

TENDER DOCUMENT

For

NOTICE INVITING TENDERS (NIT) FOR HOUSE KEEPING & PEST CONTROL WORK

Important

Last Date of Submission of Tender	31/10/2018 - 5:00 PM
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Note:

Bidders should read, sign and understand terms & conditions carefully before submitting the tender



TIFAC

TECHNOLOGY INFORMATION, FORECASTING &ASSESSMENT COUNCIL (TIFAC)
(An Autonomous body under Department of Science and Technology, Govt. of India)
Vishwakarma Bhawan, A-Wing, Shaheed Jeet Singh Marg, New Delhi-110016

Signed with seal

Technology information Forecasting & Assessment Council (TIFAC)
(An Autonomous Organization under Department of Science & Technology, GOI)
Vishwakarma Bhavan 'A' Wing, New Delhi – 110016

NOTICE INVITING TENDERS (NIT) FOR HOUSEKEEPING & PEST CONTROL WORK

TERMS AND CONDITIONS

- 1.0 Technology Information Forecasting & Assessment Council (TIFAC), **An Autonomous Organization under Department of Science & Technology, GOI**, invites '**Sealed Bids**' in **2 bid system** for housekeeping & pest control work from reputed agencies/firms fulfilling the criteria as laid down in Techno-commercial bid format as given at **Annexure-I & II**. The detail of job specifications and scope of work are given in **Annexure-III**. The contract period will initially be for a period of one year extendable on the basis of satisfactory performance and mutual consent on the same terms and conditions on yearly basis.
- 2.0 The interested bidders can download the full tender document from the website of TIFAC: www.tifac.org.in
- 3.0 This tender shall be processed in two bids system – namely (i) Technical/Prequalification bid and (ii) Commercial/Financial bid. The interested tenderers shall submit both the bids simultaneously with the same date of receipt i.e. acceptable **up to 1700 hrs on October 31, 2018** addressed to **the In-charge (F&A), TIFAC, Vishwakarma Bhawan, A-Wing, 1st Floor, Shaheed Jeet Singh Marg, New Delhi-110016**. The technical bid will be opened first. The commercial/financial bid of the technically qualified bidders will be opened on the date to be fixed later on and made known to the qualified tendering agencies/firms. Those firms that does not meet the requisite criterion/ non-fulfilling the preconditions and prescribed requirements, their financial bid shall not be opened. Bids received after the prescribed submission date will not be considered.
- 4.0 Earnest Money (EMD) of Rs.50, 000/- (Rupees Fifty thousand only) should accompany the **Techno-Commercial Bid document**. The EMD shall be paid in the form of Demand Draft/ Pay Order of any nationalized bank/scheduled commercial bank in favor of TIFAC, payable at New Delhi. Such EMD shall not carry any interest. Any bid not accompanied by requisite EMD shall be deemed to be invalid and will be out rightly rejected by TIFAC.
- 5.0 The EMD shall be forfeited if the bidder withdraws his bid during the period of bid validity.
- 6.0 Both bids should be submitted in separate envelopes duly sealed. Envelope No.1 (Superscribed as "Technical bid for HOUSEKEEPING AND PEST CONTROL WORK") shall contain only Technical Bid (**Annexure-I**) of Tender Document along with EMD, i.e. dully filled along with supporting documents of Terms & Conditions of the tender.

The envelope no 2 should contain the format of providing Schedule of Rates to be filled by the tenderer /bidder as per enclosed **Annexure-II** i.e. commercial/financial bid. This envelope shall be Superscribed as "Commercial/financial bid – for HOUSEKEEPING AND PEST CONTROL WORK".

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7.0 The Bidder should inspect the site/TIFAC office before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof.

Tender must be submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the bidder in the tender document wherever required.

8.0 **Rates And Prices**

8.1 Bidders should quote the rates in the format given at **Annexure-II**. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over-writings are permissible.

8.2 All statutory duties and taxes etc. may be clearly specified. **Price quoted shall be firm and inclusive of all taxes whatsoever.** Any variation in rates, prices or terms during validity of the offer will be liable to forfeiture of the EMD.

8.3 No additional freight or any other charges, etc., would be payable.

9.0 **Penalty**

9.1 If the contractor/successful bidders fail to provide the specified manpower, the contractor shall be liable to pay penalty equivalent to one day's salary of the particular employee and the same shall be deducted from the bill.

9.2 The contractor shall ensure that conservancy personnel shall not be in intoxicated condition while on duty. Contractor shall ensure that his personnel shall not smoke or consume gutka, pan etc. in office premise otherwise the personnel shall be treated as absent and penalty shall be levied as per clause 9.1.

9.3 In case of breach of any part or whole of the clause mentioned above by the contractors or his employees, TIFAC will have the right to cancel either in part or in full the contract and shall have the right to entrust in part or full the work to any other contractor and the contractor shall be liable to pay the extra cost involved in the execution of the cancelled part of the contract.

10.0 **Terms of payment**

10.1. Payment will be released on monthly basis within a fortnight after receipt of bill and certification by TIFAC administration that the services provided during the month are satisfactory. TDS as per rules shall be deducted from the bills of the contractor as per applicable laws.

10.2 The contractor shall be solely liable for all payment/ dues of the worker employed and deployed by him with reliable evidence provided to TIFAC. TIFAC shall pay the amount as per the rate contract to the agency and the agency shall pay to the cleaning personnel as per the Minimum

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Wages Act .TIFAC shall not be responsible for the release of benefits such as provident funds (PF), ESI, pension benefits and any other allowances, all these to be taken care of by the contractor in accordance with the existing govt. rules/regulations.

- 10.3 No increase in the agreed rates shall be entertained during the period of contract except the minimum wages if increased by the NCT/Govt. of India during the contract period.
- 10.4 The contractor shall submit following documents with bill:
- i. Attendance sheet cleaning personnel duly signed by TIFAC representative.
 - ii. Salary statement of cleaning personnel
 - iii. Proof of EPF treasury challans, ESI/ Insurance, Gratuity, Bonus etc.
 - iv. Monthly statement of wages.
 - v. Proof of service tax deposited for previous months.

11.0 **Termination/ Cancellation of Contract**

- 11.1 TIFAC reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by TIFAC from the Security Deposit or pending bill or by raising a separate claim.

The contractor may terminate the contract by giving three months prior notice to TIFAC and its acceptance by TIFAC. During this the contractor is liable to provide un-interrupted services to TIFAC in accordance with the terms and conditions of this tender.

- 11.2 If work not carried out properly or if the exceptions become general practice, action will be initiated as per clause 11.1 above.
- 12.0 **Performance Guarantee:** The EMD of contractor/successful bidder will be converted into Security Deposit/Performance Guarantee.

The EMD of unsuccessful bidders shall be returned after award of work to the successful bidder and signing of contract thereof.

13.0 **Conciliation / Arbitration**

- 13.1 If any dispute(s) or difference(s) of any kind whatsoever arise between the parties, the parties hereto shall negotiate with a view to its amicable resolution and settlement through mutual consultation. If the parties fail to resolve the disputes by such mutual consultation within 21 days, then depending upon the position of the case, either of the party shall give notice to the other party of its intention to commence arbitration as per the Indian Arbitration and Conciliation Act, 1996.
- 13.2 The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time.

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- 13.3 The venue of the arbitration shall be Delhi/New Delhi, India. The fee & other charges of Arbitrator shall be determined by the arbitrator in terms of the Act and shall be shared equally between the parties.
- 13.4 Sole Arbitrator shall be appointed by TIFAC, New Delhi, within 30 days of notice regarding appointment of arbitrator.
- 13.5 Notwithstanding any dispute between the parties, the agency shall not be entitled to withhold or defer his obligation under the contract and the same shall be carried out strictly in accordance with the terms & conditions of the contract.
- 14.0 **Liquidated damages:** In case the firm does not comply to the terms and conditions mentioned in the contract, action shall be taken against the firm to recover from the contractor as agreed liquidated damages including administrative expenses and not by way of penalty, a sum equivalent to 0.5% per week of the total contract value and the total damages so claimed shall not exceed 10% of the total contract amount.
- 15.0 **Force Majeure**
- 15.1 In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.
- 15.2 The term “Force Majeure” as employed herein shall mean acts of God, War, Civil Riots, Fire affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely TIFAC and the Contractor.
- 15.3 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, TIFAC shall have the option of canceling this contract in whole or part at his discretion without any liability on his part.
- 15.4 Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.
- 16.0 **Cancellation of bidding process**
- 16.1 TIFAC reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder(s) on the ground of TIFAC’s action.

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- 16.2 TIFAC reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.
- 16.3 No alternative offer shall be considered.
- 17.0 **Misconduct/Sexual Harassment:** TIFAC has strong stance against any form of Sexual Harassment/misconduct to any of its employees at Workplace in accordance with Prevention, Prohibition and Redressal Act, 2013 (SHW Act). The cleaning personnel should be aware of the Act and comply with its provisions. Sexual harassment/ misconduct will attract appropriate disciplinary action on the concerned person/cleaning staff to the extent of cancellation of contract & forfeiture of earnest money.
- 18.0 This tender is non-transferable.
- 19.0 **Validity:** This tender shall be kept valid for acceptance by TIFAC for a period of 90 days after opening of the bids.
- 20.0 **Other Conditions**
- 20.1 The tenderer shall have at least **five years** of experience in executing contract for providing manpower similar services to Govt. organizations/ PSUs/ State Govt. / Quasi Govt. The Contractor shall submit documentary proof of the same along with the tender.
- 20.2 The Contractor's agency should have a valid certification for providing Pest Control Services from recognized authorities.
- 20.3 The Contractor's agency should have minimum turn over of Rs. 50 lakhs for last three years.
- 20.4 The contractor shall submit copies of **Income Tax Returns for the last three financial years.**
- 20.5 The Contractor's personnel shall clean building in presence of TIFAC representatives unless otherwise instructed by TIFAC.
- 20.6 Contractor shall ensure that its personnel shall not take any material, equipment, papers, plants, trees, wood etc. out of TIFAC premises. In the events of such cases suitable action as per law shall be taken.
- 20.7 Contractor shall ensure IN/ OUT records of all personnel in TIFAC office. In no circumstances any one shall be allowed to stay (night) in the premises.
- 20.8 The Contractor shall indemnify and hold TIFAC and/ or any officer, employee thereof harmless from any loss, damage, liability or expense, on account of damage and injuries, including death, to any persons employed by him. The vendor shall, at its expense, defend any suits or proceedings brought against TIFAC, on account thereof, and shall satisfy all judgments and pay all expenses which may be incurred by or rendered against them, or any of them, in connection

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therewith. It is expressly understood that the Contractor shall keep fully indemnified against third party claims and damages to or caused by work performed under this contract.

- 20.9 The contractor shall not allow or permit employees to participate in any trade union activities or agitation.
- 20.10 Frequent changes of contract employees shall not be preferred but if any changes if done prior intimation is required in written, shall be done to the satisfaction of TIFAC, New Delhi.
- 20.11 TIFAC shall not be responsible for any injuries or loss of life of any employee of the contractor that may take place while on duty or otherwise. Any expenditure towards treatment for such injuries shall be sole responsibility of contractor. TIFAC New Delhi shall not have any liability whatsoever in this aspect. For all the purposes, the contractor will be the Principal Employer and all liability towards the workers shall rest with the contractor.
- 20.12 The contractor shall ensure that conservancy personnel are selected after due verification of antecedents from police authority of the concerned locality. Verification of character and antecedents of the employee shall be completed within a month of appointment. TIFAC shall reserve the right to suggest changes, if any, as and when considered necessary.
- 20.13 TIFAC reserves the right to reject any person proposed to be employed by the contractor without assigning any reason.
- 20.14 Any theft or damage caused by the Contractor's employee shall be borne by the contractor and shall be made good at the earliest but not later than 20 days.
- 20.15 Personal bag & baggage of the contact personnel shall be liable for physical check up both at the time of entry into the campus and while leaving at the security gate.
- 20.16 There shall be a single point of contact on behalf of contractor for coordination with TIFAC as and when required.
- 20.17 The contractor should ensure that all existing labor laws/rules as laid down by the Govt. should be strictly complied with.
- 20.18 The bidders are requested to read and understand fully the guidelines for working before submitting the bids.

In-charge (F&A)

Signed with seal

**Technology Information, Forecasting & Assessment Council (TIFAC)
Vishwakarma Bhawan, Shaheed Jeet Singh Marg,
New Delhi-110016**

TECHNICAL BID/PRE-QUALIFICATION BID

Sl. No.	Parameters	Remark	Page No. at which supporting documents are/is attached with this bid
1.	Name of the firm / Company /Agency		
2.	Complete Address & Telephone Number		
3.	Details of EMD of Rs. 50,000/- enclosed in the form of Bank Draft / Pay Order, Payable in favour of TIFAC		
4.	Annual Turnover of Rs. 50 Lakh or more of the agency for last three years (with proof).		
5.	Copy of documents of 05 years' experience in providing House Keeping and Pest control services in the Govt. Sector/PSUs/Private Sector/Corporate Sector		
6.	List of references		
7.	Copy of GST		
8.	Copy of Registration No. / License No. of the firm.		
9.	Employee provident fund (EPF) registration		
10.	Employee state insurance (ESI) registration		
11.	Latest copy of approved minimum wages act		
12.	Pest Control certification		

****Bidder is required to furnish supporting documents for each of the above parameters***

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 these.

(Signature with Name, Date , Address & Seal)

Signed with seal

Technology Information, Forecasting & Assessment Council (TIFAC)
Vishwakarma Bhawan, Shaheed Jeet Singh Marg,
New Delhi-110016

Commercial/Financial Bid

Contract for HOUSEKEEPING AND PEST CONTROL WORK at TIFAC

Name of Company :
Office Address :

Tel. No.

Mobile No.

Sl. No.	Description	Rate (INR)/ per month(Please mention all inclusive rates)
1.	Skilled Workers (Supervisor of Housekeeping Work) (01 Person)(Minimum wages should be as fixed by the Department of Labour NCT, Delhi)	
2.	Semi-skilled worker (for Housekeeping) (06 Persons) (Minimum wages should be as fixed by the Department of Labour NCT, Delhi)	
3.	List of Housekeeping Consumables/chemicals/ Toiletries/Equipments to be used and its charges (as per appendix enclosed)	
4.	Pest Control Work	
Total per Month		

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 agree & abide by them unconditionally.

(Signature with Name, Date, Address & Seal)

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Indicated List of Sanitary items

Sl. No.	Items
1	Duster (Yellow)
2	Duster (White)
3	Mope (Duster Floor)
4	Broom (Phool)
5	Broom (Narial)
6	Vim Bar
7	Surf Excel
8	Garbage Bag (20x20')
9	Phenyle
10	Plastic Juna (Big)
11	Harpic
12	Scrub Pad
13	Colin Spray
14	Brush Hockey (Double Bristol)
15	Room Freshener
16.	HIT
17	Naphthalene Balls
18	Sanitary Cube
19	Toilet Rolls
20	Scrub Pad
21	Air Fresh Cake
22	Brush - Jala
23	Beygon Spray
24	Pump - Beygon Spray
25	Bucket 16 ltr
26	Dustbin
27	Water Mug
28	Toilet Napkin Paper (Tissue paper)
29	Glass Cleaner (Brush)
30	Spray - Pump
31	Toilet Brush
32	Supli
33	Wiper 3x2
34	Wipper 3x1.5
35	Dust Control
36	Garbage Bag 30x40"
37	Liquid Soap
38	Dettol Soap

- Pest control Consumable (herbal nature) Strong chemicals with severe smell to be avoided

SCOPE OF WORK

1. The Contracting Agency /successful bidder shall render the following services six days a week from 8.00 AM to 5.30 PM from Monday to Saturday.

HOUSE KEEPING WORK:

The purpose of housekeeping is that the whole office and its premises must look neat and clean at every time and the contractor has to undertake all such job/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

Sweeping, cleaning and moping all the area of TIFAC premises including rooms, toilets, corridors, terrace (in all six floors).

In the event of finding the office premises dirty or some heaps of garbage are noticed lying here and there, penalty upto 20% of the total amount of monthly bill will be imposed for the concerned month. Non-performers would be removed and replaced by competent man power within two working days by the contractor.

2. **DAILY OPERATIONS:**

- a. Brooming, wiping and washing of corridor and staircases.
- b. Sweeping and moping of toilets, bathrooms, urinals.
- c. Spraying of ROOM FRESHNER/DEODORANT/mosquito repellants in rooms and toilets.
- d. Dusting and cleaning of office furniture & equipments which includes tables, chairs, side tables, racks and doors, paper trays, computers and other installations.
- e. Sweeping of floors, mopping of floors, sweeping of open areas, Stain removing of entire floors.
- f. Dusting of doors, cleaning of wash basin and mirror. Acid/Harpic cleaning and scrubbing of toilets/WC, Urinal stands, floor area of the toilets and cleaning, wet mopping toilets.
- g. Sweeping of open space and removal of garbage there from.
- h. Complete cleaning with soft brooms.
- i. Removal of discarded materials to the designated places. Removal of sweeping and discarded/unwanted, un useful materials (as decided & directed by TIFAC officials).
- j. Sweeping and washing of open area.
- k. Emptying of dustbins of all rooms/sections, changing of polythene bags on it.
- l. Restocking / Replenishment of toiletries like liquid hand wash (soap), Paper Napkin, urinal cubes, naphthalene balls / air purifier's dispenser in all toilets after routine check-ups in the morning.
- m. Removal of any kind of dirt or stains from anywhere in the premises including corners, foot of the ventilations, ceilings, walls, windows etc.

3. WEEKLY OPERATIONS:

- a. Polishing of floors, cleaning/dusting walls & window panes, roofs, ceiling etc.
- b. Washing and wiping/mopping of floors. Through cleaning of toilets with suitable cleaning agents.
- c. Wiping & cleaning of fixtures, fittings.
- d. Brooming and washing in open areas.
- e. Cleaning of Venetian blinds.
- f. Cleaning and dusting of furniture, fixtures of fittings, carpet cleaning with vacuum.

4. CONTINGENCY SERVICES

- a. The agency/ successful bidder shall also provide cleaning services in the entire floors as and when the contingency arises, on any day of the week.
- b. The Agency shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
- c. No extra payment shall be charged from TIFAC for this contingency work.

5. MATERIALS:

It should be the whole sole responsibility of the Agency/ Successful bidder to arrange for all consumable materials such as but not limited to duster, mops, brushes, brooms, pans, detergents, washing powder, sponges, buckets, garbage sacks, polish, phenyl (Black & White), acid, toilets disinfectants, liquid soaps, napkins of good quality in proper dispenser, soaps cakes, colin/brisk/silicone spray & washing of towels and any other related materials as and when required of **branded quality**.

6. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Delhi Municipal Corporation.

7. PEST control services on fortnightly basis.

Under this contract the following services are to be provided:

Rodent Management Services: These services will be carried out for controlling rat problem inside the premises and safeguarding the important files, papers, boxes, carpets, electrical and telephone wiring, wooden ceiling, paneling, cardboards, raw materials etc. from rodents damage. This service will be provided in the entire office area inside the building area including office cabins, rooms', toilets, corridors, false ceilings etc. The treatment will be carried out by mechanical trapping.

Disinfestations Services: This service will carryout for controlling all types of crawling insects such as cockroaches, silverfish, bedbugs, red ants, black ants spiders, lizards etc. The services will be provided in the entire office area by gel application or by spray.

Vector Control Service: This service will carryout for controlling mosquitoes, flies and other flying insects.

Pesticides/Insecticides which are to be used should be recommended by WHO and Central Insecticide Board.

8. Guidelines for Working

- a. For execution of all the above jobs, the contractor shall deploy not less than one House-Keeping supervisor and Six cleaning staff on full time basis at TIFAC from Mondays to Saturdays, regularly throughout the year and also as and when the occasion so demands. The House Keeping Supervisor shall be in charge of the cleaning staff and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of TIFAC, he shall work under the directives and guidance of and be answerable to TIFAC for efficient working. This will however, not diminish, in any way, the contractor's responsibility under the contract to the TIFAC.
- b. Working Hours: The contractor will deploy well experienced/trained personnel in the respective fields of work to be performed under the contract from 8.00 AM to 5.30 PM from Mondays to Saturdays. They may also be called on Sundays and other holidays as and when required without any extra payment. They may also be asked to remain in office beyond 5.30 PM also on occasional demands.
- c. The Contractor shall not deploy or shall discontinue deploying any person at the TIFAC premises, if so desired by TIFAC, at any time without assigning any reasons whatsoever.
- d. The personnel deployed shall be healthy, active and should not have any communicable or other diseases.
- e. The personnel deployed shall be smartly dressed in proper uniform and always possess identity Card. The agency shall provide fully trained and disciplined personnel. Summer and winter uniforms of the cleaning staff are to be provided by the Agency.
- f. In case of any loss that might be caused to the TIFAC due to lapse on the part of the personnel deployed by the manpower agency discharging their responsibility, such loss shall be compensated by the contracting agency and in this connection, TIFAC shall have the right to deduct appropriate amount from the bill etc. to make good such loss to TIFAC besides imposition of penalty. In case of any deficiencies /lapses on the part of the personnel deployed by the contract, the TIFAC shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- g. In case of a death or mishap occurred during discharging the duty, the compensation liability will solely rest with the Contractor.

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- h. The contractor's authorized representative (Owner/Director/Partner/ Manager) shall personally contact Head of the TIFAC at least once a month to get a feedback on the services rendered by the contractor viz-a-viz corrective action required to make the services more efficient.

- i. In the event of contract personnel being on leave / absent, the contractor shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities, the contractor shall make provision of 'leave reserve'.

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