

TENDER DOCUMENT

FOR

HOUSEKEEPING AND CLEANING

SERVICES ON CONTRACT BASIS AT

SPA, BHOPAL



School of Planning and Architecture

Neelbad Road, Bhauri, Bhopal - 462 030 (MP)

Phone: 0755-2526829 Website: spabhopal.ac.in

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**TENDER DOCUMENT FOR HOUSEKEEPING AND CLEANING SERVICES
ON CONTRACT BASIS AT SPA, BHOPAL**

No. SPAB/RGO/Advt/2019-20/18

Dated:18.01.2020

NOTICE INVITING TENDERS

1. SPA Bhopal, An Institution of National Importance, Ministry of HRD, Govt of India invites "Sealed Bids " for Housekeeping Services from the prospective, experienced, registered and professionally Competent Contractors/firms having a valid license under Contract Labour (Regulation and Abolition) Act, 1970 for providing **'Housekeeping and Cleaning Services at SPA, Bhopal.**

The job specifications and scope of work are given in Annexure-1.

2. **The contract period will be initially for a period of one year, extendable on satisfactory performance and mutual consent on same terms and conditions on yearly basis by another two years.**
3. The bids are to be sent in two parts – one sealed envelope super scribed as **'Technical Bid'** giving details in the format as per **Annexure-2**, and second envelope superscribed as **'Financial Bid'** in the format at **Annexure-3 (I) Without Materials and Annexure-3 (II) With Materials.** A separate envelope should contain EMD and Tender fee superscribed **"EMD & TENDER FEE"**. The two sealed envelopes and envelope containing EMD & Tender fee as above will be placed in another sealed envelope super scribed as **"Housekeeping and Cleaning Services at SPA Bhopal"**. The bids shall be signed by a person duly authorized on behalf of the bidder firm and shall be sent to:- **The Section Officer, (Stores and Purchase Section), School of Planning and Architecture, Neelbad Road, Bhauri, Bhopal - 462 030 (MP) by Speed Post (India Post)/by-hand.**
4. All bidder may participate in the Pre-Bid Meeting before quoting the rate.
5. Party must visit the SPA site to assess the value of work before submission of bid otherwise financial bid will not be opened (Visit done or not done write clearly).

Schedule:

<ul style="list-style-type: none"> Name of work : 	<p>Housekeeping and Cleaning Services on Contract Basis at SPA, Bhopal</p>
<ul style="list-style-type: none"> Download Tender Document 	<p>The tender document can be downloaded from the Institute's website spabhopal.ac.in upto 07.02.2020 till 03:00 pm.</p>
<ul style="list-style-type: none"> Tender Fee : 	<p>RTGS/NEFT of INR ₹ 1,000/- Account Name: SPA-BHOPAL Internal Receipts Account No.: 2073201002565 (IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal</p>
<ul style="list-style-type: none"> EMD: [The amount (non-interest bearing shall be refunded after deducting the dues, on completion/ termination of the contract for successful bidder] (EMD will be refunded to unsuccessful bidders) <i>[EMD not applicable for Micro and Small Enterprises (MSEs) as defined in MSE, Procurement Policy issued by Department of Micro, Small and Medium Enterprises (MSME) or are registered with the Central Purchase Organisation or the concerned Ministry or Department. (Please attached the relevant proof of documents)</i> 	<p>RTGS/NEFT of INR ₹ 1,50,000/- Account Name: SPA BHOPAL Internal Receipts Account No.: 2073201002565 (IFSC Code: CNRB0004725 Bank Name: Canara Bank Branch Name: Bhauri Bhopal</p>
<ul style="list-style-type: none"> Deposit of Tender fee & EMD 	<p>Tender Processing Fee, and Earnest Money Deposit (EMD) must be submitted along with Technical Bid.</p>
<ul style="list-style-type: none"> Pre-Bid Meeting 	<p>27.01.2020; 03:00 pm at QIP in Conference Hall, SPA Bhopal (All bidder must have participated in the Pre-Bid Meeting before quoting the rate. Without attending the Pre-bid Meeting by the Firms/Agency tender/offer of the same will not be opened/considered.)</p>
<ul style="list-style-type: none"> Last date & time for Receipt of Bid 	<p>07.02.2020 up to 03:00 pm. The Tenders received after the due date/time will not be considered under any circumstances, they stand summarily rejected, and they will be discarded.</p>
<ul style="list-style-type: none"> Date and time of Opening of Technical Bid 	<p>07.02.2020 at QIP Conference Hall Time: 04:00 pm (Interested Firm/Representative may participate)</p>
<ul style="list-style-type: none"> Date and time of Opening of Financial Bid 	<p>Financial bid will be opened only those who qualified Technical bid and will informed.</p>

<ul style="list-style-type: none">• To whom the tender documents can be submitted	Section Officer (<i>Stores & Purchase Section</i>), SPA, Bhopal, Neelbad Road, Bhauri, Bhopal – 462 030 (M.P.) by speed post/ by-hand OR should be put in a Tender Box kept in at Maintenance Cell, Main Gate, SPA Campus, Bhauri, Bhopal
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Note:- The Institute reserves the right to award the contract for Housekeeping services either to a single party or to multiple parties and also to cancel whole tender process without assigning any reason.

General Terms and Conditions:

The tenderer should read the 'General Terms and Conditions' annexed hereto and give their acceptance. The Bidder should inspect the site 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.

1. Filling tender forms: The tender should be clearly filled or typed and signed in ink legibly giving full address of the tenderer. Bidders should quote the rates in the format given in **Annexure-3(I)** (without material) and **Annexure-3(II)** (with material). The tenderer should quote in figures as well as in words the amount tendered by him. All statutory duties and taxes (including GST) and other may be clearly specified. Price quoted shall be firm and including all taxes whatsoever may be. 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. In case there is any difference in the amount between figures and words, the amount indicated in words will be treated as the valid offer. The entire tender documents should be signed & sealed by the tenderer.
2. Alterations, etc.: The tenderer should ensure that the amounts are written in such a way that interpolation is not possible. No blank space should be kept.
3. Invalidation of bid: Failure to fulfill any of the conditions laid down, renders the tender invalid.
4. The contractor has to quote **Service Charge (in % age)** that take care of TDS, supervision, all the statutory charges relating to this contract etc.; and reasonable margin thereafter. The SPA has responsibilities as principal Employer and would like to ensure that unduly lower rates of service charge will not lead to complaints from workers regarding delay in payment, improper reduction in wages, seeking monetary return by the contractor from the workers etc. thereby affecting the performance of the workers. With a view to prevent such instances, the **Service Charge percentage should not be less than 3%, which SPA consider as reasonable.** Contractor has to submit details of expenditure alongwith supporting documentary evidence like estimates in support of expenditure alongwith the price bid regarding percentage of service charges. So a reasonable margin in their bids to cover additional expenses such as uniform cost, ID cards, office expenses, Bonus etc.
5. In case L-1 is more than one, then the past performance of the Tenderer will be the criteria for selection and it would be at the discretion of the service contract committee and the decision of Director, SPA, Bhopal shall be final in all respect and will be acceptable to all the tenderers.

6. SPA reserves right to take a view on the reasonability of the rate of Service charge. The decision of the SPA in this regard shall be final and binding. No representation will be entertained and replied to.
7. If the SPA considers that the service charge of the tenderer who has quoted the least rate is not feasible, such tender shall be treated as non-responsive and the quotation with the next higher rate shall be evaluated.
8. EMD shall be forfeited:
 - a) If the bidder withdraws his bid during the period of bid validity
 - b) In case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit as stated in the general terms and condition of the tender
9. The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.
10. The bids should be valid in the case of all the tenders for at least 90 days from the date of opening of the tender.

Essential Prequalification Criteria:
(Documentary proof to be submitted)

- A. Income Tax Return of the company/firm/proprietor for the past three years should be enclosed.
- B. Registration under GST, EPF, ESIC, Labour Commissioner and Professional Tax.
- C. The contractor must have license under Contract Labour (Regulation & Abolition) Act, 1970 for current project and or previous projects.
- D. Should have Regional Offices/Branch Office in at least 2 (two) states of the nation but one representative/office of the agency should be in Bhopal. In case non existence of office/representative in Bhopal, agency need to submit a undertaking for opening of their office/appoint a representative at Bhopal, if work is awarded in SPA Bhopal.
- E. Tenderer should have experience of five years between 2013 to 2019 out of which two should have served with Govt. organization.
- F. Tenderer should have a minimum number of 100 personnel on its payrolls on the date of application. A certificate from an authorized officer to this effect should be provided by the tenderer alongwith the tender document.
- G. Should have minimum 02 running contracts of providing housekeeping services of average annual value of ₹ 1.00 crore.
- H. Average annual turn-over of the company should be ₹ 3 Crore for preceding 3 Financial years viz. 2016-17, 2017-18 & 2018-19. Audited Balance sheet/profit and loss account to be attached.
- I. All the cleaning items and consumables shall be provided by the contractor as per the requirement and the cost of the same shall be reimbursed by the institute on submission of bills/vouchers etc. **(This Point is applicable for with Material Tender)**
- J. Proposals of partnership firms will not be considered.
- K. PAN details of the bidder have to be indicated alongwith a certified copy.
- M. An affidavit, **in original**, duly certified by a Notary that the bidder has never been black- listed and the name of the firm or company has not been changed.
- N. An affidavit, **in original**, duly certified by a Notary that there is no police case/vigilance enquiry pending against the bidder, and that he has never been punished by any Judicial Court, Quasi-Judicial Authorities, Tribunals etc.

SCOPE OF WORK AND JOB SPECIFICATION

A. SCOPE OF WORK:

1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis or as required by Officer-In-charge. Cleaning activity shall start in the morning at 07.00 AM so as to complete all the dusting/ cleaning/moping work before 8.45 AM.
2. Continuous moping to be done at common areas and other floors during office hours (9.00 AM to 5.30 PM).
3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, computers and all office equipments, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
5. Lifting, carrying and disposing the dead birds, animals, rats, insects etc. if found in and around the office building.
6. Clearing of any choking in the drainages, manholes etc.
7. Removal of beehives and cobwebs/honey webs from the office/residential building and its premises.
8. Cleaning and sweeping of open area including balconies and roof tops with brooms include stairs, parking, roofs etc.
9. Cleaning and sweeping in and around of roads alongwith footpaths etc.
10. Removal of garbage collected after the maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants.
11. The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.

B. AREA COVERAGE FOR HOUSEKEEPING SERVICES:

1. Academic Block I and II (Student Amenities Centre), Girls Hostel-I & II, Boys Hostel I & II, Senate Block, Common Areas of all residential quarters, Substations, Gate Complex, Roads, Estate cum Maintenance Cell, Common Area around Bank, Control Room and OHT area, Canteen/shopping Area, Infirmary, Creche, Institute Club, Academic Lab/Centres and Guest House, Children Park, Culverts along road, etc.
2. The total area of the campus to be covered for services is approximately 302190 sqm.
Note: Indenting parties are advised to visit the campus and verify the scope of work before submitting the quote.

C. JOBS TO BE CARRIED OUT DAILY :

1. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by

the agency regularly to ensure continuous availability of these materials in requisite place/container.

2. Removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
3. Cleaning of corridors staircases and common areas with phenol in the morning and with plain water continuously. Cleaning & moping of pantries and electrical rooms once in a day during office hours.
4. Cleaning of office working areas, removing dust from floors, windows, doors, furniture, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
5. Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
6. Cleaning of carpets by soft brush and removal of any type of stains of ink etc. from the building premises and staircases.
7. Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
8. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.

D. JOBS TO BE CARRIED OUT TWICE IN A WEEK :

1. Cleaning of windows and window sills of all toilets.
2. To clean glass panes on doors, windows & partitions with soap/cleaning agent.
3. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
4. Cleaning of campus roads and footpath etc & Cleaning of Gate Complex.
5. Cleaning of Terrace of all building together with balcony.

E. JOBS TO BE CARRIED OUT THRICE IN A DAY :

Cleaning of all toilets (Hostels, offices etc.) at least thrice daily (at 8.30 AM, 12.00 Noon & 3.30 PM) with phenyl and detergent etc. and maintain the toilets floors dry.

F. JOBS TO BE CARRIED OUT WEEKLY :

1. Acid cleaning of sanitaryware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.

2. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/cleaning agent of approved quality.
3. Cleaning of brass letters by Brasso (polish).
4. Cleaning of electric substation.
5. Polishing of brass items with approved brass cleaning material.
6. Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
7. Dusting of false ceiling etc. with soft broom and cloth.
8. Cleaning of sofa sets with soap water/ vacuum cleaners.
9. Sweeping and mopping of Common area including staircases of all residential quarters.
10. Lift lobby and all toilets floors and other areas, as may be directed by Officer In- charge, shall be cleaned with floor scrubbing machine.
11. All floors of Hostel buildings in common area including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.
12. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

G. JOBS TO BE CARRIED OUT AS AND WHEN REQUIRED:

1. Cleaning of chokage in sewer and pumping lines within premises as and when required/on periodically basis.
2. Cleaning gulley trap and manholes within and surrounding of premises as and when required/ on periodically basis.

H. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening/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 points as defined in the SPA campus.

I. SUPPLY OF MATERIAL AND CONSUMABLES:

All housekeeping materials/consumables and other related material shall be provided by the service provider on weekly/fortnightly basis. Consumables shall be issued every morning in presence of an official authorized by SPA Bhopal.

Bidder must ensure quality of the material/consumables that will be used for housekeeping services. Material should be of brands/make as per the list enclosed in the tender document. **(This Point is applicable for with Material Tender)**

J. PROVIDING WORKFORCE:

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge. Tentative requirement of workforce to be deployed is given hereunder:-

**House Keepers – 30 (can be increased or decreased as per requirement)
(Details mentioned in the Financial Bid document.)**

1. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the SPA Bhopal Officer-in-Charge at regular intervals and finally at the end of each month.
2. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by SPA Bhopal.
The bidder shall ensure that all the workforce deployed wear uniform while on duty.

K. PENALTY:

S.No.	Reasons for Penalty	Amount ₹
1.	Not reporting at all the duty	₹ 1000/-
2.	For late reporting per occasion	₹ 1000/- per hr. or part thereof
3.	Unclean or non road worthiness vehicle deployed	₹ 2000/- per incident
4.	Misbehavior of worker with SPA Staff or misconduct	₹ 2000/- per day or part thereof
5.	Any lapse notice during operation of contract other than listed in clause of penalties	₹ 2000/- per incident.

L. PERFORMANCE GUARANTEE:

The successful bidder shall furnish a performance guarantee for an amount equal to ten (10%) percent of the annual awarded value, within 10 calendar days from the date of acceptance of the bid for due and proper fulfillment of contract which will be free of interest, This security deposit is to be furnished in the form of Demand Draft or Bank Guarantee as per the format furnished by the Institute from any of the Nationalized Banks or SBI or from any one of the scheduled banks. The security deposit will be forfeited in case of the breach of contract. After successful completion of the contract, the security deposit will be refunded within 60 days after adjusting dues if any to the SPA, Bhopal from the Contractor. The validity of the performance Guarantee must be more than 18 months from the date of award.

M. TERMS OF PAYMENT :

The payment to the agency will be made on reimbursement basis each month within 15 days of submission of bill. All the payments to the contractor by the SPAB shall be made through NEFT/RTGS/DD only with applicable TDS in accordance with the Govt. of India guidelines from time to time The payment to the deployed personnel should be paid on or before 7th working day of next month. Any default would be viewed seriously resulting in cancellation of contract. After making wage payment, remittance of statutory payments to concerned authorities for the month, the Contractor shall raise bill to SPA, Bhopal for reimbursement. The bill should be submitted along with the attendance statement, ECS statement of wages remitted in respect of house keeping personnel in the bank for the month and statutory payments i.e. EPF/ESIC/GST etc. remittance challans, Form-7 etc. Separate chellan and ECR for personnel deployed to SPA, Bhopal shall be submitted along with the bills and it should not be combined with other members/workers of the same Service provider. The bill will not be taken up for payment, if the enclosures are not submitted

N. TERMINATION OF CONTRACT:

In case the agency withdraws or the department terminates the contract for violation of terms and conditions and /or deficiency in services during the period of contract, SPA Bhopal reserves the right for termination of the contract at any time by giving One month written notice, 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 SPA Bhopal from Security Deposit or pending bill or by raising a separate claim.

O. CONCILIATION/ ARBITRATION:

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 by SPA Bhopal. In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences are detailed above shall be referred to and settled by the empanelled Sole Arbitrator of SPA Bhopal to be appointed by the Director, SPA Bhopal. Notwithstanding the existence or any dispute or differences and/or reference for the arbitration, the Contractor shall proceed with and continue without hindrance the performance of the work under the contract with due diligence and expedition in a professional manner and the payment due to the Contractor shall not be withheld on account of such difference of arbitration proceedings unless such payment is a subject matter of the arbitration. 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. The venue of the arbitration shall be Bhopal, 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.

The arbitrator will give the speaking and the reasoned Award. The parties will not be entitled to any pendente-lite interest during arbitration proceedings. In case of any dispute the agency shall be solely responsible for wages, fringe benefits, conduct, duty roster, leave-records, relievers etc., The agency shall also provide its workers photo-identity cards which shall be checked by the SPA officials as and when necessary.

P. FORCE MAJEURE:

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.

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 SPA Bhopal and the Contractor.

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, SPA Bhopal shall have the option of canceling this contract in whole or part at his discretion without any liability at his part.

Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

Q. APPLICABLE LAW AND JURISDICTION:

1. All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at Bhopal.
2. SPA Bhopal 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 SPA Bhopal's action.
3. SPA Bhopal 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.
4. After award of work order, the Contractor is required to enter into a contract agreement with SPA Bhopal within the period specified in the Award Letter.

L. RATES AND PRICES :

Bidders should quote the rates in the format given in **Annexure-3.1** (Without Material) and **Annexure-3.2** (With Material) 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.

All statutory duties and taxes (including GST) and other may be clearly specified. Price quoted shall be firm and including all taxes whatsoever may be. Any variation in rates, prices or terms during validity of the offer shall require forfeiture of the EMD.

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

GENERAL TERMS & CONDITIONS:

1. While submitting the bill, the service provider must submit certificate, certifying that wages of house keeping personnel were credited in to their bank account on ----- for the month of -----, EPF contribution amounting to ₹..... were deposited on..... for the month of (copy of ECR chellan to be enclosed) and ESIC contribution amounting to ₹..... were deposited on for the month of(Copy of Form-7 and chellan to be enclosed). Further also submit that the agency is complying with all statutory labour laws including minimum wages act from time to time.
2. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Gratuity, ESIC, etc. relating to personnel deployed in the Institute. The institute shall have no liability in this regard. The Agency shall comply with all representations, grievances of the employees deployed by them at the institute.
3. The Agency shall be fully responsible monthly payment of wages not below the minimum wages prescribed and revised from time to time by the Govt. of India (Central Govt.) (Ministry of Labour & Employment etc.,) and any other dues to the personnel deployed by them in the institute". **All payments to staff are to be disbursed through individual bank accounts of the employees and copy of payment disbursement made through bank must be submitted with the bill.**
4. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at "institute". The institute" shall have no liability in this regard.
5. Any violation of instruction, terms and conditions of the agreement will attract cancellation of contract without any reference or any notice period
6. The workmen employed by the contractor shall be directly supervised and controlled by the Contractor and shall have no relation whatsoever with SPA, Bhopal. SPA shall have no power to control or supervise such workmen or to take any action against them except as permissible under law. Such workmen shall also not have any claim against SPA, Bhopal for service or regularization of services by virtue of being employed at SPA. Undertaking from the persons to this effect shall be required to be submitted by the Service provider to SPA, Bhopal. There is no Master & servant relationship between the employees of the service provider and SPA, Bhopal.
7. There would be no increase in rates payable to the Agency other than those
 - a. specifically stated during the contract period except reimbursement of the statutory
 - b. wages revised by the Govt. of India.
8. TDS shall be deducted as per the provisions of income Tax Deptt. as amended from time to time and a certificate to this effect shall be provided to the Agency by SPA, Bhopal.
9. No payment shall be made in advance.

10. The contractor shall not employ any person below the age of 18 years old. manpower so engaged shall be trained for providing the services.
11. The person deployed by the Agency should not have any Police records/criminal cases against them. The character and antecedents of each personnel will be got verified by the Service provider before their deployment through local police and such report should be submitted to SPA, Bhopal before deployment.
12. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Service provider shall withdraw such employees who are not found suitable by the SPA for any reasons immediately on receipt of such a request.
13. Care must be taken to ensure while carrying out the work so that no fittings, fixtures, furnishings are damaged. Any damages done to the same or any other property will have to be repaired/replaced by the contractors, failing which the same will be got done at his risk and cost and same will be recovered from the running bill or Performance Security. The decision of the Designated Officer shall be final and binding on the contractor.
14. The contractor shall obtain adequate insurance policy/policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
15. The contractor shall issue identity cards to all its employees who will be instructed by the Contractor to display the same.
16. The Agency personnel should be smart and properly turned out with uniform/caps, badge etc., and carry an identity card duly attested by the Officer of Agency. A photocopy of these cards along with computer data shall be given to the Institute for record, verification etc. the Agency shall provide proper uniform to every personnel deployed by them in the Institute Campus at their own costs and expenses. Any other payments likewise Uniform, Shoe, Leave Salary, Bonus, etc., should be met by the contractor only, SPA Bhopal has no liability towards the above.
17. For each year, contractor shall provide its workers two sets of uniform(with emblem). Materials for safety and safe handling of chemicals etc. must be provided by the contractor. Entire expenditure for these should be borne by the Contractor from his service charges.
18. The housekeeping contractor shall ensure that the staff engaged by him shall not smoke beedis, cigarettes or take alcoholic drinks and nor they are allowed to chew pan, tobacco items etc.
19. The contractor shall ensure that either he himself or his representative is available for proper Administration and supervision at the works.
20. The House keeping Service provider shall be responsible to keep all records required by law i.e. Contract labour (Regulation & Abolition) Act, the Employees Provident Fund Act, Minimum wages Act, Payment of Bonus Act, ESIC Act or any such act applicable to carry out the work assigned by SPA, Bhopal. In the event, there is any violation of any contractual or statutory obligation, the Service provider shall be responsible and liable for the same. Further, in the event any claim, action or suit is instituted against SPA, Bhopal the service provider shall be required to reimburse to SPA and payment was made under such orders or judgements of any Competent Authority which it may be liable to pay as principal Employer as and when such liability is determined. SPA shall also have the right to deduct these amounts from the payment due to the service provider while settling the payments.

21. If at any stage, it is found that the documents, certificates, bills and documents bill and documents pertaining to mandatory proof of payment of minimum wage, statutory payments and other payments submitted by the Bidder/Tenderer are forged or have been manipulated, the work order issued to the bidder/Tenderer shall be cancelled and the security deposit of the Bidder/Tenderer lying with the SPA, Bhopal shall be forfeited without any claim whatsoever and the Bidder/Tenderer is liable for action as deemed fit by the SPA, Bhopal.
22. The Contractor shall exercise adequate supervision to reasonably ensure proper performance of House keeping services in accordance schedule of requirements.
23. Bids submitted by Service provider who do not have an office and work force in Bhopal will not be considered.
24. The contractor shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof.
25. Any tenderer participating in this tender should make sure that he/she will be able to carry out the work in the contract. The tenderers who are confident of executing the contract in time by employing the required resources, manpower and materials should only participate in this tender offer.
26. Canvassing in connection with tender/quotation is strictly prohibited.
27. The Director, SPA, Bhopal reserves the right to award contract for the above services either to one party or more than one party. He also reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders without giving any notice or assigning any reason and not bound to accept the lowest. In case L-1 is more than one, then the past performance and turnover of the Tenderer will be criteria (as given in the eligibility criteria) for selection and it would be at the discretion of the Service Contract Committee, as constituted by Director, SPA, Bhopal. The recommendations of the Committee and decision of SPA, Bhopal shall be final in all respect and will be acceptable to all the tenderers.

Technical Bid

S.No.	Particulars	Details
1	Name of the Firm/Agency:	
2	Address of the Firm (in Bhopal) : Phone: E-mail:	
3	Address of the Firm (Outside MP)-1: Phone: E-mail:	
4	Address of the Firm (Outside MP)-2: Phone: E-mail:	
5	Tender Fee Details (₹ 1000/-):	
6	EMD Details (₹ 1,50,000/-): (In case of MSME please attach certificate)	
7	Type of the Firm: Private Ltd/Public Ltd./Cooperative/PSU (Please write)	
8	GST No.: (Please enclose attested photocopy)	Photocopy attached Yes/No
9	PAN No.: (Please enclose attested photocopy)	Photocopy attached Yes/No
10	EPF Registration No.: (Please enclose attested photocopy)	Photocopy attached Yes/No
11	ESI Registration No.: (Please enclose attested photocopy)	Photocopy attached Yes/No
12	Income Tax Return of the company/firm/proprietor for the last three years should be enclosed. 2016-17, 2017-18 & 2018-19	Photocopy attached Yes/No

13	Average Annual Turn-over of the company should be ₹ 3 Crore for preceding 3 Financial years viz. 2016-17, 2017-18 & 2018-19. Audited Balance sheet/profit and loss account to be attached.		Photocopy attached Yes/No					
14	Should have minimum 02 running contract/s of providing Housekeeping Services of average annual value of ₹ 1.00 crore.		Photocopy attached Yes/No					
15	License under Contract Labour (Regulation & Abolition) Act, 1970 for current project and or previous projects:		Photocopy attached Yes/No					
16	Experience : (Tenderer should have experience of five years between 2013 to 2019 out of which two should have served with Govt. organization) Attach copy of the Work Order and completion Certificate		Supporting documents attached Yes/No					
	S.No.	Name of the Institute/Govt Organisation	Type of the Organisation	From	To	Total duration (Years /Months)	Work Order No./Dt	Completion Certificate
	1							
	2							
	3							
	4							
5								
17	Tenderer should have a minimum number of 100 personnel on its payrolls on the date of application. A certificate from an authorized officer to this effect should be provided by the tenderer alongwith the tender document.		Documents attached Yes/No					
18	An affidavit, in original , duly certified by a Notary that the bidder has never been black- listed and the name of the firm or company has not been changed (Please attach)		Documents attached Yes/No					

19	An affidavit, in original , duly certified by a Notary that there is no police case pending against the bidder. (Please attach), if any	Documents attached Yes/No
20	Undertaking by the Housekeeping Service provider as per <u>Annexure-5</u> (Please attach)	Documents attached Yes/No
21	Undertaking from the bidder as per <u>Annexure-6</u> (Please attach)	Documents attached Yes/No
22	Party must visit the SPA site to assess the value of work before submission of bid otherwise financial bid will not be opened (Visit done or not done write clearly)	Visit done Yes/No, if yes please write date of visit.
23	List of Equipment: (To be declared as under possession by bidder in company/firm letterhead and to be maintained at SPAB throughout the contract period on daily basis and the age of the equipment shall not be less than 02 years)	Please attached document Yes/No

S.No.	Name of Machinery	Qty.
1.	Automatic Scrubber Dryer (Electrical) Make: Godrej/Eureka Forbes or Equivalent	02
2.	Single Disc (Scrubbing) Machine Make: Godrej/Eureka Forbes or Equivalent	04
3.	Wet Vacuum Cleaner Make: Godrej/Eureka Forbes or Equivalent	02
4.	Dry Vacuum Cleaner Make: Godrej/Eureka Forbes or Equivalent	02
5.	Manual Walk behind Sweeper Make: Godrej/Eureka Forbes or Equivalent	04
6.	High Pressure Jet Make: Godrej/Eureka Forbes or Equivalent	02
7.	Hand Trolley (Appropriate make)	10
8.	Choking rod	02

** please attach separate sheet, if required.*

Signatures of authorized signatory: _____
Name : _____
Designation : _____
Seal : _____

[WITHOUT MATERIAL]

**HOUSEKEEPING AND CLEANING SERVICES ON
CONTRACT BASIS – FINANCIAL BID**

(to be put in separate sealed envelope)

(FOR WITHOUT MATERIAL)

S. No.	Item Description	Qty.	Male/ Female	Rate in ₹	Total Amount (without taxes)	Total Amount (with taxes)	Total Amount in words
1.	Rate as per Labour Ministry Minimum Wages, Gol (Basic+VDA)per day w.e.f. 29.09.2019 for area B, Including Monthly Wages for 26 days, EPF @13%, ESIC @ 3.25%						
1.1	Unskilled	18	Male				
1.2	Unskilled	10	Female				
1.3	Semi Skilled	02	Male				
	Total ₹	30					
2.	Service charges/ Administrative charges/ for providing manpower and for providing, using, maintaining equipment and machinery as per Tender Document in percentage per person per month (machinery shall be operated by the already deployed manpower, with no extra manpower) Any other charges (to be quoted by the agency in form of percentage)						
3.	Charges of Housekeeping machinery						
Grand Total ₹							

Note: Rate of Basic Wage shall not be less than the latest rate notified by the Central Government Minimum Wages. Minimum wages as per latest notification issued by office of Labour Commissioner (L), Government of India. VDA shall be applicable as per Govt. of India (Ministry of Labour) rate (s) from time to time.

Important Notes:

1. If tenderer quotes less than 3% service charges, the bid shall be treated as unresponsive.
2. The Lowest financial bidder will be decided on the basis of Total Service Charge in percentage (%).
3. Service charges should include all costs such as uniforms cost, ID card, Office expenses and police verification charges of all, manpower, training charges etc.

4. These are only estimated requirements mentioned herein for giving an idea of the extent of resources and quantum of work involved and do not necessarily indicate the actual requirements. Actual requirements may increase or decrease periodically which will be communicated in writing.
5. Break-up of the rate may also be provided along with the copy of the Govt. of India order on Minimum Wages to facilitate revision of rate whenever Minimum wages are revised by the Govt.
6. Please quote service charge in %age (percentage) of S. No. 1 & 2 of above.

Signatures of authorized signatory:_____

Name :_____

Designation :_____

Seal :

[WITH MATERIAL]

**HOUSEKEEPING AND CLEANING SERVICES ON
CONTRACT BASIS – FINANCIAL BID**

(to be put in separate sealed envelope)

(FOR WITH MATERIAL)

S. No.	Item Description	Qty.	Male/ Female	Rate in ₹	Total Amount (without taxes)	Total Amount (with taxes)	Total Amount in words
1.	Rate as per Labour Ministry Minimum Wages, Gol (Basic+VDA)per day w.e.f. 29.09.2019 for area B, Including Monthly Wages for 26 days, EPF @13%, ESIC @ 3.25%						
1.1	Unskilled	18	Male				
1.2	Unskilled	10	Female				
1.3	Semi Skilled	02	Male				
	Total ₹	30					
2.	Service charges/ Administrative charges/ for providing manpower and for providing, using, maintaining equipment and machinery as per Tender Document in percentage per person per month (machinery shall be operated by the already deployed manpower, with no extra manpower) Any other charges (to be quoted by the agency in form of percentage)						
3.	Charges of Housekeeping machinery						
4.	Price of the Housekeeping Materials (As per Annexure-4)						
Grand Total ₹							

Note: Rate of Basic Wage shall not be less than the latest rate notified by the Central Government Minimum Wages. Minimum wages as per latest notification issued by office of Labour Commissioner (L), Government of India. VDA shall be applicable as per Govt. of India (Ministry of Labour) rate (s) from time to time.

Important Notes:

1. If tenderer quotes less than 3% service charges, the bid shall be treated as unresponsive.
2. The Lowest financial bidder will be decided on the basis of Total Service Charge in percentage (%).
3. Service charges should include all costs such as uniforms cost, ID card, Office expenses and police verification charges of all, manpower, training charges etc.

4. These are only estimated requirements mentioned herein for giving an idea of the extent of resources and quantum of work involved and do not necessarily indicate the actual requirements. Actual requirements may increase or decrease periodically which will be communicated in writing.
5. Break-up of the rate may also be provided along with the copy of the Govt. of India order on Minimum Wages to facilitate revision of rate whenever Minimum wages are revised by the Govt.
6. Please quote service charge in %age (percentage) of S. No. 1 & 2 of above.

Signatures of authorized signatory:_____

Name :_____

Designation :_____

Seal : _____

List of Housekeeping Material

S.No.	Particulars
1.	Dettol Hand Wash
2.	Harpic Toilet Cleaner (Blue) (Original)
3.	Acid
4.	Colin
5.	R2
6.	R9
7.	Garbage Bags
8.	Toilet Brush
9.	Urinal Cubes
10.	Nepthlin bolls
11.	Soft Broom
12.	Wiper (Big & Long Size)
13.	Odonil (Original)
14.	Wet Mops
15.	Dry Mops
16.	White Duster
17.	Room Freshener
18.	Scotch Brite
19.	Hit (Red)
20.	Hit (Black)
21.	Vim/Rin/Surf
22.	Bathroom Wiper
23.	Glass Duster
24.	Hard Broom with Bamboo
25.	Chuna
26.	Floor Cleaner Liquid
27.	Hand Gloves
28.	Mask
29.	Ceni Cubes (Cent Cubes)
30.	Plastic Scrubbers
31.	Iron Scrubbers
32.	Phenyl (Black)
33.	Pressure pump
34.	Mister Toll Brush
35.	Other items as per requirement

Name & Signature of House Keeping Contractor: _____

Seal of Agency: _____

UNDERTAKING BY THE HOUSEKEEPING SERVICE PROVIDER/CONTRACT

1. ISon/Daughter/Wife of Shri. Signatory of the service provider, mentioned above, am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and condition of the tender and undertake to abide by them.
3. We have inspected the institute/ premises/ hostel and have acquainted ourselves with the tasks, requirements required to be carried out, before making this offer.
4. I affirm that all the rates quoted above are correct and I am aware that my bid cancelled in case of any variation.
5. The information/ documents furnished are true and authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that furnishing of any false information/ fabricated documents would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
6. I am also certifying that I will supply all the material, machinery equipment and uniform etc. to workman in accordance with the tender terms & conditions.
7. I shall not bring any external/ political influence to continue beyond the contract period or any appointment of staff through agency. SPA, Bhopal will not be entitled for such cases.
8. SPA, Bhopal reserves the right to accept or reject any or all the tenders in part or whole or may cancel the tender at its sole discretion without assigning any reason whatsoever and decision of SPA, Bhopal to this effect shall final and binding. No further correspondence in this regard will be entertained.
9. I/we have not involved in court cases/ labour office cases with regard to SPA, Bhopal are not eligible for participation in the tender process. If anyone found involved in such cases at any stage of tender process. Their tender will be summarily rejected at the same time and SPA, Bhopal will not be responsible for any writ petition in any court and the whole expenses will be borne by tenderer itself.
10. I have submitted all the DD'S along with the Technical Bid only and Not with the Financial Bid. If the Technical and Financial are submitted together in the same single envelop the tender will not be considered and rejected.

We have not submitted any fake/fabricated certificates and my agency in not black listed by any organization.

11. L-1 will be decided based on price quoted for service charge/agency commission which will not be less than 3%. In case L-1 is more than one, then the past performance of the Tenderer will be the criteria for selection and it would be a at the discretion of the Service Contract Committee, and the decision of Director, SPA, Bhopal shall be final in all respect and will be acceptable to all the tenderers.

12. I undertake to submit the full amount of security deposit within 07 days from the date of awarding in form of demand draft/valid bank guarantee/FD if house if Housekeeping work is awarded to us.

13. We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Full Signature & Seal of the
Service Provider/Agency/Firm/Company

I accept all the Terms & Conditions.

(Full Signature with Seal of the Service Provider/ Contractor.)

UNDERTAKING FROM THE BIDDER

- 1) We are in compliance with the provisions of Contract Labour (R & A) Act, 1970, the code on wages, 2019 and the provisions EPF & ESICC Rules.
- 2) We have been duly registered with the EPF & ESICC and we have not been in default of payment/ contribution of EPF to any of our Employee.
- 3) We have not been in default of payment of salary/ wages to any of our employees.
- 4) We do not have any criminal proceedings against us.

(Signature of Authorized Signature with date)

Proforma Towards Performance Security

Ref. No. _____ Bank Guarantee No _____
Date _____

To

**School of Planning & Architecture
Bhopal**

Dear Sir,

1. In consideration of **School of Planning & Architecture, Bhopal**, (hereinafter called the "Owner" which expression shall unless repugnant to the subject or context include its successors and assigns) having entered into a contract No.____ dated _____ (hereinafter called 'the Contract' which expression shall include all the amendments thereto) with M/s _____ having its registered/head office at _____ (hereinafter referred to as the 'Contractor') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and SPA Bhopal having agreed that the Contractor shall furnish to SPA Bhopal a performance guarantee for Indian Rupees _____ for the faithful performance of the entire contract.
2. We (name of the bank) _____ registered under the laws of _____ having head/registered office at _____ (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any /all moneys to the extent of Indian ₹ _____ (in figures) [Indian Rupees/- (in words) _____] without any demur, reservation, contest or protest and/or without any reference to the Contractor. Any such demand made by SPA Bhopal on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by SPA Bhopal in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the Contractor and shall remain valid, binding and operative against the bank.
3. The Bank also agrees that SPA Bhopal at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the Contractor and notwithstanding any security or other guarantee that SPA Bhopal may have in relation to the Contractor's liabilities.
4. The Bank further agrees that SPA Bhopal shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said contract or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in SPA Bhopal against the said Contractor(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Contractor(s) or for any forbearance, act or omission on the part of SPA Bhopal or any indulgence by SPA Bhopal to the said Contractor(s) or any such

matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the contract and all dues of SPA Bhopal under or by virtue of this contract have been fully paid and its claim satisfied or discharged or till SPA Bhopal discharges this guarantee in writing, whichever is earlier.
6. This Guarantee shall not be discharged by any change in our constitution, in the constitution of SPA Bhopal or that of the Contractor.
7. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.
8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of the place from where the purchase order has been placed.
9. Notwithstanding anything contained hereinabove, our liability under this Guarantee is limited to Indian ₹/ (in figures) _____ [Indian Rupees/- (in words) _____] and our guarantee shall remain in force until _____. In case of any extension of contract, Performance Guarantee will be suitably extended. Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of SPA Bhopal under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of SPA Bhopal under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this _____ day of _____ 2019 at _____

WITNESS NO. 1

(Signature)
Full name and official address (in legible letters)

(Signature)
Full name and official address (in legible letters)
