

F. No. 7/17(2)/2014-SD/S&S
Indira Gandhi National Centre for the Arts
Sutradhara Division (S&S)
11, Man Singh Road, New Delhi.

Tender Document

Annual contract for Housekeeping/Cleanliness Job in IGNC

Last date for collecting tender document : 15th November 2016 till 2.30 PM
Last date for submission of Bids : 16th November, 2016 till 3.00 PM
Date of opening of technical Bid : 17th November, 2016 at 3.30 PM
Date of opening of financial Bid : to be communicated later

Signature of Tenderer (with stamp & date)

F. No.7/17(2)/2014-SD/S&S
Indira Gandhi National Centre for the Arts
Sutradhara Division (S&S) Section
No. 3, Dr. R.P. Road, New Delhi

TENDER No 13

Dated 24th October, 2016

Name of the work: Providing of Housekeeping Cleanliness services in IGNCA, C.V. Mess Building, Janpath, No. 3, Dr. R.P. Road and No. 11, Man Singh Road, New Delhi.

1. IGNCA invites sealed tender under two bid system for providing Housekeeping/Cleanliness services in IGNCA complex consisting of building and lawns/grounds etc., of C.V. Mess Janpath No. 3, Dr. R.P. Road and No. 11, Man Singh Road, New Delhi from reputed and registered contractors with five years experience of working with Central/States Govt. Offices/Autonomous Bodies/ Defence establishments and reputed private companies, organizations having Annual Turn Over of Rupees one crore and above. Interest bidders are required to submit the tender document latest by **16th November, 2016 up to 3.00 p.m** and technical bid will be opened on the **17th November, 2016 at 3.30 PM**. The financial bid will be opened on a later date only of those vendors who will qualify technically. Technical Bid as per annexure-II and Financial bid as per annexure-III are to be kept in separate envelopes superscripted as and technical bid & financial bid and both are to be placed in one envelope super scribed Tender for Housekeeping/Cleanliness services the **Tender No.13 dated 24th October, 2016**. This envelope will be addressed to the Consultant (S&S) IGNCA, 11, Man Singh Road, New Delhi-110001 and dropped in the sealed tender box kept in S&S Section of Sutradhara Division of IGNCA.
2. Pre-Bid Meeting: A pre-bid meeting will be held in the Office of Consultant (S&S) IGNCA at 11.00 AM on **10th November 2016** with the tentative tenders in order to explain the exact requirements and clarify doubts if any. Tenderers are advised to attend the meeting though it is not a must.
3. The tender documents are available for Rs. 1000/- and can be downloaded up to 2.00 PM of **15th November 2016** from the IGNCA website www.ignca.nic.in and NIC website www.http.eprocure.gov.nic.in. In case, tender is downloaded from IGNCA website and demand draft of Rs. 1000/- is required to be submitted alongwith technical bid in favour of IGNCA, New Delhi..
4. Technical Bid : Technical bid as per details given in Annexure II along with requisite supporting documents should be kept in one envelope which is to be sealed and super scribed in bold as "Technical bid for Housekeeping/Cleanliness

Services the Tender No. 13 dated 24.10.2016". No part of Financial bid is to be kept in this envelope.

Earnest Money Deposit (EMD) Each tenderer is to attach a Demand Draft/ Pay Order drawn in favour of IGNSA, New Delhi of Rs. 1,00,000/- (Rupees One lakh only). The EMD of unsuccessful bidders will be returned after finalizing the contract.

5. Financial Bid The Financial bid as per Annexure III duly completed in all respect is to be put in second envelop sealed and super scribed in bold on top of the envelope "Financial Bid for Housekeeping/Cleanliness Services Tender No 13 dated 24th October,2016".

- (i) The lowest tender will be decided on the basis of total of column D& E of financial bid. **Annexure III**
- (ii) Financial bid of only technically qualified Tenderer will be opened at later date and time which will be communicated, to eligible tenderer in advance

(C.P. Singh)
Consultant (S&S)

Signature of Tenderers (with stamp & date)

General Terms & Conditions

1. SCOPE OF THE 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, cleaning of internal sewer lines. Whenever additional manpower is required the contractor will have to arrange it, on the minimum wage rates, statutory charges etc. quoted by the contractor in the financial bid. Supervisor should be made responsible for inventory, for example, toilet taps etc. he shall be handed over an inventory list and shall be made responsible for thefts of small items. Check-list of cleaning/housekeeping service is placed at Annexure-I
2. SPECIFICATIONS AND REQUIREMENTS: The following manpower will be required to be deployed daily by the contractor for sweeping, cleaning of toilets and disposal of garbage etc.

Shift-I	Shift-II
7.30 a.m to 4.30 p.m.	11.00 a.m. to 7.00 p.m
36 workers including 5 ladies and - 2 Supervisor.	4 workers including 2 ladies

Note: 1 Contractor has to use his own rickshaw/vehicles for the disposal of garbage from IGNCAs premises to garbage pits outside IGNCAs premises.

Note2: Additional manpower will have to be provided by the Contractor as and when required by administration IGNCAs.

Note 3: The above shift are subject to change, however, shift will be of 08 hrs. only.

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

1. The contractor shall deploy experienced safaiwalas to the satisfaction of the Competent Authority for performing the cleanliness jobs.
2. The contractor shall deploy the required number of Safai Karamchari's in each shift or as may be decided by IGNCAs according to exigency of work.
3. The contractor shall maintain register for marking the attendance by housekeeping personnel deployed by him, which will be seen verified by the Security In-charge or an authorized officer of IGNCAs periodically.
4. The contractor shall furnish necessary certificate or intimation proof to the police authority about police verification of character and antecedents of all the personnel to

be engaged for housekeeping duty. He will also provide a complete list of the Safaiwalas to be deployed in this office indicating their names, father's name local address and permanent home address to the Security In-charge of IGNCA. Any changes in the list will be immediately informed subsequently with all the above details by the supervisor.

5. 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 are in the premises of IGNCA.
6. The contractor shall be responsible for proper maintenance of decorum, punctuality discipline and work output. The personnel so deployed should be dressed in a proper uniform colour, neat and clean. Contractor should provide summer and winter uniform to the Safai Karamcharis along with safety shoes & other items at his own cost. The choice of colour of the uniform will be decided in consultations with IGNCA. The contractor will also be responsible to ensure that all the Safai Karamcharis must be in uniform. The person without uniform will not be treated as on duty and the payment will be treated as absent and payment on prorata basis will be deducted. The Colour of uniform of Safai Karamcharis and Supervisor shall vary.
7. The contractor shall make payment of wages by cash or cheques (to those employees having bank account) to his personnel engaged by him by 7th of the following month in the premises of The IGNCA in the presence of an officer designated for the purpose by IGNCA, so that there is no disruption in the performance of duties of the deployed personnel. Wages should be according to Minimum Wages Act and other statutory Acts applicable the National Capital Region of Delhi. IGNCA reserves the right to check periodically payment of wages made by him to housekeeping personnel deployed. The payment by the contractor to their staff including extra manpower, whenever deployed, should be done on pre defined date in one go in the presence of duly authorized duty offerers nominated by the IGNCA. In the event of contractor's failure to pay the minimum wages along with other emoluments and bonus etc. to this employees by the due date of current month, he shall be give maximum two reminders and time limit of two weeks to make the payment and if he still fails to comply with, IGNCA would make the payment to the workers directly. Such payments made on behalf of the contractor will be recovered from the bill of the month concerned and the penalty clause will also be applied.
8. 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 wages by appropriate Govt. from time to time shall be payable by the IGNCA to the Contractor.
9. The contractor shall ensure that no damage is done to the IGNCA property by the personnel deployed by him.

10. The contractor shall at his own cost, if required take necessary insurance cover in respect of the aforesaid services rendered to IGNC A and shall comply with statutory provisions of relevant Contract Labor (Regulation & Abolition) Act, 1970 Employees State Insurance Provident Fund ((Miscellaneous Provision) Act 1992. And or any other Rules, regulations and or statutes that may be applicable to them and shall further keep the IGNC A indemnified from all acts of omission, fault, breaches and or any claim, demand, loss, injury and expense arising out from the non compliance of the aforesaid statutory provision. Contractor's failure to fulfill any of the obligation hereunder and or under the said Acts, rules regulation or by-laws or rules framed under or any of these, the IGNC A shall be entitled to recover any of the such, losses or expenses which it may have to suffer or incur on account of such claims, demand, loss, injury, from the contractor monthly payments.
11. Non compliance with any of the conditions by contractor will lead to termination of contract and forfeiture of the amount of Bank Guarantee of performance gurantee as per decision of the authority
12. The IGNC A will have the right to adopt any measures and set up system for ensuring proper performance of duty of safaiwallas deployed by the contractor, their being in proper uniforms, punctuality etc.
13. The contractor shall be required to sign an agreement on a non-judicial stamp paper of appropriate value for satisfactory performance of housekeeping of the building contract.
14. 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.
15. Cleaning work should start in such a way that the contractor should ensure that leaning work is completed by 8.30 a.m. It might necessitate cleaning work during late hours for which the FIRST PARY will have to make its own arrangement.
 - (i) All the waste/garbage shall be collected and dumped off at the pit situated outside, campus by using his own rickshaws.
 - (ii) All the material required for the work shall be provided by IGNC A. However, the contractor shall intimate the requirement well in advance.
 - (iii) Workmen deployed for safai/unkeep should have good knowledge and experience in cleaning. **A weekly programme of polishing of floors with floor grinding and or polishing, cleaning of fittings and fixtures, including ceiling fans, window Fans etc., removing of cobwebs shall be furnished by the contractor well in advance and approval obtained from the officer in charge.**

- (iv) 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 proper and efficient discharge of the work.
- (v) The upkeep workers shall work from Monday to Saturday and be given weekly off on Sunday. However, the contractor shall depute workers on holidays weekly offs in case of need.
- (vi) IGNCA will verify the attendance record of the Housekeeping personnel as maintained by the contractor, daily or at regular intervals as convenient and certify the corrections of the attendance to avoid any discrepancy in the monthly bills prepared.**
- (vii) If IGNCA considers that the replacement of a particular person is essential this will be done by the contractor immediately on receipt of specific instruction of IGNCA.
- (viii) That during the tenancy of the contract, the contractor will provide free of any charge, written or verbal advice on improving safai/Upkeep in the campus of IGNCA from time to time and IGNCA shall consider such advice for implementation otherwise.
- (ix) Disposal of the garbage including pruned tree branches, is to be made everyday.
- (x) That the contractor would provide efficient experienced, honest workmen to complete the Safai/Unkeep work within specified time. The Safai/upkeep work shall include cleaning of floors, corridors, staircases, Door windows, panel/glazed aluminum portions, toilet, removal of garbage and dumping the same as dumping site situated outside the IGNCA Campus as per details given below:
 - (a) 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.
 - (b) Cleaning and dusting doors partitions, door frams, windows, ventilator etc, once in a week or more as required.
 - (c) Cleaning & washing of floors, urinal portion walls of toilets and mopping the surfaces with mops twice daily or a required.
 - (d) Putting of naphthalene balls and air freshener cakes in urinal commodes.
 - (e) All the exposed porcelain surfaces shall be kept sparking clean. No dirty stains sport must be seen on the walls or floors.
 - (f) Machine Polishing/Blooming of floors shall be done once in every week at their own cost.
 - (g) Removal of cobwebs using cobweb brush inside and outside the building once in every month or more as required.
 - (h) Sweeping of road area/open area once daily early in the morning.

- (i) Cleaning of basements area including toilets and pump, Generator Room Plant rooms etc. twice a week as required by the users.
- (j) Housekeeping of building includes the cleaning of terraces and open verandas etc.
- (k) Cleaning the sewer lines once every week so that it is ensured that the same is not choked. It is happened the contractor has to clear the sewer line by the proper technician at his own cost.
- (l) All cleaning materials like brushes, Brooms, Vim Cleanzo etc. shall be provided by IGNCA and be kept in the storage space provided for the purpose.
- (m) Methods of cleaning & disposal of different type of wastes should ascertain from the In-charge concerned and the instructions issued by him shall have to be strictly adhered to.
- (n) The contractor has to ensure the daily deployment of the worker on time and the shortcoming at any given day or time will be treated as absent and prorata amount will be deducted from the bill of the firm.

16. Register/Check list of cleaning/upkeep schedule (Annexure-I) 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. This will form the basis of payment

17. Arbitration:

In the event of any dispute/differences arising under this agreement or in connection with this contract (except as to matters the decision of which is specifically provided under this agreement) the same shall be referred to the sole arbitrator who will be an official of IGNCA and appointed by the Member Secretary, IGNCA. The award of the arbitrator shall be final and binding on both the parties.

18. Indemnification:

- (a) That the contractor shall keep the IGNCA indemnified against all claims whatsoever in respect of the manpower deployed by the contractor. In case any employee of the contractor so deployed enters in dispute of any nature whatsoever be the primary responsibility of the contractor will have to contest the same. In case IGNCA is made party and supposed to contest the case the IGNCA will be reimbursed for the actual expenses incurred towards Counsel fee and other expenses which shall be paid in advance by the contractor to IGNCA on demand. Further the Contractor shall ensure that no financial or any other liability comes on IGNCA in this respect of any nature whatsoever and shall keep IGNCA indemnified in this respect.
- (b) The contractor shall further keep the IGNCA indemnified against any loss to the IGNCA property and assets. The IGNCA shall have further right to adjust and/or

deduct any of the amount as aforesaid from the payments to the contractor under this contract.

(c) The manpower deployed by the contractor the said work will have no relationship with IGNCA.

19. Penalties/Liabilities:

(a) That the contractor shall be responsible for the faithful compliance of the awarded work order. Any breach or failure to performs the same may result in termination of the work award order and the forfeiture of the security deposit.

(b) 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 10% of the total amount of bill for a particular month may be imposed.

20. Only eligible Bidder who fulfill the criteria as lad down in technical bid alongwith the following will be considered:

(a) This invitation for bids is open to only registered contractors under the relevant contract labour Act. Who are also holding valid license under the contract labour (Regulation & abolition) **Act. 1970**

(b) The bidder must have successfully completed minimum of three job contracts of providing about 43 safaiwalas for Govt. Departments, Semi-Govt Organizations, institutional Campuses or reputed private firms, having probably large area during the last three years with an annual turnover of Rupees one Crore and above.

(c) The contractor will have to provide trained safaiwala,, workers who have at least one year experience in cleaning of office premises, clearing of sewer lines, garbage disposal, operating electrical gadgets for cleaning or carpet areas. Etc.

IGNCA does not bind itself to accept the lowest tender and reserves the right to reject or accept, in part of full, any or all the tenders received without assigning any reason.

21. Canvassing in connection with the tender is strictly prohibited and the tender of anyone resourcing to canvassing shall be liable for rejection of that the ground alone.

22. The bidder shall specifically declare if he is related to any official of IGNCA.

23. The tenders should be clear and without any conditions.

24. Earnest Money shall be forfeited if the successful bidder falls to sign the formal agreement within seven day from the date of intimation to that effect or fails to start the work with seven days from the date of commencement given in the work order.

25. Tenders should be remain valid for **90 days** from the date of opening of tenders with provisions for further suitable extension.

26. The tender document duly signed on all pages shall be submitted along with the technical bid failing which the technical bid shall not be considered.
27. The bidder shall enclose all the documents listed at **Annexure-II** along with the technical bid.
28. The contract for security arrangements will be offered initially for a period of one year and may be extended for another one year based on performance of the agency in first year.
29. The housekeeping staff will be paid minimum wages as notified by Delhi Government. Safai wala will be paid at the rates applicable to unskilled workers and supervisor will be paid at the rates applicable to semi-skilled workers.
30. There will be no upward revision in the service charges of the agency during the contract period however, any upward/downward changes in the minimum wages of skilled and unskilled workers by Government of Delhi and any change in the statutory tax structure will be applicable w.e.f. the date notified by the Government of Delhi.
31. After the firm/agency is empanelled, other items and conditions will be discussed with it and if the same are agreed upon, the parties will execute a format "Agreement" which will be binding on both the parties. Successful bidder will have provide a performance guarantee of Rs 4 Lac (four lac) in form bank DD or bank guarantee in favour of IGNC, New Delhi.
32. If the firm fails to execute the contract, the EMD will forfeited.
33. EMD will be refunded on satisfactory execution and completion of the contract as per the terms and conditions.
- 34. In case the services of the firm are not found satisfactory, the IGNC can terminate the contract by giving one month's notice in writing.**
35. Each page of the filled tender documents, should be signed by the authorized signatory of the bidder firm falling which the tender received is liable for rejection by the IGNC.
36. Overwriting and correction in the tender documents should be avoided and corrections, if any should bear the signature of the authorized signatory of the bidder firm failing which the tender received is liable for rejection by the IGNC.
37. TDS will be deducted as per prevailing Income Tax Laws and certificate to this effect shall be provided to the Tenderer by IGNC. The responsibility of paying the Service Tax as per prevailing rates and as claimed in the bill amount, will be of the Tenderer. The tenderer will be required to furnish proof of each deposit to the IGNC every month.

(C.P.SINGH

Consultant (S&S)

Signature of Tenderer (with stamp & date)

Annexure-I

CHECKLIST OF CLEANING/UPKEEP SCHEDULE S

S.No	Activity	Frequency	7 am to 8.30 am Y/N	11 am to 12 Noon Y/N	3 pm to 4 pm Y/N	Supervisor's initials
1.	Sweeping of floor (with soft broom)	Thrice daily				
2.	Swabbing (with Cleaning powder/fluid etc.	Thrice daily or as required				
3.	Cleaning & dusting of doors/door frames/windows/partition, panel/glazed aluminum	Once a week or more as required				
4.	Cleaning of toilets (including washing of floors urinal wall & mopping) and washbasins in the water rooms	Twice daily or more as required				
5.	Cleaning of porcelain surface/stairs on wall and floors	One a week				
6.	Putting of naphthalene balls, air freshener in toilets	Once in every week				
7.	Removal of Cobwebs	Once in every months				
8.	Polishing of floors with grinding machine	Once in every week				
9.	Washing of Roads	Weekly				
10.	Upkeep of building(including cleaning of terraces-corridor stair cases verandahs etc.),	As and when required				
11.	Basement area including toilets, pump room, Generator Room, plant rooms etc.	Twice a week				

12.	Sweeping of sewer lines	Once every week				
13.	Cleaning of sewer lines	Once every week				
14.	Removal of garbage	Daily				
15.	Disposal waster/garbage from pit	Daily				
16.	Sweeping of Road/open area early in the morning	Daily				
17.	Miscellaneous work	As and when required				

Signature of Tenderer (with stamp & date)

Annexure-II

PART-II
TECHNICAL BID

(TO BE SUBMITTED IN SEPARATE ENVELOPE SUPERSCRIBING "TECHNICAL BID FOR HOUSE KEEPING/CLEANING SERVICES" ALONG WITH THE NAME OF THE FIRM)

1..	Name of firm/company	
2..	Type of firm (Proprietor/partnership/company	
3..	Full address with telephone number	
4.	Earnest Money Deposit	
	DD. No	Date:
	Amount Rs. 10,00,00.00	Bank Name
5.	Registration No. Under Shop & or other (attach proof	
6.	Sales Tax/VAT Registration No. (LST/CST (attach proof)	
7.	Service tax registration No. (attach proof)	
8.	Permanent Account No. (attach proof)	
9.	Firm's Profile along with the total experience of the firm	

10. Details of work done during the last five years for Govt. Offices/autonomous bodies/undertakings etc. Also specify works done for National/International events if any along with copies of work order (attach a sheet with details and copies of work order). Work completion certificates are also to be given.

11. Appreciation certificates, received if any or any other relevant information the bidder wants to provide

- EPF : Registration No. (attached proof)
- ESI : Registration No. (attached proof)
- Labour Licence :

12. Proof of turn over during last three years 2013-14, 2014-15, 2015-16, P & L A/c attach copy of Balance sheet etc. duly certified by the Chartered Accountant **Copy attach with detail**

Signature of Tenderer(with stamp & date)

Annexure-III**FINANCIAL BID**

MONTHLY CHARGES FOR ONE HOUSEKEEPING SUPERVISOR/SAFAIWALLA

S.N.	Requirement	Amount in Rs Per Month for one Housekeeping Supervisor(Skilled)	Amount in Rs. Per Month for one Housekeeping Staff (Un-skilled)
A. (*)	Wages as per minimum wage, Act and as per Delhi Government. Notification or eight hour shift inclusive of all statutory requirements VIZ., EP+ESI + Admn. Charges on EPF & EDLIS, Bonus, Gratuity,		
B.	Service/Management charges		
C.	Total		
D.	Cost of cleaning material		
E.	Grand total		

(*) Rate should be as per the Minimum Wages Act applicable in NCT of Delhi as on 1st April, 2016

Note: 1 Service Tax will be paid additional as per Rules.

Note: 2 Service/Management Charges includes all supervision, incidental charges, uniform, items as trolleys/Rickshaw, vacuum cleaners, floor cleaning/grinding machines etc., transport, contractors' profit & establishment/overheads, all risks & insurance liabilities, compliance to laws and other obligations set out or implied in the contract.

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

Note: 4 All the columns of the financial bid are to be filled in rupees without any condition and no column is to be left blank. Bids will be rejected if Nil or Zero is quoted in any of the column. Conditional bids are liable to be rejected.

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

(Signature of Tenderer (with stamp & date))

