evaluation i.e. Technical evaluation.

Non-conforming bids will be rejected and will not be eligible for any further processing.

3. Eligibility Criteria

S.No.	Criteria	Document required to submit
1	The bidder should be registered under the companies Act, 1956 or Companies Act, 2013 or a Partnership firm registered under Indian Partnership Act, 1932 or Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 or a Proprietorship firm and should be in business for at least past 5 years.	Copy of Certificate of Incorporation/ Partnership deed/ Registration self-certified by the Authorized Signatory of the company. EPF Registration will be considered as proof of inception for a proprietorship firm.
2	Bidder must have valid Shops and Establishment Registration certificate for New Delhi from the last date of submission of bid. Shops and Establishment Registration certificate pending for approval will not be accepted..	Attach copy of valid Shops and Establishment Registration certificate.
3	Bidder must have minimum of 100 employees on its role as on January 2022 or February 2022 or March 2022, details of all said employees should also be submitted.	Attach proof of E.P.F. Challan and ECR (Electronic Challan cum Return) from the EPF Portal for the month of either January or February or March 2022 showing more than 100 employees.
4	Bidder should have its registered or corporate office in Delhi / NCR.	Attach self-attested copy of G.S.T. Certificate or proof of shop and Establishment registration certificate.

5	<p>Firm should have registration with EPF, ESIC and GST.</p> <p>Any change in ownership or constitution of a firm or company since its inception must be supported with the relevant documents like Business Transfer Agreements etc.</p>	<p>Attach self-attested copy of</p> <ol style="list-style-type: none"> 1. Registration of Provident Fund, 2. Registration of Employee State Insurance Corporation, 3. GST registration. <p>(Only notarised Business Transfer Agreement on stamp paper will be accepted)</p>
6	<p>Bidder should submit contractual details of minimum three ongoing contracts with either of three i.e. :</p> <ol style="list-style-type: none"> 1. Government bodies/Departments/Organisations 2. Public Sector undertakings 3. Public or Private Multinational companies 	<p>Self-attested Form 26 AS for financial year 2021-2022 showing Tax deductions in relation to the ongoing contracts</p>
7	<p>Bidder should have PAN/TAN issued by Income Tax Department and should attach copy of the said documents</p>	<p>Attach copy of PAN/TAN</p>
8	<p>Certificate from Statutory Auditor/Chartered Accountant of a bidder that there is no pending claim notice/due demand notice/litigation or liability/ default on account of Provident Fund Act, ESIC or GST.</p>	<p>Attach self-attested copies of the said certificate.</p>
9	<p>Audited Income Tax annual return and Balance Sheet of the bidder for immediate preceding three Financial Years 2019-20,2020-21 and 2021-22 with certificate from Statutory Auditor/CA.</p>	<p>Attach copy of ITR and Balance sheet for F.Y-2019-20, 2020-21 and 2021-22.</p>
10	<p>The net profit of the Bidder must be positive as per last three financial</p>	<p>Profit and Loss Statement for at least three years out of five preceding financial years,</p>

	years out of five preceding financial years as per audited balance sheet.	each duly certified by Statutory Auditor/CA In the case of JV or Consortium, balance sheet of Consortium or JV must be submitted.
11	The Bidder must possess the following certifications: ISO (Certification 9001:2015 and 14001:2015 and 45001:2018) and SA8000	Attach Certificate.

4. **TECHNICAL BID**

IGNCA intends to follow two bid systems where the technical bid and financial bid shall be evaluated separately.

Only technically qualified bidders will progress to stage of financial bid evaluation.

The technical bid evaluation shall be done based on the following criteria, which have been devised in a manner to assess the reliability which gets discovered through the longevity of contracts of the bidder.

During the technical evaluation stage, each bidder shall be assigned different marks out of a total 100 marks, as per the criteria specified below.

4.1 **Number of years in Operations as reflected basis the date of EPF**

Registration certificate -Max. 15 marks

Less than 10 years	05 marks
More than 10 Years to 20 years	10 marks
More than 20 Years and above	15 Marks

4.2 **Turnover as reflected on the basis the profit and loss statement for the financial year 2019-20,2020-21 and 2021-22 - Max. 15 marks**

75 Lakhs to 1 Crores	05 marks
More than 1 Crores to 3 crores	10 marks
Above 3 crores	15 marks

4.3 Number of Manpower on rolls as reflected on the basis the Provident Fund E.C.R. For the month of Jan 2022 or Feb 2022 or March-2022 - Max. 15 marks

100- 200	05 marks
201-500	10 marks
Above 500	15 marks

4.4 On-going contract for housekeeping services with private /government bodies/public sector undertaking qualifying the following criteria, supported by letter on letter head from the customer/company confirming the below criterions – Max 15 Marks

05 Years or more of continuous service and On-going contract for a total current area of at least 50,000 square feet (includes all properties of the same customer) (Area is in reference to housekeeping services)

- 05 marks

10 Years or more of continuous service and On-going contract for a total current area of at least 1,00,000 square feet (includes all properties of the same customer) (Area is in reference to housekeeping services)

- 10 marks

15 Years or more of continuous service and On-going contract for a total current area of at least 1,50,000 square feet(includes all properties of the same customer) (Area is in reference to housekeeping services

- 15 Marks

4.5 Number of contracts serviced in any one financial year out of the last three financial years as evidenced in Form 26AS for the said financial year. – Max 15 Marks

Less than 15 contracts	05 Marks
15-30 contracts	10 Marks
More than 30 contracts	15 Marks

4.6 Technical Presentation: Max-25 Marks

The Bidder shall be required to produce attested copies of the relevant documents in the support of the documentary evidences being considered during technical evaluation.

A substantially responsive bid shall be one that meets the requirements of the bidding document.

The Financial Bids of the only technically qualified bidders will be opened.

5. FINANCIAL BID OPENING AND EVALUATION

Bidder should submit the financial bids as per the format

The bids will be evaluated separately for individual services (Housekeeping Services) on Quality and Cost Based Selection method (QCBS) basis with 70% weightage on technical score and 30 % weightage on financial score.

The bidder with the highest composite score will be declared as the successful bidder. In case of tie in the highest composite score of multiple bidders, the bidder with higher technical score will be declared as the successful bidder. In case of a tie in technical score in the above case, the successful bidder will be decided basis the company presentation by the said bidders, which shall evaluated by the tender committee of IGNCA, at its absolute discretion, without assigning any reason whatsoever. The bidders have no right to challenge the above and will accept the decision of IGNCA.

Note: Technical marks are the marks scored by the bidder in the technical bid as per Serial no. 4

The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders, their authorized representatives, who choose to be present at the time of opening of the financial bids.

All the technically qualified bidders/ their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorization letter from their companies.

Absence of bidders or their authorized representatives shall not impair the legality of the process.

The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.

Mere becoming the lowest bidder, prior to calculation of Composite Score will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder (L1) shall be decided only after ascertaining the Composite Score housekeeping services for each of the technically qualified bidders.

The successful Tenderer has to deposit 3% of tender value as Performance Security in the form of Bank Guarantee as Security Deposit in prescribed form under rules. The Security Deposit shall be released in full without any interest only when complete handing over of housekeeping charge in made to the IGNCA in the event of completion of the contract or otherwise if no dues are recoverable from the firm.

6. TERMS & CONDITIONS

- (i) The contractor shall deploy experienced Safai/Karamchari's to the satisfaction of the Competent Authority for performing the cleanliness Jobs. The contractor shall deploy the required number of Safai Karamchari's in each shift or as may be decided by IGNCA according to exigency of work. The total area consisting of buildings of IGNCA i.e. Janpath Building, Near Western Court, Janpath, New Delhi is 23863.88 Sq mtr. The building consists of Main Building built up area measuring 19908.67 sq mtr., New Building area measuring 2754.61 sq mtr. and the area where Staff Quarter is located is measuring 1200.6 sq mtr.
- (ii) The contractor shall maintain register for marking the attendance by housekeeping personnel deployed by him, which will be seen/verified by an authorized officer of IGNCA periodically.
- (iii) The contractor shall issue photo-identity cards to his personnel deployed in the building for performing duty, which will be signed by him and displayed by them on their person while they in the premises of IGNCA.
- (iv) Terms of payment for wages etc. once decided at the time of the award of the contract and included in the agreement shall not be subject to revision except that payment on account of enhancement escalation on account of revision of central wages by Government from time to time shall be payable by the IGNCA to the Contractor.
- (v) The contractor shall be required to sign an agreement on a non-judicial stamp paper of appropriate value for satisfactory performance of housekeeping work of the building contract.
- (vi) The payment of housekeeping contract will be made on monthly basis within ten working days from the date of receipt of the contractor's bill in duplicate, duly pre receipted on revenue stamp and complete in all respect. The contractor has to ensure that while discontinuing his staff member, he should pay him/her wages at the time of his/her discontinuation in the presence of implementation Committee representative.
- (vii) Cleaning work should start in such a way that the contractor should ensure that cleaning work is completed by 08.30 am.
- (viii) All the waste/garbage shall be collected and dumped off at the pit situated outside campus.

- (ix) Workmen deployed for safai/upkeep should have good knowledge and experience in cleaning of fittings and fixtures, including ceiling fans, wall Fans etc., removing of cobwebs.
- (x) The Safai/upkeep work has to be done with utmost care, diligently and the contractor shall supervise, inspect and issue instructions to its worker for the contraction proper and efficient discharge of the work proper and efficient discharge of the work.
- (xi) The upkeep workers shall work from Monday to Saturday and be given weekly off on Sunday. However, the contractor shall depute workers on holidays; IGNCA will verify the attendance record of the Housekeeping personnel as weekly offs in case of need.
- (xii) IGNCA will verify the attendance record of the Housekeeping personal as maintained by the contractor, daily or at regular intervals as convenient and maintained certify to the corrections of the attendance to avoid any discrepancy in the monthly bills prepared.
- (xiii) If IGNCA considers that the replacement of a particular person is essential, it will be done by the contractor immediately on receipt of specific instruction of IGNCA administration.
- (xiv) Disposal of the garbage including pruned tree branches is to be made everyday.
- (xv) That the contractor would provide efficient experienced, honest workmen to complete the Safai/Upkeep work within specified time. The Safai/upkeep work shall include cleaning of floors, corridors, staircases, door windows, panel/glazed aluminium portions, toilet, removal of garbage and dumping the same as dumping site situated outside the IGNCA Campus.
- (xvi) Wiping of floors using soft brooms, thrice daily (morning before lunch & post lunch) and swabbing with stabbers drenched with cleaning powder, fluid, cleanzo etc. thrice or more as required.
- (xvii) Cleaning and dusting doors partitions, door frames, windows, ventilator etc., once in a week or more as required.
- (xviii) Cleaning & washing of floors, urinal portion walls of toilets and mopping the surfaces with mops twice daily or as required.
- (xix) Putting of naphthalene balls and air freshener cakes in urinal commodes.
- (xx) All the exposed porcelain surfaces shall be kept sparking clean. No dirty stains sport must be seen on the walls or floors.
- (xxi) Brooming of floors shall be done once in every week.

- (xxii) Removal of cobwebs using cobweb brush inside and outside the building once in every month or more as required.
- (xxiii) Sweeping of road area/open area once daily early in the morning.
- (xxiv) Cleaning of basements area including toilets and pump, Generator Room Plant rooms etc. twice a week as required by the users.
- (xxv) Housekeeping of building includes the cleaning of terraces and open verandas etc.
- (xxvi) Register/Check list of cleaning/upkeep schedule verified by the supervisor of agency will be submitted to IGNCA Housekeeping In-charge or designated official. This register can be checked by IGNCA'S designated official at any time on weekly basis.
- (xxvii) IGNCA may approach the Selected Bidder for providing additional services in relation to manpower/resources or any ancillary services beyond the scope/services stipulated herein, that may be required by IGNCA from time to time at mutually agreed rates, as may be agreed between IGNCA and the Selected Bidder.
- (xxviii) The contract for housekeeping services will be offered initially for a period of two years and may be extended for additional 1 year based on performance of agency in the previous years.

7. DISQUALIFICATION CONDITION/PENALTIES/ ARBITRATION/ FORCE MAJEURE

7.1 DISQUALIFICATION

Bidders who are currently blacklisted or otherwise debarred by Central / State Govt. / Statutory Corporations will be ineligible to bid during the bid of such blacklisting/department.

Any bidder whose contract with respect to providing housekeeping services being provided to Central / State Government has been terminated before the expiry of the contract, for breach, if any of terms and conditions at any point of time during the last three years, will be ineligible to bid.

If the proprietor or any of the partner of the bidder/ firm of the Directors of the Bidder Company have been at any time convicted by a court for any offence in India or aboard related to the services, such bidder shall be ineligible.

Bidder on whom a penalty has been imposed by any of the statutory authority including EPFO Department, Service Tax Department, ESIC etc. shall become ineligible.

The formation of cartel by bidders or any bidder formed out of cartel for processing any contract including present bid will be declared ineligible.

An unregistered partnership firm or unregistered society shall not be eligible to apply for the bid.

7.2 PENALTIES

The penalties which will form a part of the final work awarded will be as follows:-

- (i) That the contractor shall be responsible for the faithful compliance of the awarded work order. Any breach or failure to perform the same may result in termination of the work award order and the forfeiture of the security deposit.
- (ii) That the contractor violates any of the terms and conditions of the work order on commits any fault or their services are not to the entire satisfaction of the officer authorized by the IGNCA, in this behalf, a penalty leading to a deduction of up to a maximum of 5% of the total amount of bill for a particular month may be imposed.
- (iii) The Contractor has to maintain adequate number of manpower as per the contract and also arrange a pool of standby manpower/supervisor. If the required number of workers/supervisors is less than specified number as mentioned in the contract, a penalty of Rs. 500/- per absentee per day shall be deducted from the bill(s) for a particular month, after approval from the management.
- (iv) The Contractor shall supply fresh sets of uniforms/badges, identify cards, to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform, penalty of Rs. 500/- per person per day shall be recovered from Contractor's bill for a particular month.

7.3 ARBITRATION AND DISPUTE RESOLUTION:

The following points to be added as per legal requirements :-

Any claim, dispute or difference relating to OR arising out of the Agreement shall be governed by the Arbitration & Conciliation Act, 1996 of a Sole Arbitrator. The arbitration shall be subject to the Arbitration & Conciliation Act, 1996 as may be amended from time to time. The Delhi International

Arbitration Centre (DIAC), will appoint the Sole Arbitrator and will conduct arbitration in accordance with the rules for conduct of Arbitration proceedings then in force and applicable to the proceedings. The seat & Venue of the arbitration shall be New Delhi. The arbitration award shall be final & binding. The proceedings shall be undertaken in English language.

Dispute Resolutions:-

In case of dispute in relation to their TENDER/Tender or with respect to further related contracts all disputes to be resolved in the Courts within the Jurisdiction of Delhi State.

7.4 FORCE MAJEURE

If at any time, during continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an operation end or cease to exist and the decision of the Institute as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may at his opinion terminate the contract.

8. GENERAL PROVISIONS

8.1 PERFORMANCE SECURITY AMOUNT

As security for the due and faithful performance and discharge of all obligations in terms of provision of the Contract, Performance Security equal to 3% of the contract value shall be furnished by the successful bidder to the Authority no later than the date specified in the Letter of Award. The performance security shall be in the form of unconditional bank guarantee issued by a bank acceptable to the Authority.

The performance bank guarantee shall be valid until a date pursuant to completion of the assignment and will be released within 60 days of successful bidder is found to be satisfactory & in accordance with provisions of the contract.

If the successful bidder fails to perform the services satisfactorily in accordance with the provision of this agreement, the Performance Security shall be forfeited.

If applicant does not perform the work at all, or Applicant stops working, the amount of Performance security shall be forfeited and the agency shall be blacklisted. It may also result in heavy penalties as decided by the Authority.

8.2 WAIVERS

Client may waive any minor informality or non-conformity or irregularity in a bid, which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any Bidder.

8.3 CONFIDENTIALITY

The successful bidder and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the client or operations without the prior written consent of the Department unless it is directed to do so by any statutory entity that has the power under law to require its disclosure.

8.4 DUTIES, TAXES AND STATUTORY LEVIES

The bidder shall bear all personal taxes levied or imposed on account of payment received under this Contract.

The bidder shall bear all corporate taxes, levied or imposed on account of payments received from client for the work done under this Contract.

The bid amount shall be exclusive of Goods & Service Tax ("GST")

The bidder shall be solely responsible for the payment / fulfilment of its tax liabilities and obligations under the Income Tax Act and other such laws in force and Client shall not bear responsibility for the same.

9.0 SCHEDULE OF MANPOWER

The following 71 number of manpower will be required to be deployed daily by the Contractor for sweeping, cleaning of toilets and disposal of garbage etc.

- **For Morning Shift – 7:30 am to 3:30 pm**

Requirement	No. of Personnel required	Remarks
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Site In charge (having 5 year similar experience)	01 (One)	One Site In charge will serve as one point contact for IGNCA
Housekeeping supervisors (having 5 year similar experience)	3 (Three)	Three Housekeeping supervisors
Housekeeping Staff	60 (Sixty)	<ul style="list-style-type: none"> • Number of Male Housekeepers - 50 (Fifty) • Number of Female Housekeepers – 10 (Ten)

○ **For Afternoon Shift – 12 noon to 8 PM**

Requirement	No. of Personnel required	Remarks
Housekeeping Staff	7 (Seven)	<ul style="list-style-type: none"> • Number of Male Housekeepers - 5 (Five) • Number of Female Housekeepers – 2 (Two)

Note 2: Additional manpower will have to be provided by the Contractor as and when required by IGNCA administration.

Note 3: The above shifts are subject to change. However, the duration of the shift will be of 08.00 hrs. only.

Note 4: Further, in case, if manpower is used for more than eight hours due to administrative reasons, over time will be paid for extra hours, as per rules.

9.1 HOUSEKEEPING -BREAK-UP OF WAGES

S. No.	Requirement	Site In charge (Amount in Rs.)	Housekeeping Supervisor (Amount in Rs.) Highly Skilled Central wages	House-keeping Staff (Amount in Rs.) Safai – Karamcha as defined by central wages
1	Basic Salary *	30000	24440	18486
2	<u>EPF@12%</u>	1800	1800	1800
3	<u>ESI@3.25% **</u>	N.A.	N.A.	601
4	<u>EDLI@1%</u>	150	150	150
5	<u>Bonus @8.33%</u>	NIL	NIL	NIL
6	<u>Leave@8.33%</u>	NIL	NIL	NIL
7	<u>Gratuity@4.81%</u>	NIL	NIL	NIL
8	Uniform Charges	500	500	500
9	Grand Total	32450	26890	21537

(*) Rates are as per central minimum wages as on October 2022 and same will be paid as revised from time to time by the Govt.

(**)In case ESIC cover is not mandatory as per the salary structure of the employee, then the medical insurance cover of at least 5 lakhs and accidental insurance cover for at least 3 lakhs can be taken for such employees and the same will be reimbursed on submission of original bills of insurance policy.

NOTE: The Gratuity, Bonus and Leave encashment will be reimbursable. It will be reimbursed to the vendor as per actuals on submission of documentary evidence. The same will not be paid in the monthly bills raised by the vendor.

Note 1: Uniform Charges includes winter and summer uniforms.

Note 2: Serial Nos. 1 to 4 are mandatory and must be provided as per statutory provisions.

Note 3: Making of payments to the statutory authorities as applicable shall be responsibility of the contractor.

9.2 SCOPE OF WORK

To clean the office premises by 8.30 AM daily positively. To maintain neat and clean and hygienic office environment, collect the garbage and its environment friendly disposal. Whenever additional manpower is required the contractor will have to arrange it, on the rates and statutory charges etc. quoted by to the contractor in the financial bid. Supervisor should be made responsible for inventory of toilet taps etc..

S. No.	Activity	Contin uous	Daily	Weekly	Monthly	Machines/ Equipment's	Chemica ls
1	Rooms and Corridor Cleaning	Dust Control ling with Dust Control	Scrubbing & Drying with Machine	Deep Scrubbing & Drying with Auto Scrubber Dryer	-	Auto Scrubber Dryer, Dust Controller	Taski R2/ Spiral
2	Staircase Cleaning	-	Dry Mopping followed with Wet Mopping & Grill Cleaning	Vacuumi ng with Dry Vacuum	Scrubbing & drying with Single Disk & Wet Vacuum	Single Disc, Wet & Dry Vacuum cleaner, Kentucky Mop	Taski R2/ Spiral
3	Drinking Water Area Cleaning	Wet & Dry Moping	Vacuum drying with wet vacuum Cleaner	Scrubbing & drying with Single Disk & Wet Vacuum	-	Single Disc Scrubber/Dr y Vacuum cleaner	Taski R2/ Spiral
4	Garbage Collection & Disposal	-	Removal of Garbage	Washing of Dustbins	-	-	-

5	Wall/Roof	-		Damp wiping up to reachable height	Removal of Cobwebs with Dry Vacuum	Dry Vacuum Cleaner/Cob web removal kit	-
6	Fire Extinguisher Cleaning	-	Damp wiping			-	-
7	Chairs	-	Damp wiping	Vacuum Drying with Dry Vacuum	-	-	-
8	Window Glass	-	Washing & Drying with Glass Kit (Selection wise)	-	-	Glass Kit	Taski R3
9	Toilet Cleaning	-		Damp wiping	-	-	Taski R3
10	Toilet Cleaning	Wet & Dry Moping		Washing with High Pressure Jet	-	-	Taski R1, R2
11	Sweeping of roads & open area	-	Manually	-	Washing with High Pressure Jet	-	-

Tender for Providing Housekeeping Services in IGNCA Premises.

9.3 Particulars of the Bidder

1. Name of the Company/Bidder:
2. Address for Communication:
/Registered Office:
3. Date of Incorporation :
4. Constitution of Bidder Company :
5. GSTIN (Copy to be enclosed) :
6. PAN (Copy to be enclosed):
7. Experience in Providing Housekeeping Services (in years) with proof:
8. Date of first assignment:
9. Total no. of employees :
10. Details of Contact person:
Name:
Designation: (For agency)
- Contact tel. No.:
Mobile no.:
- Email id:
Postal address:
11. Details of EMD:
12. Any other details

(Signature and seal of Bidder)

9.4 FINANCIAL BID FOR HOUSEKEEPING SERVICES

Service Charges Proposed are _____ (in percentage) of Grand Total (S. No. 9) as stipulated in Clause 9.1 above.

Noted 1: The financial bid (i.e. Service charges) is to be submitted by the Bidder in the prescribed BOQ on CPP Portal.

Note 2: To maintain the quality of services, the Bidder is mandated to bid at least 5% of the Service Charges under the Financial Bid.

Note 3: The bid is for supply of Manpower for Housekeeping Services.

All the terms and conditions of the tender are acceptable to the undersigned.

Date: Signature of the Authorized Person

Place: Name:

Seal: