

**NATIONAL COMMISSION FOR WOMEN
4, DEEN DAYAL UPADHYAYA MARG
NEW DELHI – 110002**

No.2/1(1)/2008-NCW (A)

Dated: 13.07.2015

TENDER NOTICE

1. NCW intends to outsource the work of housekeeping and facility to an outside agency. Sealed tenders are invited for housekeeping and facility management services in National Commission for Women **presently located at 4 Deen Dayal Upadhyaya marg, New Delhi-110002.** There is a requirement of one supervisor, one lady receptionist and four unskilled labours for cleaning.
2. Interested agencies may visit/inspect the site on any working day between 10.00 a.m. to 12.30 p.m. and 3.00 p.m. to 4.30 p.m.
3. The tenders should be submitted in two sealed covers :-
 - A) The first sealed cover super-scribed as "Technical Bid" should contain following items:-
 - (i) Acceptance of terms and conditions at Annexure-I
 - (ii) The proforma at Annexure-II, duly filled in, along with relevant documents/information
 - (iii) Earnest Money Deposit (EMD) of Rs.15,000/-
 - B) The second Sealed envelope superscribed "Financial Bid" as at Annexure III should contain only rates which are to be quoted on monthly basis and should be based on the minimum wages fixed by the Govt.of NCT of Delhi under Minimum Wages Act, and as amended from time to time.
 - C) Both the sealed covers should be placed in the main sealed envelope super-scribed "Tender for Sweeping, cleaning and maintenance of office premises". Tender should be addressed to the Under Secretary, National Commission for Women, 4, Deen Dayal Upadhyaya Marg, New Delhi- 110002 and should reach latest by **3.00 p.m. on 05.08.2015.**
4. The tender may be sent by post to the above mentioned address or dropped in the Tender Box captioned "**Tender for providing housekeeping and facility management services**" placed at Reception Area of National Commission for Women, New Delhi by the stipulated date and time. Tender, if dropped in any box other than the specific tender box will not be considered for selection.
5. Tender Details/Document may be downloaded from Commission's Website www.ncw.nic.in.

6. The Technical bids shall be opened at **3.30 p.m. on 05.08.2015** in the premises of National Commission for Women, New Delhi in the presence of such tenderers or their authorized representatives who may wish to be present.

7. The tenderers who are found technically fit and whose Technical bids are accepted will be informed about the date of the opening financial bid.

8. Bids received after the closing date and time shall not be considered.

9. NCW reserves the right to amend any of the terms and conditions contained in the Tender Documents or reject any or all applications (offers) without giving any notice or assigning any reason thereof. The decision of the competent authority in this regard will be final and binding.



(J. Shailender)
Under Secretary

Tender for House Keeping services in NCW

Terms and Conditions:

The following are only the brief terms and conditions. Detailed terms and conditions would be worked out after the contract is finalized.

1. The contract would be for a period of twelve months starting from the date of the award subject to review after 6 months.
2. The contractor shall manage complete housekeeping service (including supply of material) of the allotted area i.e. 14,226 sq.ft. (including garage) in NCW under his own arrangements.
3. The contractor would ensure complete washing/scrubbing of the given area everyday. He would also ensure daily cleaning and inspection of the given area.
4. The daily cleaning will include following:-
 - i) Dusting/cleaning of all officers rooms/sections/corridors before 8.30 a.m. in the morning on each working day.
 - ii) Daily proper and effective cleaning, washing and swabbing of toilets, floors, sanitary fittings including removal of chockages and garbage on each working day at 8.30 a.m., 11.30 am, 2.30 pm and 4.00 p.m.
 - iii) Dusting and cleaning of cobwebs of all hard areas like floors, ceiling, roof, wall partitions, doors, windows etc.
 - iv) Spraying of air freshener in the toilets.
 - v) Filling of liquid soap in the soap containers in toilets. At no time, the liquid soap dispensers shall be left empty.
 - vi) Emptying of waste paper/refuse from waste paper bucket/buckets and other places. The refuse/garbage shall be disposed of at the approved garbage point after proper sorting.
 - vii) Proper and effective cleaning of all doors, windows their handles and knobs of toilets.
 - viii) Dusting of office equipments like Computer, Printer etc.
 - ix) Watering of green plants in the Commission.

Daily cleaning would also include ceiling fans, window glasses, carpet, roofs, walls, railing, sofa chair, curtains, all equipments etc. of the allotted area.

5. The contractor would submit the police verification report along with the photograph and detailed particulars of his staff employed in the NCW, immediately within the 15 days after the award of the work.

6. The contractor would ensure proper supervision of the duties of his staff through his own supervisor. The supervisor must have passed 12th standard or possesses housekeeping diploma.
7. Lady receptionist to attend to the visitors and issue passes. She must be graduate and fluent in English and Hindi. She should have knowledge of making entry of data of visitors. She will be required to issue visitors passes (computerised) and maintain database of visitors.
8. The Contractor would be responsible to compensate any loss or damage to NCW's property caused due to theft, fraud or negligence by the staff of the contractor.
9. All the cleaning materials/equipments would be provided by the contractor including phenyl, detergents, disinfectants, dusters, brooms, acid, deodorants, etc.
10. The supervisor and housekeeping staff will put on proper and clean uniform.
11. The Service Provider should adhere to all provisions of Minimum Wages Act, Provident Fund, ESI, Bonus Act etc. All other dues payable under various labour regulations and other statutory provisions must also be ensured. In this regard, the agency will furnish the certificate every month confirming the compliance of the above provision to NCW. The rates to be paid should be based on the minimum wages fixed by the Govt. of NCT of Delhi under the Minimum Wages Act, and as amended from time to time.
12. The housekeeping firm will be liable for any disciplinary action/penal action for not implementing the labour welfare laws as applicable and are in force.
13. ***The successful bidder will have to deposit an amount equal to 10(ten) per cent of the Annual value of Contract as Security Deposit towards due performance and compliance of contract work by way of Demand Draft/Pay Order in favour of "Pay & Accounts Officer, National Commission for Women" drawn on any nationalized Bank/Scheduled Bank and payable at New Delhi. The Security Deposit shall be refunded, without any interest two months after the termination of contract after deducting dues, if any. The EMD of successful bidder shall be adjusted against Security Deposit. If the successful bidder fails to furnish the difference amount between Security Deposit & EMD within 15(fifteen) days after the issue of Letter of Award of Work or fails to start the work as per directions of NCW, his bid security(EMD) shall be forfeited unless time extension has been granted by the Commission.***

14. At the end of every month, the agency shall submit pre-receipted & stamped bills in three copies along with a copy of the attendance for the month duly certified by the authorized representative of NCW and documents for complying with the provisions of clause. ***A copy each of the Wage Sheet, PF/ESI challan alongwith the list of employees in respect of whom PF/ESI has been deposited, Service Tax challans alongwith the details of the organizations in respect of whom the service tax has been deposited to be is required to be attached with the bill.*** In case of failure of the agency in providing the service of the person on particular day(s) or in the cases of deployed persons absence from duty/service, proportionate deduction shall be made from the bill/performance security deposit.
15. An earnest money of Rs.15,000/- (Rupees Fifteen thousand only) should be paid along with the tender in the form of Demand Draft/Pay Order/Banker's cheque drawn in favour of "Pay & Accounts Officer, National Commission for Women, New Delhi". Tender not accompanied with requisite earnest money will be rejected without assigning any reasons/entertaining any correspondence. The earnest money of unsuccessful tenders will be refunded without accrual of any interest, in due course of time.
16. NCW reserves the right to cancel the contract on any account including unsatisfactory services with one week notice.
17. Any dispute arising in the matter shall be resolved through an arbitrator to be nominated by the competent authority in NCW.
18. Jurisdiction for legal disputes, if any, arising during the period of the contract will be in Delhi Court only.
19. ***The bid shall be valid and open for acceptance of competent authority of NCW for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/or withdrawal of bid on any ground by the bidder shall be entertained. Withdrawal of bid during the period of bid validity would result in forfeiture of EMD.***
20. ***An Agreement containing detailed terms and conditions shall be signed with the successful bidder within 15 days of the issue of Letter of Award. Failure on the part of bidder to sign the Agreement within the stipulated ate will result in the forfeiture of EMD***

Important Notes:

1. While quoting the monthly charges, contractors may carefully note that the payment to their staff, working in the NCW is required to be made strictly as per the Minimum Wages Act with a certificate that all the Acts and Rules regarding Payment of wages, EPF, ESI etc. have been followed. The bill of the contractor will be cleared only after completion of this requirement.
2. One of the parameters for consideration of the quotation will be the rates quoted for one supervisor, one receptionist and four housekeeping workers for a month.

3. *Non-compliance of the terms and conditions shall be deemed as breach of the Contract/Agreement.*
4. *The number and the arrangement of deployment of the housekeeping personnel is without prejudice to the right of NCW to deploy the personnel in any other number or manner considered to be more suitable by NCW. It also does not preclude NCW from engaging such housekeeping personnel in its new premises in Jasola or any other place where the office of NCW may shift during the currency of the contract.*

Proforma of Technical Bid of Tender for House Keeping services in NCW

1. Name of the firm :
2. Name of the owner :
3. Year of establishment :
4. Telephone no. :
5. Address of the firm :
6. Turnover during the last 3 years:
7. Nos. of persons employed (indicating designation, qualification and nature of duties. (A separate sheet may be attached):
8. Whether the firm is registered? If so, with whom:
 - 8(a) Registration no.:
 - 8(b) P.F. Number:
 - 8(c) Income Tax no. (PAN):
 - 8(d) Turnover for the last two years:
 - 8(e) Experience (mention no. of year):
9. Whether willing to operate on trial basis for six month.

Documents towards Eligibility Criteria to be attached with the Technical Bid

- A) ***Covering Letter on the Letter Head mentioning the Documents attached.***
- B) ***Earnest Money Deposit of Rs.15000/-***
- C) ***Solvency Certificate***
- D) ***Self attested copies of***
 - (a) ***PAN CARD***
 - (b) ***VAT/TIN Registration***
 - (c) ***Service Tax Registration***
- E) ***Self-attested copies of Performance Certificates from atleast three Government Organizatins(Ministries/Departments of Govt. of India/PSUs/Autonomous Bodies of Government) where in the Bidder has provided a minimum of ten (10) housekeeping personnel during the period 1.7.12 to 30.6.15. The Performance Certificate must certify the***

number of housekeeping personnel deployed, annual value of the work done, period during which the deployment was made and satisfactory performance of the bidder.

- F) Declaration on Letter Head that the firm/company has not been blacklisted/disqualified/debarred by any Govt./Semi Govt. Department or any other Agency.*
- G) Declaration on Letter Head that no case is pending with the Police against the Proprietor/firm/partner or the company (Agency). Past convictions, if any, may also please be indicated.*
- H) List of employees having experience of 2 years or more.*
- I) An Undertaking on the Letter Head that Bidder is complying with all the conditions of Contract and technical specifications of the bidding document.(Please sign each page of the terms and conditions of tender as token of acceptance and submit as part of technical bid).*

I/we certify that the above information is correct to the best of my knowledge.

**Signature of the bidder
Name of the bidder
Seal of the firm**

FORM OF PRICE BID FOR TENDER OF HOUSEKEEPING SERVICES IN NCW

Break up of total charges quoted per person Per Month

Housekeeping workers for cleaning and miscellaneous work – Unskilled

(Per person per month-Amount in Rupees)

1. Basic Pay:
2. EPF
3. ESI
4. Other Charges
(like Bonus, Uniform,etc)
5. Service Charges
6. Service Tax

. Total: Rs. (Rupees)

SUPERVISOR –(12TH Pass or Diploma Holder in Housekeeping)

(Per person per month-Amount in Rupees)

1. Basic Pay:
2. EPF
3. ESI
4. Other Charges
(like Bonus, Uniform,etc)
5. Service Charges
6. Service Tax

. Total: Rs. (Rupees)

RECEPTIONIST- (Graduate)

(Per person per month-Amount in Rupees)

1. Basic Pay:
2. EPF
3. ESI
4. Other Charges
(like Bonus, Uniform,etc)
5. Service Charges
6. Service Tax

. Total: Rs. (Rupees)

MATERIAL COST

1. Amount Per Month : (Rs.) _____ (Rupees) _____

Signature of the bidder
Name of the bidder
Seal of the firm