

F.No.8-1/2019-S&S
Government of India
Ministry of Human Resource Development
(Department of Higher Education)

New Delhi, the 4th October, 2019

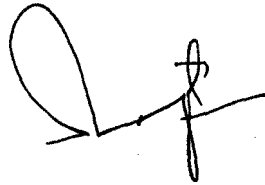
TENDER DOCUMENT

For providing manpower for Cleaning and Housekeeping Services of Ministry of Human Resource Development, at Shastri Bhawan, R.K. Puram Offices, Jam Nagar House and Jeevan Deep Building, New Delhi

Date of issue of Tender Document	:	4 th October, 2019
Last date & time for submission of Tender Document	:	28 th October, 2019 up to 11.00 AM
Date & time for opening of Tender Document	:	
Technical Bids	:	29 th October, 2019 at 11.30 AM
Financial Bids of eligible Tenderers	:	Would be informed later

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F.No.8-1/2019-S&S
Government of India
Ministry of Human Resource Development
Department of Higher Education
(S&S Section)

Shastri Bhawan, New Delhi
Dated the 4th October, 2019

e-TENDER NOTICE

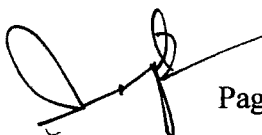
e-tenders are invited by the Ministry of Human Resource Development in two bid systems (i.e. **Part-I: Technical Bid and Part-II: Financial Bid**) from reputed, experienced and financially sound Companies/Firms/Agencies for providing Cleaning and Housekeeping Services in the Ministry of Human Resource Development at Shastri Bhawan, Jeevan Deep Building, Jam Nagar House and R.K. Puram Offices (West Block-I & II) initially for a period of one year which is extendable for further periods, one year at a time subject to mutual consent/agreement on the same terms and conditions. after satisfactory performance. However, quantum of services requirement may vary from time to time on the discretion of the Ministry.

2. Complete Tender Documents can be downloaded from the website "<http://eprocure.gov.in/eprocure/app>" from 4th October, 2019 to 28th October, 2019 (upto 11.00 AM).

3. The interested firms may submit the tenders online at "<http://eprocure.gov.in/eprocure/app>" in two bid system (i.e. **Part-I: Technical Bid and Part-II: Financial Bid**) in the prescribed proforma. Tenders are to be submitted only online through e-Procurement portal "<http://eprocure.gov.in/eprocure/app>". All the documents in support of eligibility criteria etc. are also to be scanned and uploaded along with the Tender Documents. Tenders sent by any other mode will not be accepted. No tender documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.

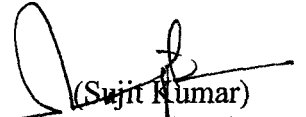
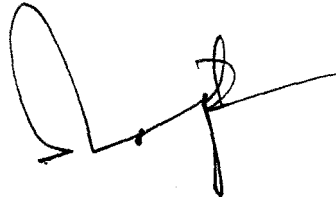
4. The **Earnest Money of Rs.5,50,000/ (Rupees five lakh fifty thousand only)** in the form of an Account Payee Demand Draft/pay order/fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the Pay and Accounts Officer (Education), Department of Higher Education, Shastri Bhawan, New Delhi has to be submitted to Section Officer (S&S) in Room No. 123, C-Wing, Shastri Bhawan, New Delhi. Bids shall not be considered in case the earnest money is not submitted by **29th October, 2019 up to 11.00 AM.** Late receipt of earnest money or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.

5. The Technical Bids will be opened online on **29th October, 2019 at 11.30 AM** in Room No.123, 'C' Wing, Shastri Bhawan, New Delhi. At the first instance the technical bids shall be evaluated by the Tender Evaluation Committee. At the second stage, the financial bids will be opened of only those bidders who qualify in the technical bid. **Bidders are required to note that as per clause H(II) (b) of the bid document, bidders providing rate lower than the minimum wage as decided by Govt. of NCT Delhi will be considered unresponsive and will be summarily rejected. Also note that in the price bid, the values of "p" cannot be less than 96, "q" cannot be less than 4 and "r" cannot be less than 1, (see section D of bid document for details). Such bids will be considered unresponsive and will be summarily rejected.**



6. The Competent Authority in the Ministry reserves right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, thereof.

7. The Ministry of Human Resource Development reserves the right to reject any or all the quotations without assigning any reason thereof.



(Sujit Kumar)
Under Secretary to the Government of India
Tele: 23073109

B. GENERAL INSTRUCTIONS FOR TENDERERS

(i) Ministry of Human Resource Development, Shastri Bhawan, New Delhi requires the services of reputed well established and financially sound cleaning and housekeeping job providers (hereinafter referred to as "Service Providers") to provide cleaning and housekeeping job in the Ministry at Shastri Bhawan, Jeevan Deep Building, Jam Nagar House and R.K. Puram offices (West Block-I & West Block-II).

(ii) The contract shall be initially for a period of one year from the date of letter of awarding the contract. However, the contract may be extended subsequently, on mutual consent, for a further period of one year at a time, as may be decided by the competent authority.

(iii) The interested service providers have to submit the tenders through e-procurement portal as per required packet/cover contents.

(iv) The **Earnest Money of Rs.5,50,000/ (Rupees five lakh fifty thousand only)** in the form of a Demand Draft/pay order/fixed Deposit/Bank Guarantee from any commercial bank in an acceptable form in favour of the **Pay and Accounts Officer (Education), Department of Higher Education, Shastri Bhawan, New Delhi** has to be submitted to **Section Officer (S&S) in Room No.123-C, C-Wing, Shastri Bhawan, New Delhi** and a copy of the same should be uploaded along with the tender. Bids shall not be considered in case the earnest money is not submitted by **29th October, 2019 up to 11.00 AM physically**. Late receipt of earnest money or non receipt of earnest money will make the bidder disqualified and that bid will not be considered.

(v) The said Earnest Money Deposit will not bear any interest and the earnest money of unsuccessful tenderer would be returned without any interest after finalization of the contract.

(vi) The successful bidder will have to deposit with the Ministry of Human Resource Development, a **Performance Security Deposit of Rs.13,00,000/- (Rupees thirteen lakh only)** in the form of Account payee Demand Draft, Fixed Deposit, Bank guarantee from any Commercial bank in an acceptable form in favour of the **Pay and Accounts Officer (Education), Department of Higher Education, Shastri Bhawan, New Delhi** for the due fulfillment of the contractual obligations which is refundable without any interest on termination of the contract after deducting any penalty/any liability of any kind imposed by the Ministry of Human Resource Development on account of unsatisfactory services.

(vii) Conditional bids shall not be considered and will be rejected summarily.

(viii) All entries in the tender form should be legible and filled clearly. If the space provided for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be scanned and uploaded. **No correction either in the Technical Bids or Financial Bids is permitted. In no case should there be any change in the format of the Financial Bid. The bids submitted in the proforma other than the proforma provided for the purpose, will be rejected summarily.**

(ix) The technical Bid shall be opened online on the scheduled date and time i.e. at 11.30 AM **on 29th October, 2019.**

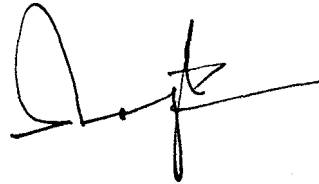


(x) The financial bid of only those tenderers will be opened who qualify in the technical bid. The schedule time for opening of financial bids would be indicated later.

(xi) The bidding firm has to give a self certificate to the effect that it has not been blacklisted/terminated/debarred by any Govt. Ministry/Department/ PSUs / Autonomous bodies/ Statutory bodies etc. Such dissatisfaction/ displeasure of a Govt. Ministry/Department/ PSUs / Autonomous bodies/ Statutory bodies etc. shall make the bidder undesirable. A self declaration to this effect shall be submitted by the bidder in the Tender Acceptance Letter. If it is subsequently established or found that the bidding firm has given any false information or facts or has suppressed facts or manipulated the documents, etc. the earnest money deposit or the performance security deposit, as the case may be, will be forfeited and no excuse what so ever will be entertained therefore.

(xii) No bidding firm will be allowed to withdraw its bids after technical bids have been opened. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.

(xiii) The site for the work is available and can be seen on any working day during office hours by contacting Care Taker/Section Officer (S&S). The tenderer should quote his price taking into account all factors which may affect the work and cost.

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Signature of Tenderer with Seal

C. Scope of Work

1. Sweeping and cleaning of :

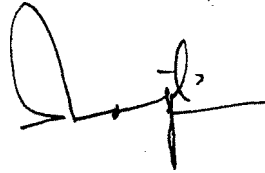
- i) All stair cases and all lift lobbies of Shastri Bhawan and entire open areas within the boundaries of Shastri Bhawan.
- ii) All corridors of Ministry of Human Resource Development, Shastri Bhawan.
- iii) 35 toilets of Ministry of Human Resource Development, Shastri Bhawan.
- iv) Lifting of malba and garbage from the dump yard/outside premises daily and to be taken out from Shastri Bhawan daily.
- v) Day to day repair/maintenance work in the toilets etc Cobweb cleaning on weekly basis.
- vi) Cleaning of premises including office rooms, conference room by sweeping mopping; cleaning of wooden floors/carpets in areas covered with carpets or having wooden floor and 5 personal toilets attached with rooms.
- vii) Dusting and cleaning of doors, windows furniture, ventilators blinds, benches and removing of cobwebs etc. and removal of garbage.
- viii) The contractor will carry out all the above works on daily basis from 8.00 AM to 5.00 PM on all working days and Saturdays or as required by this Ministry. However the work can be requisitioned even beyond the given normal time. The firm will not claim any extra payment for occasional work beyond normal timings.
- ix) Cleaning of glasses of doors, windows, ceiling fans, carpets and ventilators of all areas specified.
- x) Sweepers/Farashes will report for duty to the Caretaker of the Ministry.
- xi) The duty timings of the Sweepers/Farashes will be from 8.00 A.M. to 5.00 P.M. on all working days. Appropriate lunch timing of one hour will be provided.
- xii) The Sweeper/Farashes can be deployed by the Caretaker to some other works also related to the house keeping jobs.
- xiii) Cleaning of ceiling fans, Almirah tops etc. at least once in a fortnight.
- xiv) If any pecuniary damage occurs in the Ministry due to lapse of the worker of the firm, the cost of the damage will be borne by the firm.

D. Minimum Number of persons required :

I. Ministry of HRD Office at Shastri Bhawan:

Sl. No.	Particulars	Nos.	Minimum number of persons required
1.	Cleaning and dusting of Rooms of MHRD including 5 personal toilets attached with the office of HRM, MOS and Secretaries and conference room	Approx. 173 rooms	35
2.	Entire Toilets of Ministry of Human Resource Development (Ladies/Gents)	35	15

3.	Staircases and lift areas of entire Shastri Bhawan	9 (From ground floor to top floor)	6
4.	MHRD Corridors	14	10
5.	Entire open areas of Shastri Bhawan	Cleaning and Sweeping of entire open areas of Shastri Bhawan – 2 each for A, B, C and D wing lifting/disposal of garbage/malba of entire open areas of Shastri Bhawan – 1 each for 1 sides i.e. A, B, C and D Wing (1 x 4)	12
6	Supervisor	1 Male Supervisor 1 Female Supervisor 1 Supervisor for entire open area	3
	Total		81



Signature of Tenderer with Seal

(II) Ministry of HRD Offices at R.K. Puram (West Block-I & West Block-II), Jam Nagar House and Jeevan Deep Building:

Sl.No.	Particulars	Nos.	Minimum number of persons required
1.	Entire Toilets of M/o HRD (Ladies/Gents)	6	5
2.	Staircase	-	-
3.	Open Area		
4.	Corridors & Rooms (15,000 Sq. ft. area approx.)	22	13
5.	Supervisor	Supervisor	1
	Total		19

(III) Technical Staff for Shastri Bhawan, Jam Nagar House, Jeevan Deep Building and R.K. Puram of M/o HRD for minor repair work

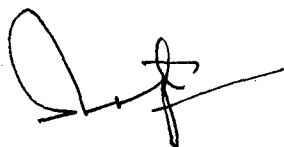
Sl.No.	Particulars	Minimum number of persons required
1.	Plumber (with all tools & equipments)	1

Note: It must be noted that number of workers may increase or decrease at the sole discretion of the Ministry. It must also be noted that in case any of the offices of MHRD at Shastri Bhawan is shifted to some other location the above workers may be deployed at the new location also as per the discretion of MHRD. Rates and terms & conditions will remain same. It may also be noted that the material used for repairing in the toilets will be provided by the Ministry.

Activities involved under Scope of Work

The agency will be responsible for providing the following services:

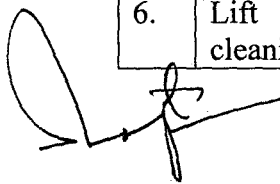
- i. Cleanliness of the above mentioned areas indicated at para 1 above.
- ii. Removal of dust/waste including garbage/litter etc. from the entire premises as noted above **and further disposal thereof as required by relevant rules and laws.**
- iii. Regular cleaning with approved cleaning material and scrubbing of toilets, washbasins, sanitary fittings, toilet floors, window panes, frames, grills etc. including staircase and railing.
- iv. Spraying baygon/finit and room fresheners in toilets and other rooms on regular basis and keeping naphthalene balls in toilets.
- v. Any other work of like nature required for high level of House Keeping.



- vi. Minor repair work in the toilets will have to be carried out by the plumber of the firm but the material used for the repair work to be provided by the Ministry.
- vii. Washing of toilets with soap solution once in a week. Wet mopping and dusting of washable wall windows, wall mounted light, ventilators, glass panes, exhaust fans, ceiling fans etc. daily.
- viii. Maintenance of bathroom and toilets, scrubbing of walls.
- ix. Washing of WCs and washbasins with Harpic/Vim and/or acid daily in the morning and as and when required.
- x. Removing of cobwebs form the toilets, corridors and staircases on day-to-day basis.
- xi. Maintenance of staircase, cleaning, dusting and mopping of railing window sills and projected beams daily, sweeping once in each hour, wet mopping of staircase railing with hands daily.
- xii. Maintenance of surrounding area, sweeping of surrounding area on regular basis and removing of garbage and its disposal.
- xiii. Any other duties as assigned by MHRD.
- xiv. Floor Cleaning/Polishing/Scrubbing/Sweeping etc. of the floors/platforms/toilets etc. shall be done by manually as well as by machines suitable for the site and as per techno-functional requirements. The machines shall comply with relevant BIS codes and should be of renowned make to be operated by licensed/certified personnel only.

xv. Frequency of Cleaning:

Sl.	Area	Job	Frequency
1.	Rooms	i. Cleaning and dusting of Rooms including 5 personal toilets attached with the offices of HRM, MOS and Secretaries in the Ministry	Daily
2.	Boundary wall (Stone and Grills)	i. Dry dusting	Weekly/ Monthly
3.	Parking	i. Sweeping	Daily before 9.00 A.M. Monthly
4.	Outside Area / within the campus	i. Cleaning and Sweeping of entire open area	Daily
5.	Terrace	i. Cleaning ii Spouts Cleaning	Weekly Monthly / or as required
6.	Lift door cleaning from	i. Wet and dry Wiping	Daily



	outside		
7.	Fittings	i. Cleaning of Electrical lights & frames etc. ii. Vacuum Cleaning of all requisite areas	Fortnightly Quarterly
8.	Doors	i. Cleaning ii. Stain Removing	Daily As required
9.	Staircases	i. Cleaning ii. Scrubbing of steps and railings etc.	Daily Monthly
10.	Door/Window Glasses/Grill	Cleaning finger marks/ spots & entrance doors	Daily
11.	Toilets	i. Re-filling of toiletries such as fresheners, hand liquid soap (Dettol) etc. odonil, naphthalene balls, urinal cubes toilet rolls etc. ii. Floor Wet & Dry cleaning iii. Wall Cleaning iv. Cleaning WC/Wash Basin Urinals /CP Toilet fittings etc. iv. Mirror Cleaning for keeping dry & stain free v. Other Fittings and Fixtures vi. Complete Washing including wall tiles etc. vii. Cleaning of Commodes/WCs/Urinal pans and toilet floor	Daily before 9.00 a.m. & subsequently as per requirement Daily before 9.00 a.m. Daily before 9.00 a.m. Daily before 9.00 a.m. & afterwards as per requirement Daily Daily/Weekly as required Daily/Weekly as required Every one hour on each working day Daily
12.	Dustbins only in Toilets and at open Area within Building	i. Complete cleaning from inside and outside. ii. Emptying garbage bags.	Weekly Daily as and when required
13.	Cleaning of ducts/shafts	i) Sweeping & Mopping	Weekly
14.	Fire Extinguishers	i) Dry Dusting	Daily

	& wall Hangings etc.		
15.	Switch Buttons	i) Dry Cleaning	Weekly
16.	Wall Lining	i) Dry Dusting upto 6 ft. Height	Daily/ As required
17.	Cobwebs	i) Check for cobwebs & removal	Daily as required
18.	Door Mats	i) Dusting and cleaning	Daily
19.	Removal of Garbage	i) At NDMC Garbage Dump Pit	Daily
20.	Pest Control* in all rooms and bathrooms	i. Foggig ii. Mosquito repellent spray iii. Rodent control	Weekly Weekly Weekly
21.	Artificial plants	i) Taking out resetting & cleaning by chemical ii) Normal washing	Quarterly Fortnightly

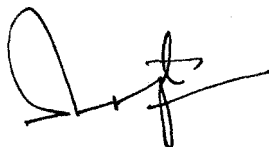
***The contractor will provide antitermite, antimosquito and rodent control services to the Ministry. All the rooms and bathrooms should be sprayed and treated at least once in week.**

E. Eligibility Criteria

1. The agency applying needs to be registered with Labour Department of State/Central Government, should be having ESI and EPF Code No., Income Tax PAN No. and GST No.
2. The agency should have an average annual turnover of at least Rs.3.00 Crore (Rs. three Crore only) during last 3 years i.e. 2016-17, 2017-18, 2018-19.
3. Three completion certificates of Government Ministries/ Departments/PSUs/ autonomous bodies/ statutory bodies of Rs.1.5 Crore during each of the year 2016-17, 2017-18 and 2018-19, in cleaning, sweeping and housekeeping.
4. The bidder should have office in Delhi for at least two years.

F. Copies of the following documents should be submitted along with the Technical Bid.

- (a) Proof of an average annual turnover of at least Rs.3.00 Crore during last 3 years i.e. 2016-17, 2017-18, 2018-19. duly certified by a Chartered Accountant with the Registration No. of Chartered Accountant clearly indicated therein.
- (b) Three completion certificates of Government Ministries/ Departments/ PSUs/ autonomous bodies/ statutory bodies of Rs.1.5 Crore during each of the year 2016-17, 2017-18 and 2018-19, in cleaning/sweeping/ housekeeping to be given by a level not below the rank of Section Officer of Govt or Assistant Manager of a PSU.
- (c) Registration Certificate with Labour Department of State/Central Government
- (d) Income Tax Return for last three years i.e. 2016-17, 2017-18 and 2018-19.
- (e) Latest Return of EPF.
- (f) Latest Return of ESI.
- (g) Latest return of GST



Signature of Tenderer with Seal

G. Bidding process

- a) The Bidder, shall submit a written power of attorney authorizing the signatories of the bid to participate in the bid.
- b) The bidder shall submit full details of his Agency / Firm or, if the bidder is a Proprietorship/partnership or a Private Limited Company, full details of ownership and name of the directors.
- c) Bidder must submit copies of all documents asked for in this tender, duly self-attested, along with technical bid of the tender.
- d) The contractor is required to inform whether it has contract with any other Ministry in Shastri Bhawan.
- e) The bidder is expected to examine all Instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document may result in rejection of his bid.
- f) In order to be considered in the bidding process, the bidder must quote rates for all the items of works. Part quotation for limited items of work will be the sufficient ground for rejection of the bid.

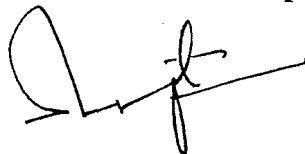
H. Evaluation of Bids

(I) Technical Bids

Bids received with EMD and fulfilling the documentary requirement as indicated in section E, F and G will be evaluated by the MHRD to ascertain the fulfillment of the eligibility criteria for the complete work/services as mentioned in Para C and D. The tenderer should take care to submit all the information sought by the MHRD in prescribed formats. Completion of **Technical bid Format-I** is compulsory. Only such bids fulfilling the eligibility criteria will be considered to be the qualified bids. Accordingly, the financial bids of only qualified bids will be opened.

(II) Financial Bid

- (a) The financial bid of the tenderers, who have qualified in the technical bid, will be opened subsequently in the presence of the tenderers, who choose to attend the opening of financial bid. Suitable notice will be given to tenderer for this purpose.
- (b) **Rates of labourers/workers/ supervisor quoted by the bidders in price bid should not be lower than the minimum wages fixed by the Govt. of NCT of Delhi. Such bids will be considered unresponsive and will be summarily rejected.**



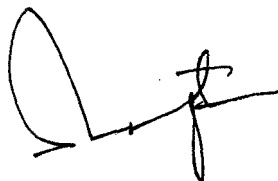
Signature of Tenderer with Seal

I. Award of Work

- a) The selection of the agency will be at the sole discretion of the M/o HRD who reserves its right to accept or reject any or all the proposals without assigning any reason.
- b) The contract for the Annual House Keeping Services shall be awarded to the qualified tenderer who quotes the lowest rates as per as per the given Financial Bid proforma. Decision of Ministry of Human Resource Development will be final in this regard.

J. Performance Guarantee (Security Deposit)

- a) The successful bidder will have to deposit with the Ministry of Human Resource Development, a Performance Security Deposit of Rs.13,00,000/ (Rupees thirteen lakh only) in the form of Account payee Demand Draft, Fixed Deposit receipt, Bank guarantee from any Commercial bank in an acceptable form in favour of the **Pay and Accounts Officer (Education), Department of Higher Education, Shastri Bhawan, New Delhi**. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the firm including warranty obligations. The EMD submitted can be adjusted for part payment of security deposit provided its validity period (if applicable) is modified to be in conformity with sub section (b) below.
- b) The performance guarantee should be furnished by the successful contractor after the offer of award of work has been issued, along with the letter of acceptance and should be valid beyond 60 days after the expiry of the contract.
- c) Performance guarantee shall be released after satisfactory completion of the work and confirmation that all contractual obligation have been fulfilled by the contractor and that there is no due from the contractor to M/o HRD against the contract concerned. Before releasing the PG an unconditional and unequivocal, no claim certificate from the contractor concerned shall be obtained.



Signature of Tenderer with Seal

K. Terms and conditions of contract for cleaning and House keeping

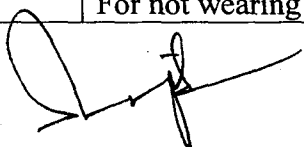
Terms and conditions for providing Cleaning and Housekeeping Services in Ministry of Human Resource Development, Shastri Bhawan and its offices in Jeevan Deep Bulding, Jam Nagar House and R.K. Puram:-

1. The work shall be carried out satisfactorily as per the directions of the competent authority of the Department.
2. The numbers of workers to be engaged will be as per details given in Scope of Services. The normal working hours shall be from 8.00 A.M to 5 P.M. daily except on Sundays and National Holidays, Holi and Dipawali with a one hour break for lunch at appropriate timings. Even, during the Lunch Break, the contractor would ensure that the cleaning etc. work is not hampered. **Initial sweeping & mopping of all areas must be completed by 9.00 A.M., positively, everyday, failing which monetary penalty of Rs.1000/- per day shall be imposed and recovered from the contractor's bill.** All cigarette buds/bidi pieces and other waste material including malba etc. lying in corridors, verandahs, staircases etc. will have to be removed immediately. It is the responsibility and duty of the contractor to ensure that there is no water accumulation anywhere inside the premises of the building, especially in the bathrooms/toilets.
3. The job of daily cleaning and lifting and removal of the garbage and malba strewn in the premises of Shastri Bhawan or accumulated in the malba and garbage dump yard, within the boundary wall of Shastri Bhawan shall also be the responsibility of the firm. **The contractor will ensure that the dump yard is cleaned everyday repeat EVERYDAY and that too 100%. It must be noted that the garbage of entire Shastri Bhawan consisting of around 22 Ministries/Departments are dumped everyday in the dump yard of Shastri Bhawan. This dump yard must be cleaned everyday by lifting and removing the garbage and malba from the dump yard every day. A penalty of Rs.6000/- per day will be imposed for per day of failure.**
4. The contracted firm shall also be required to perform spraying/fumigation of disinfectant/insecticide in the areas covered only under the Ministry of Human Resource Development. This may either be done after 5.30 P.M or during holidays. Besides this the control of Rodents would be the responsibility of the contracted firm in all rooms of the Ministry.
5. Minor repair work in the toilets will have to be carried out by the plumber of the firm but the material used for repair will be provided by the Ministry.

6. **Penalty Clause :**

If it is found that due to any reason (whatsoever it may be) any area is not cleaned or any of the operation/functions/duties connected with the job of cleaning & general maintenance is not done/discharged properly and satisfactorily, recovery at the following rates shall be made from the Contractor's bill: -

Sl. No.	Reasons for penalty	Penalty amount in Rs.
1.	For not wearing uniform	100/- per worker per day



2.	For failure to clean toilets	500/- per toilet, per day
3.	For failure to clean corridor areas	500/- per floor(wing wise), per day
4.	For failure to clean out side area	500/- per day
5.	For failure to clean staircase and lift lobbies	500/- per floor(wing wise) per day
6.	For failure to lift garbage or malba from the dump yard of Shastri Bhawan	6,000/- per day
7.	For failure to provide prescribed quality of liquid Soap in bathroom (for dilution of soap also)	100/- per dispenser per day
8.	For misbehavior/harsh/rude behavior	200/- on each occasion
9.	Housekeeping men/supervisors found sleeping/missing from the place of duty for any reason during duty hours	300/- on each instance
10.	Per person per day absence	500/- per person
11.	House Keeping Men/Supervisors found indulging in smoking/drinking during duty hours. (Besides such defaulters shall not be allowed to enter in Shastri Bhawan premises in future.)	1000/- per instance
12	For failure of not attending of plumber's work	500/- per day

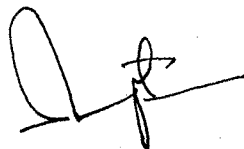
The decision of the competent authority in the Ministry shall be final and binding on the contractor and which shall not be open to arbitration.

7.(a) Cleaning, sweeping and mopping has to be of excellent quality. This will include cleaning and washing of urinals, w.c. pans, marble flooring, tiled walls, taps and fittings with detergent powder / cleaning materials and liquid phenyl daily. Arrangement will also be there to see that liquid soap (Branded liquid soap only) and naphthalene balls are always available. In addition, periodical cleaning of stained pottery items shall be done as and when required to keep the things in neat and tidy conditions. Arrangements will also be made for application of room freshener and providing odonil sticks etc. The contracting agency shall be made responsible not only for up keep of the toilets but also to ensure that the common toilets are not misused.

(b) Cleaning and dusting of all common areas/corridors, lift lobbies, stair cases, wall dusting, removal of cob webs, glass cleaning, window panels cleaning, mopping up of floors and stair cases etc. The contracted agency shall be responsible for keeping the area satisfactorily neat and clean.

(c) The contractor will ensure that all the window panels of all the rooms are fully neat and always clean. Light fittings in rooms as well as in bathrooms and corridors should also be kept neat and clean.

8.(a) The contractor shall also arrange for requisite number of hand trolleys and rickshaws for collecting garbage from the open areas of Shastri Bhawan i.e. within the boundaries wall of Shastri Bhawan.



- b) The contractor shall also arrange for requisite number of modern movable dustbins for collecting garbage from rooms/corridors/toilets to outside dump yard. No garbage should be thrown on the corridors and these should be collected in the dustbins and taken direct to the dump yard.
9. The contractor shall be wholly responsible for the conduct/integrity of each supervisor/sweepers/Plumber deputed by him.
10. The contractor shall also be responsible for any act of omission or commission on the part of his sweepers and supervisors and he will keep a regular watch on their character. Any damage done/caused to the existing structure/furniture/fittings by the workers of the contractor firm shall be got rectified by the contractor at his own risk and cost received from the contractor.
11. In case of pecuniary and/or material loss suffered by the Ministry on account of negligence attributable to the Contractor or his employees, the Department will have the right to forfeit the Security Deposit. In case the Security Deposit falls short or found to be insufficient to the loss thus incurred by the Ministry, the balance, as may be necessary, shall be recovered from the contractual charges due to the contractor firm. All disputes arising out of or in connection with the contract shall be settled by the sole arbitration of the competent authority in this behalf. **Contractor will be solely responsible for the integrities of his workmen and will ensure their integrity before engaging them in the Ministry. Before engaging these workers the contractor will ensure police verification of these workers.**
12. All the sweepings shall be collected and transported to dust bin/incinerator/dump yard by the contractor at his own risk and cost. While doing so it will be ensured that **these sweepings are shifted through staircases and not through lifts.**
13. The contractor himself shall be responsible for the safety and maintenance of his tools and plants materials. No damages/claim of the contractor on this account shall be entertained.
14. All the Tools and Plants, viz. Scrubbing machine, trolley, ladders etc. shall have to be arranged by the contractor himself. The Ministry shall not entertain any extra claim on account of these tools and plants and materials.
15. The contractor will supply sufficient sets of **uniforms, who shall invariably wear the same** while at work and also keep the uniform clean. If during working hours, any sweeper is found to be without uniform, he/she will be penalized and recovery as per condition will be made from the contractor's bill.
16. Under no circumstances shall the contractor appoint any sub-contractor or sub-lease the contract. If it is found that the contractor has violated these conditions, the contract will be terminated without any notice by the officer-in-charge.
17. The standard of sanitation will always be to the satisfaction of the authorized representative or the officer-in-charge whose decision in this regard shall be final and binding on the contractor.
18. The sweepers and supervisors shall be under the direct control of the officer-in-charge or his/her authorized representative for day-to-day maintenance operations.



19. Electricity will be supplied free of cost to the contractor but necessary arrangement for lead wires, cable (shock proof) etc. shall be arranged by the contractor and nothing extra shall be paid on this account.

20. **1% Water charges and 2% Income Tax and surcharge as usual shall be recovered from the gross amount of the contractual charges.**

21. Shastri Bhawan is a restricted area, where movement and routes are restricted. The Contractor shall have to apply for entry passes well in advance for carrying out the work. No claim shall be entertained for any loss on this account.

22. The contractor shall at his own cost, if required, take necessary insurance coverage in respect of his staff and other personnel for service to be rendered and shall also, during the currency of the contract, **comply with all the relevant labour laws as may be applicable or modified from time to time by the concerned authorities and in no case the Department would compensate for the losses and damages of material/men power.**

23. The firm shall comply with all the prevalent rules and regulations in force relating to EPF Act, ESI Act., Minimum Wages Act etc.

24. The floor area adjoining the walls, which may remain un-scrubbed even after using scrubbing machines, are to be cleaned by the contractor by using iron brushes, Carborandum stones and with suitable detergents. No extra payment or cost shall be paid on this account.

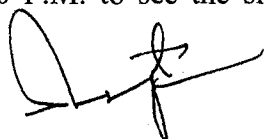
25. Necessary tools for items such as ladder etc. shall be arranged by the contractor himself. No extra payment shall be paid on this account.

26. The contractor has to make his own arrangements **for all the materials** that may be required for the cleaning & maintenance work, like buckets, mugs and intake water pipes. No extra payment or cost shall be paid on this account. Monthly material charges will be paid to the contractor as per the rates quoted by him in **Financial bid. No extra payment** or material will be supplied to the contractor under any circumstances.

27. The contractor shall supply to his workers all gadgets/articles required for safety purposes, such as gas masks, torch, safety belt, gas lantern etc. He may also maintain a First Aid Box to meet any emergency situation in respect of staff deputed by him.

28. The material for daily use like vim powder, liquid soap (homocoal), Napthalin balls, Hydrochloric Acid, Odonil balls/stick, freshners, toilet soap, phenyl, sanitary cubes, toilet paper, tissue paper, Finit, Sanitary cubes, pochha, hand duster, toilet brush, plastic seekh brooms, jala brush, cleenjo, teepol, platform brush, wiper, soft brooms, surf mugs in toilets, dustbins (big size – 60 ltr.) in bathrooms etc. shall be arranged by the contractor himself. Space will be provided by the Ministry for keeping the materials safe under lock and key. **The list of materials is given in Annexure-I.** The contractor will ensure that Dettol liquid soap, Odonil and good quality sanitary cubes are maintained in the toilets and bathrooms continuously.

29. The intending tenderers may visit Shastri Bhawan, R.K. Puram Offices, Jam Nagar House and Jeevan Deep Building on any working day before the last date of tender between 2.30 P.M. to 4.30 P.M. to see the site carefully before quoting the rates in the tender. On



reaching Shastri Bhawan, they may contact the Section Officer (S&S) (Room No. 123-C) Phone No. 011-23389343 for site visit of Shastri Bhawan and above offices.

31. The contractor shall ensure attendance of the prescribed number of workers/supervisors/plumber on each working day. The attendance of the workers will be verified by Caretaker of the Ministry.

32. The rates approved by the Ministry shall be valid throughout the period of contract and no extra payment shall be made towards escalation/hike during the currency of contract, except hike in minimum wages, EPF, ESI or any statutory rates hiked by the Government/Authorities.

33. Bidders should quote a reasonable price at which quality of service can be maintained during the entire period of contract. Quoting unreasonably low rates only to secure the contract will be considered unfair. In any case bidders quoting total monthly value of less than Rs.18,30,000/- (Rupees eighteen lakh thirty thousand only) excluding taxes will not be considered. The value has been arrived at based on minimum wages, MHRD's current expenditure on material, garbage lifting charges currently being paid and estimated value of pest control services.

34. Only superior quality hand gloves/rubber gloves shall be used by the workers for cleaning purposes.

35. The dusters/brushes or other tools used for cleaning of WC and urinals shall not be used for cleaning of washbasins, for which a separate duster or disposable tissue napkins shall be used. The cleaning of hard floor other than toilet areas such as VIP gate staircase etc. shall be maintained separately and the duster used for cleaning of these areas shall not be used for cleaning the toilet areas.

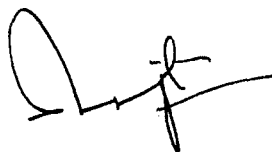
36. All the duster clothes shall be cleaned/washed with soap at least once in a day. These dusters can only be used for seven days for toilets and 15 days for other areas.

37. While working on machines operated on electricity, the workers operating the machine should be provided with proper gum boots and hand gloves so as to ensure his/her personal safety against any possible electric shock due to use of water or otherwise.

38. The contractor has to ensure that their workers are present at their assigned areas of duty and that they are not wandering around or sitting idle in groups during the working hours. Violation of this instruction will be viewed seriously.

39. The inspection of toilets as well as the sanitary fittings shall have to be undertaken by supervisor-in-charge every day and minor defects/repair in the sanitary fittings, if any noticed, shall have to be rectified/replaced by the contractor immediately. No extra payment shall be paid by this department on this account.

40. The contractor shall be responsible for all injury and accident to persons employed by him while on duty. It is desirable that all employees are covered under an Insurance cover.



41. All employees of the Agency/Contractor shall be issued Identity Cards bearing their photographs. Photographs for identity cards shall be provided by the Agency/Contractor at their own cost. The ID Cards will be issued by the Contractor.

42. The Agency/Contractor shall be responsible for the good conduct and behavior of its employees. If any, employees of the Agency/Contractor is found misbehaving with the supervisory staff or any other staff members of the Ministry, the Agency/Contractor shall terminate the services of such employees forthwith at their own risk and responsibility.

43. The Agency/Contractor shall issue necessary instructions to its employees to act upon the instructions given by the supervisory staff of the Ministry.

44. No right, much less a legal right, shall vest in the contractor workers to claim/have employment or otherwise seek absorption in the Ministry nor the contractor workers shall have any right whatsoever to claim the benefits and or emoluments that may be permissible or paid to the employees of the contractor.

45. The workers will remain the employees of the Agency/contractors and this should be the sole responsibility of the Agency to make it clear to their workers before deputing on work at the Ministry.

46. The contractor will take day to day instructions from the supervisory staff of the Ministry and shall maintain diary for the same. Any shortcoming or defect or damage in the bathroom/toilets should be reported to Caretaker immediately. It will be sole responsibility of the contractor for the safety and security of the bathroom fittings.

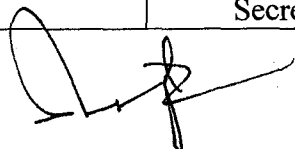
47. None of the employees of the Agency/Contractor shall enter into any kind of private work at the different campuses of the Ministry during working hrs. None of the workers engaged for this Ministry will be allowed to work for other Ministries in Shastri Bhawan and if spotted, a penalty of Rs.500/- on each occasion will be imposed by the Ministry. The contractor is required to inform whether it has contract with any other Ministry in Shastri Bhawan.

48. The employees of the contractor shall be of good character and of sound health and not below the age of 18 years and no worker will be allowed to stay in the Ministry campus. The Supervisor engaged should be at least with 10 + 2 qualification with sufficient experience in this field.

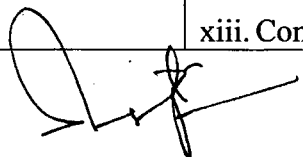
Payment:

49. The monthly payment shall be made to the Agency/Contractor on production of certificates of satisfactory completion of cleaning services from the Officer In charge, sanitation with the work sheet as detailed below:

Sl.	Area	Job	Frequency	Verified as on date
1.	Rooms	i. Cleaning and dusting of Rooms including 5 personal toilets attached with the offices of HRM, MOS and Secretaries in the Ministry	Daily	



2.	Boundary wall (Stone and Grills)	ii. Dry dusting	Weekly Monthly	
3.	Parking	ii. Sweeping	Daily before 9.00 A.M. Monthly	
4.	Outside Area / within the campus	ii. Cleaning and Sweeping of entire open area	Daily	
5.	Terrace	ii. Cleaning ii Spouts Cleaning	Weekly Monthly / or as required	
6.	Lift door cleaning from outside	ii. Wet and dry Wiping	Daily	
7.	Fittings	iii. Cleaning of Electrical lights & frames etc. iv. Vacuum Cleaning of all requisite areas	Fortnightly Quarterly	
8.	Doors	iii. Cleaning iv. Stain Removing	Daily As required	
9.	Staircases	iii. Cleaning iv. Scrubbing of steps and railings etc.	Daily Monthly	
10.	Door/Window Glasses/Grill	Cleaning finger marks/ spots & entrance doors	Daily	
11.	Toilets	viii. Re-filling of toiletries such as fresheners, hand liquid soap (Dettol) etc. odonil, naphthalene balls, urinal cubes toilet rolls etc. ix. Floor Wet & Dry cleaning x. Wall Cleaning iv. Cleaning WC/Wash Basin Urinals /CP Toilet fittings etc. xi. Mirror Cleaning for keeping dry & stain free xii. Other Fittings and Fixtures xiii. Complete Washing including	Daily before 9.00 a.m. & subsequently as per requirement Daily before 9.00 a.m. Daily before 9.00 a.m. Daily before 9.00 a.m. & afterwards as per requirement Daily Daily/Weekly	




		wall tiles etc. Cleaning of Commodes/WCs/Urinal pans and toilet floor	as required Daily/Weekly as required Every one hour on each working day	
12.	Dustbins only in Toilets and at open Area within Building	iii. Complete cleaning from inside and outside. iv. Emptying garbage bags.	Weekly Daily as and when required	
13.	Cleaning of ducts/shafts	ii) Sweeping & Mopping	Weekly	
14.	Fire Extinguishers & wall Hangings etc.	i) Dry Dusting	Daily	
15.	Switch Buttons	i) Dry Cleaning	Weekly	
16.	Wall Lining	ii) Dry Dusting upto 6 ft. Height	Daily/ As required	
17.	Cobwebs	iii) Check for cobwebs & removal	Daily as required	
18.	Door Mats	i) Dusting and cleaning	Daily	
19.	Removal of Garbage	i) At NDMC Garbage Dump Pit	Daily	
20.	Pest Control* in all rooms and bathrooms	iv. Foggig v. Mosquito repellent spray vi. Rodent control	Weekly Weekly Weekly	
21.	Artificial plants	i) Taking out resetting & cleaning by chemical iv) Normal washing	Quarterly Fortnightly	

50. The Agency/Contractor shall abide by all laws of the land including Labour Laws, Company Act, Tax deduction liabilities, Welfare measure of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herein, though any such onus shall be the exclusive responsibility of the contractor, and it shall not involve the Ministry in any way what-so-ever.

51. **It will be the sole responsibility of the contractor to ensure that the full payment is made to the workers as per the minimum wages or statutory wages/rate fixed by Government and the Ministry will not be responsible for any lapse of the contractor in such matters.**

52. The Ministry reserves the right to ask and require the contractor to remove any person deployed by him without assigning any reason/notice.

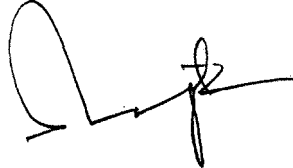


53. In case of any dereliction of duty, gross neglect, an unintended damage caused by the contractor or its staff or otherwise, any harm done to the Ministry, its properties, its designated officials or other employees, the contractor shall be liable to make good the loss or pay compensation, refund expenditure on legal/judicial proceedings as well as pay penalty which the Ministry may deem fit.
54. The contractor shall in no case pay his employees less than the minimum mandatory rates per day per month as announced by Government of Delhi from time to time.
55. Cleaning should be an ongoing regular process and all the toilets, corridors, lift lobbies, stair cases and open areas should be cleaned every hour and also as and when required. Contractor's supervisor will inspect each toilet in every hours and sign in display board/notice board regarding the condition of toilets after cleaning the toilets.
56. Mirrors of toilets/bathrooms should always remain clean and without any spot.
57. The employees of contractor shall be bound to perform the assigned jobs by Officer-In-Charge even though the same may not have been included in the Schedule of Services as in the case of a Ministry employees (cleaner) is absent on leave or on his retirement.
58. To ensure proper cleaning of all the specified areas scattered at all floor of Ministry of Human Resource Development and all over the outside area he may take the help of facilities in-charge or any such representative of each Department/Centre/Unit as the case may be.
59. **The contractor would sign and give an undertaking as per Performa every month for compliance of the provision of Contract Labour Act, Rule and other Laws as applicable.**
60. **The Ministry can increase or decrease the manpower requirement in case there is a further increase or decrease in area to be cleaned. The increase or decrease in manpower and material would be on a pro-rata basis at any time.**
61. The firm will deploy only female cleaners for all the ladies toilets in the Ministry.
62. The cleaners deployed should not squatter in the open verandahs/lawns during leisure hours. Ministry will provide space to the contractor to make temporary store/office by putting porta cabin at their own cost.
63. **The contractor will provide antitermite, antimosquito and rodent control services to the Ministry. All the rooms and bathrooms should be sprayed and treated at least once in week.**
64. All wash basins should be provided with liquid soap of good quality only. Any dilution will invite penalty.
65. Ministry of Human Resource Development, Shastri Bhawan is a 'No Smoking Zone'. The Contractor should ensure that his employees do not smoke while working in the area. They will also not indulge in drinking alcohol or any other intoxicants. They will not consume drugs and eat pan/khaini/tobacco etc. They will not play cards or indulge in 'gambling' on the area.



66. The contract will be initially valid for one year. However, in the event of service rendered being found unsatisfactory or in the event of any other unforeseen circumstances the contract is liable to be terminated at any time without assigning any reason thereof, after giving one-week's prior notice. The decision of the Ministry in this regard shall be final and binding on the contractor. The contract can also be extended further at the same rates, terms & conditions if the services are found to be satisfactory.

67. The Ministry reserves the right to accept or reject any or all quotations without assigning any reason. The decision of the competent authority in the Ministry shall be final and binding on the contractor firm.

A handwritten signature in black ink, consisting of a large, stylized initial 'R' followed by a horizontal line and a vertical stroke with a small loop at the top.

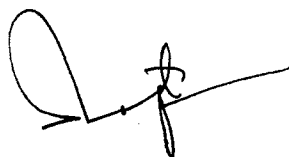
Signature of Tenderer with Seal

**MATERIALS TO BE SUPPLIED FOR SHASTRI BHAWAN, JEEVAN DEEP
BUILDING AND R.K. PURAM OFFICES OF M/HRD**

List of cleaning materials of standard make (reputed brands only) with minimum tentative quantity to be used per month.

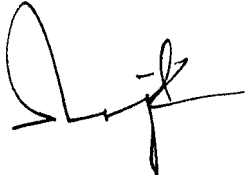
Sl.No.	Name of the Items	Minimum quantity required (per month)
1.	Phenyle (Black)	30 ltrs
2.	Cleanzo (White)	150ltrs
3.	Finit/Baygon Spray/	25 ltrs
4.	(Homocol) Liquid Soap *	200 ltrs
5.	Acid (good quality only)	20 ltrs
6.	Harpic	60 pcs
7.	Collin Spray	60 pcs
8.	Brasso	12 pcs
9.	Room Freshner * (Great value brand only)	60 pcs
10.	Soft Broom	80 pcs
11.	Narial Broom	60 pcs
12.	Floor Duster	96 pcs
13.	White Duster	96 pcs
14.	Yellow Duster	48 pcs
15.	Vim Powder	50 pkts
16.	Nirma Super	40 pkts
17.	Tee Pole	20 ltrs
18.	Odonil * (Small Sized)	100 pcs
19.	Wiper	30 pcs
20.	Brush Platform	8 pcs
21.	Feather Brush	8 pcs
22.	Cobweb Remover Long Brush	8 pcs
23.	PVC Mugs (for bathrooms)	80 pcs
24.	Toilet Brush	50 pcs
25.	Lizol	40 ltrs
26.	Plastic Juna Big Size	50 pcs
27.	Suma Cleaner D7	10 ltrs
28.	Sanitary Cube * (Red) (good quality only)	50 pkts
29.	Naphthalene Balls (White) (good quality only)	15 kgs
30.	Bleaching Powder	5 kgs
31.	Garbage Bags	40 kgs
32.	Wiper Long Handle	15 pcs
33.	Dustbin 60 Ltr. (for Gents Toilets) (good quality only)*	5 nos
34.	Dustbin Peddled (for Ladies Toilets) (good quality only)*	5 nos.
35.	Buckets (good quality only)	20 nos.
36.	Bamboo Broom	40 nos.

* The items mentioned at Sl. No.4, 9, 18, 28, 33 & 34 are to be maintained in toilets/bathrooms continuously and failure to do so will invite penalty. The contractor will be responsible for theft/removal of any of the above items from bathrooms/toilets and in that case the contractor will immediately supply/replace the said items.



Important notes

- The quantity indicated at Sl. No.33, 34 and 35 is the minimum requirement. The contractor has to provide sufficient number of Dustbins and Bucket as per requirement.
- The above mentioned minimum quantity is just indicative. The actual consumption may be higher than the above mentioned quantity which will be liability of the successful bidder. Therefore before quoting the price for material in price bid, bidder may assess the actual volume of work to be done.
- The bidders will also ensure that the rate for the material quoted by them in price bid is in line with the minimum quantity of the material quoted above. It will be evaluated by the tender committee and if the price of material quoted in the price bid is not commensurate to the minimum quantity quoted above the bid will be rejected even after opening of the price bid. Decision of the competent authority in this regard will be final.
- Total material will be stored in first week of every month in the premises of this Ministry. The quantity will be checked by caretaker. A stock Register will also be maintained by the supervisor of the contractor in this regard which will be periodically checked by the caretaker of the Ministry.



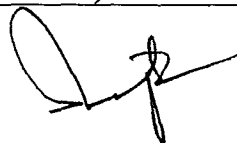
Signature of the Tenderer with seal

L.PROFORMA FOR TECHNICAL BID

Format – I

Questionnaire to be filled up by the agency applying for tender for cleaning and housekeeping services contract

Sl.No.	Description	Indicate also page number where attached
1.	Name, address & telephone number of the agency/firm	
2.	Name, Designation, Address and telephone No. of authorized person	
3.	Please specify as to whether Tenderer is sole Proprietor/Partnership Firm/Private or Limited Company.	
4.	Name, Address and Telephone No. of Directors/Partners Fax No. E-mail Address.	
5.	Is the firm registered with labour Deptt. of State/Central Government (please attach documents)	
6.	Copy of PAN card issued by Income Tax Department and Copy of previous 3 Financial Year's Income Tax Return (2016-17, 2017-18, 2018-19)	
7.	EPF No	
8.	ESI No.	
9.	GST No.	
10.	Latest Return of EPF (period ending 31.3.2019) (Please attach)	



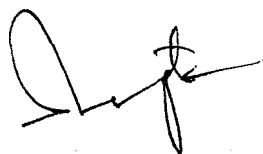
11.	Latest Return of ESI (period ending 31.3.2019) (Please attach)	
12.	Latest return of GST (period ending 31.3.2019)	
13.	Three completion certificates of Government Ministries/ Departments/PSUs/ autonomous bodies/ statutory bodies of Rs.1.5 Crore during each of the year 2016-17, 2017-18 and 2018-19, in cleaning/sweeping/ housekeeping (Please attach)	
14.	Proof of an average annual turnover of at least Rs.3.00 Crore during last 3 years i.e. 2016-17, 2017-18, 2018-19. duly certified by a Chartered Accountant with the Registration No. of Chartered Accountant clearly indicated therein. (Please attach)	
15.	Details of Bid Security/Earnest Money deposit: a) Amount: b) Demand Draft/Pay Order/ Banker Cheque No.: c) Date of issue: d) Name of issuing Bank:	
16.	Any other information	

Declaration by the bidder:

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

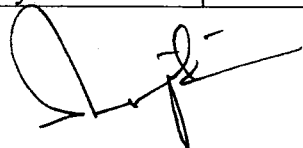
Signature of the Tenderer with Seal

Note: Please indicate the page numbers where documents attached. The entire tender document should be serially page numbered including enclosures.



M. PROFORMA FOR FINANCIAL BID[@]

S. No	Description	Sweeper/ Farashnos (p)	Supervisor nos (q)	Plumber nos (r)
	Please indicate the number of sweeper/farash and supervisor and plumber that the bidder will engage (note: "p" cannot be less than 96, "q" cannot be less than 4 and "r" cannot be less than 1, see section D of bid document for details)	p	q	r
(a)	Wages* (per month) to be paid by the contractor to its personnels for sweeper -Rs a_x /month for supervisor - Rs a_y /month for plumber - Rs a_z /month *The wages paid cannot be less than the minimum wage (see* below for current minimum wage)	Amount for payment of wages to sweeper/farash $(W_x)= p \times a_x$	Amount for payment of wages to supervisor $(W_y)= q \times a_y$	Amount for payment of wages to plumber $(W_z)= r \times a_z$
(b)	Statutory Charges (in percent) ESI (b_1) EPF(b_2)	$b_1 =$ $b_2 =$		
		$B_x =$ $\{(b_1 + b_2)/100\} \times W_x$	$B_y =$ $\{(b_1 + b_2)/100\} \times W_y$	$B_z =$ $\{(b_1 + b_2)/100\} \times W_z$
(c)	Total (per month)(a+b)	$C_1 = W_x + B_x$	$C_2 = W_y + B_y$	$C_3 = W_z + B_z$
(d)	Contractor's overheads/ month	D_1	D_2	D_3
(e)	Total (per month) (c+d)	$E_1 = C_1 + D_1$	$E_2 = C_2 + D_2$	$E_3 = C_3 + D_3$
(f)	Total charges for providing manpower as per (e)	$F = E_1 + E_2 + E_3$		
(g)	\$Material Charges per month as per Annexure - I	G		
(h)	#Monthly charges for lifting and removing the malba and garbage daily from dump yard	H		



(i)	Monthly charges for pest control treatment in MHRD at Shastri Bhawan, Jeevan Deep Building, Jam Nagar house and R.K. Puram office	I
(j)	Total Monthly charges for entire services i.e. (F+G+H+I) =	$J = F+G+H+I$
(k)	Total yearly charges (excluding taxes) = (12xJ)	$K = 12xJ$
(l)	Applicable Taxes if any (in percent) tax rate = t	$L = (t/100)x (12xJ)$
(m)	Total yearly charge (including tax)	$M = K+L$

@1. Rates of labourers/workers/ supervisor quoted by the bidders in price bid should not be lower than the minimum wages fixed by the Govt. of NCT of Delhi. Such bids will be considered unresponsive and will be summarily rejected.

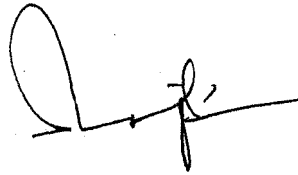
@ 2. "p" cannot be less than 96, "q" cannot be less than 4 and "r" cannot be less than 1, see section 4 of bid document for details). Such bids will be considered unresponsive and will be summarily rejected.

* **Min wages are $a_x = \text{Rs.14000/month}$, $a_y = \text{Rs.16962/month}$, $a_z = \text{Rs.15400/month}$**

Variation in minimum wage and statutory charges will be allowed during currency of contract in accordance with the minimum wages decided by Govt. of NCT of Delhi.

\$ Minimum acceptable value= Rs.60,000/- per month. Offer lower than this will be considered unresponsive.

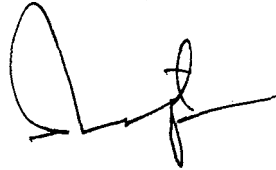
Minimum garbage lifting charges = Rs.90,000/- per month. Offer lower than this will be considered unresponsive.



Signature of Contractor with Seal

Notes

1. It is mandatory on bidder to quote all items rates in BOQ as asked for in the Tender form. Failure to adhere to the condition will lead to rejection of Tender. The bidder should quote unconditional rates neatly written without any overwriting, cutting, using white fluid etc. and duly signed and stamped on all pages.
2. Contractor shall acquaint himself fully with site conditions and the working environment of Shastri Bhawan, Ministry of HRD and also R.K. Puram/ Jeevan Deep Building and Jam Nagar House Offices of M/HRD before quoting his rates. He is advised to do a complete survey at his own of all the buildings before offering rates. No compensation on account of any site difficulties will be entertained at a later date after award of works.
3. Tender once submitted will remain with Ministry and will not be returned to the bidders.
4. Entire NIT should be duly signed and stamped by the bidder.
5. It is once again reiterated that the rates of labourers/workers quoted by the bidders in price bid should not be lower than the minimum wages fixed by Govt. of NCT of Delhi. It will be full responsibility of the contractor to ensure that the wages paid to the workers/labourers is not less than those fixed by Govt. of NCT of Delhi. Such bids will be considered unresponsive.

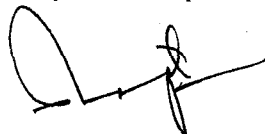


Signature of Contractor with Seal

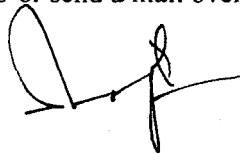
N. Instructions of Online Bid submission

Instructions to the Bidders to submit the bids online through the Central Public Procurement Portal for e Procurement at <http://eprocure.gov.in/eprocure/app>

- 1) Possession of valid Digital Signature Certificate (DSC) and enrollment/registration of the contractors/bidders on the e-Procurement/e-tender portal is a prerequisite for e-tendering.
- 2) Bidder should do the enrollment in the e-Procurement site using the "Online Bidder Enrollment" option available on the home page. Portal enrollment is generally free of charge. During enrollment/registration, the bidders should provide the correct/true information including valid email id. All the correspondence shall be made directly with the contractor/bidders through email id provided.
- 3) Bidder need to login to the site through their user ID/ password chosen during enrollment/registration.
- 4) Then the Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by SIFY/TCS/nCode/eMudra or any Certifying Authority recognized by CCA India on eToken/Smart Card, should be registered.
- 5) The DSC that is registered only should be used by the bidder and should ensure safety of the same.
- 6) Contractor/Bidder may go through the tenders published on the site and download the required tender documents/schedules for the tenders he/she is interested.
- 7) After downloading / getting the tender document/schedules, the Bidder should go through them carefully and then submit the documents as asked, otherwise bid will be rejected.
- 8) If there are any clarifications, this may be obtained online through the tender site, or through the contact details. Bidder should take into account the corrigendum published before submitting the bids online.
- 9) Bidder then logs in to the site through the secured log in by giving the user id/ password chosen during enrolment/registration and then by giving the password of e-Token/Smartcard to access DSC.
- 10) Bidder selects the tender which he/she is interested in by using the search option & then moves it to the 'any tenders' folder.
- 11) From my tender folder, he selects the tender to view all the details indicated.
- 12) It is construed that the bidder has read all the terms and conditions before submitting their offer. Bidder should go through the tender schedules carefully and upload the documents as asked; otherwise, the bid will be rejected.
- 13) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender documents/schedule and generally, they can be in PDF/xls/rar/jpg/dwf formats. If there is more than one document, they can be clubbed together and can be provided in the requested format. Bidders Bid documents may be scanned with 100 dpi with black and white option. It is advisable that each document to be uploaded through online for the tenders should be less than 2 MB. If any document is more than 2MB, it can be reduced through rar and the same can be uploaded, if permitted. However, if the file size is less than 1 MB the transaction uploading time will be very fast.
- 14) If there are any clarifications, this may be obtained through the site, or during the pre-bid meeting if any. Bidder should take into account the corrigendum published from time to time before submitting the online bids.
- 15) The Bidders can update well in advance, the documents such as certificates, annual report details etc., under My Space option and these can be selected as per tender requirements and then send along with bid documents during bid submission. This will facilitate the bid submission process faster by reducing upload time of bids.
- 16) Bidder should submit the Tender Fee/EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission due date & time for the tender or as indicated in the tender. Scanned copy of the instrument should be uploaded as part of the offer.



- 17) While submitting the bids online, the bidder reads the terms & conditions and accepts the same to proceed further to submit the bid packets.
- 18) The bidder has to select the payment option as offline to pay the Tender Fee/EMD as applicable and enter details of the instruments.
- 19) The details of the DD/ any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise submitted bid will not be acceptable or liable for rejection.
- 20) The bidder has to digitally sign and upload the required bid documents one by one as indicated. Bidders to note that the very act of using DSC for downloading the bids and uploading their offers shall be deemed to be a confirmation that they have read all sections and pages of the bid document including General conditions of contract without any exception and have understood the entire document and are clear about the requirements of the tender requirements.
- 21) The bidder has to upload the relevant files required as indicated in the cover content. In case of any irrelevant files, the bid will be rejected.
- 22) If the price bid format is provided in a spread sheet file like BoQ_xxxx.xls, the rates offered should be entered in the allotted space only and uploaded after filling the relevant columns. The Priced-bid/BOQ template must not be modified/replaced by the bidder; else the bid submitted is liable to be rejected for this tender.
- 23) The bidders are requested to submit the bids through online e-tendering system to the Tender Inviting Authority (TIA) well before the bid submission end date & time (as per Server System Clock). The TIA will not be held responsible for any sort of delay or the difficulties faced during the submission of bid online by the bidders at the eleventh hour.
- 24) After the bid submission (i.e. after Clicking "Freeze Bid Submission" in the portal), the acknowledgement number, given by the system should be printed by the bidder and kept as a record of evidence for online submission of bid for the particular tender and will also act as an entry pass to participate in the bid opening date.
- 25) The time settings fixed in the server side & displayed at the top of the tender site, will be valid for all actions of requesting, bid submission, bid opening etc., in the e-tender system. The bidders should follow this time during bid submission.
- 26) All the data being entered by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission & not be viewable by any one until the time of bid opening.
- 27) Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers' public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 28) The confidentiality of the bids is maintained since the secured Socket Layer 128 bit encryption technology is used. Data storage encryption of sensitive fields is done.
- 29) The bidder should logout of the tendering system using the normal logout option available at the top right hand corner and not by selecting the (X) exist option in the browser.
- 30) For any queries regarding e-tendering process, the bidders are requested to contact as provided in the tender document. Parallely for any further queries, the bidders are asked to contact over phone: 1-800-233-7315 or send a mail over to cphp-nic@nic.in.



O. TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date

To

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work:-

Dear Sir,

1. I/We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' for the web site(s) namely:

_____ as per your advertisement, given in the above mentioned website(s).

2. I/We hereby certify that I/we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc.,) which form part of the contract agreement and I/we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organization too have all been taken into consideration, while submitting this acceptance letter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) totally / entirely.

5. I/We hereby declare that my/our firm has not been blacklisted/terminated/debarred by any Govt. Ministry/Department/ PSUs / Autonomous bodies/ Statutory bodies etc.

6. In case any provisions of this tender are found violated, then your department/organization shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full amount of earnest money deposited by me/us.



Yours faithfully,

(Signature of the Bidder, with Official Seal)