फा.सं. 5/9/एस.जी./राज. (पू.) 2017–2018
भारत सरकार
संख्यिकी और कार्यक्रम कार्यान्वयन मंत्रालय
रा.प्र.स.का.(क्षे.सं.प्र.)

कार्यालय उप महानिदेशक,
70/149–154, पटेल मार्ग,
मानसरोवर जयपुर–302020
दिनांक 01.08.2017

सेवा में,

.....सूची संलग्न.....

.....

विषय :– राष्ट्रीय प्रतिदर्श सर्वेक्षण कार्यालय भवन छात्रावास के लिए 55– केशव नगर हवा सडक सोडाला जयपुर में अनुबंध के आधार पर केयरटेकिंग, हाउसकीपिंग और सफाई सेवाओं के लिए मुहरबंद निविदाऐं आमंत्रित करने के कम में ।

महोदय,

राष्ट्रीय प्रतिदर्श सर्वेक्षण कार्यालय (क्षेत्र संकार्य प्रभाग) उत्तरी अॅचल कार्यालय जयपुर के 55– केशव नगर हवा सडक सोडाला में स्थित एन.एस.एस.ओ. भवन के छात्रावास के लिए अनुबंध के आधार पर केयरटेकिंग, हाउसकीपिंग और सफाई सेवाओं हेतु प्रतिष्ठित पंजीकृत एजेंसियों से मुहरबंद निविदाऐं आमंत्रित की जाती हैं । इन सेवाओं को उपलब्ध कराने के लिए नियम और शर्तों की एक प्रति संलग्न है । कोटेशन संलग्न प्रारूप में भरकर सीलबंद लिफाफे में लिफाफे के उपर **"एन.एस.एस.ओ. भवन जयपुर के लिए अनुबंध के आधार पर केयरटेकिंग, हाउसकीपिंग और सफाई सेवाओं के लिए कोटेशन"** लिखकर प्रेषित की जानी है ।

कोटेशन के साथ अमानत राशि रूपये 15000/–(रूपये पन्द्रह हजार मात्र) का एक डिमांड ड्राफट **"डीडीओ, एनएसएसओ.(एफओडी), जयपुर"** के पक्ष में देय होगा । अमानत राशि जमा (ईएमडी) के बिना प्रस्तुत कोटेशन सरसरी तौर पर खारिज कर दिया जाएगा । कोटेशन **कार्यालय अध्यक्ष, एनएसएसओ. (एफओडी.), क्षेत्रीय कार्यालय, 70/149–154. पटेल मार्ग, मानसरोवर, जयपुर** को प्रेषित करना होगा ।

एनएसएसओ. भवन जयपुर के लिए केयरटेकिंग, हाउसकीपिंग और साफ–सफाई सेवाओं से संबंधित कोटेशन की महत्वपूर्ण तिथियॉ निम्नानुसार होंगी ।

(अ)	निविदा प्रपत्र जारी करने की तिथि एवं समयः–	01.08.2017 प्रातः 10:00 बजे से
(ब)	निविदा प्रपत्र जमा कराने की अन्तिम तिथि एवं समयः–	22.08.2017 सायं: 5:00 बजे तक
(स)	निविदा खोलने की तिथि एवं समयः–तकनीकी बोलीः–	25.08.2017 प्रातः 11:00 बजे
	वित्तीय बोलीः–	इसके बाद
(द)	निविदा प्रस्तुत करने का स्थानः–	एन.एस.एस.ओं.(एफ.ओ.डी.), 70/149–154, पटेल मार्ग, मानसरोवर जयपुर ।
(य)	निविदा खोलने का स्थानः–	उपरोक्त अनुसार–

निर्धारित तिथि एवं समय के बाद प्राप्त निविदा पर विचार नहीं किया जाएगा ।

भवदीय,

अक्सा

(अक्सा ईलाही)
कार्यालय अध्यक्ष

प्रतिः–

1. उप महानिदेशक, कम्प्यूटर सेंटर, पूर्वी खण्ड, आर.के.पुरम, नई दिल्ली, को इस अनुरोध सहित कि निविदा को सांख्यिकी और कार्यक्रम कार्यान्वयन मंत्रालय की वेबसाइट और tenders.gov.in पर टेण्डर हैड में अपलोड करावें ।
2. सूचना पट्ट ।

अक्सा

(अक्सा ईलाही)
कार्यालय अध्यक्ष

निविदा दाताओं के लिए निर्देश

1. निविदा, कार्यालय प्रमुख, राष्ट्रीय प्रतिदर्श सर्वेक्षण कार्यालय(क्षेत्र संकार्य प्रभाग) क्षेत्रीय कार्यालय, 70/149–154, पटेल मार्ग, मानसरोवर, जयपुर–302020 के नाम भेजी जावे।
2. निविदा 2 भागों में प्रस्तुत की जाऐं। भाग–I तकनीकी बोली और भाग–II वित्तीय बोली। भाग–I (तकनीकी बोली) में बयाना राशि जमा (ई.एम.डी.)(सुरक्षा बोली) रू. 15,000/– (पन्द्रह हजार मात्र) और खण्ड ''बी'' में वर्णित विवरण में दर्शाये अनुसार पात्रता के मानदंड पूरे होने चाहिए। भाग II (वित्तीय बोली) में प्रोफार्मा '' एफ'' के अनुसार केवल वित्तीय प्रस्ताव दिये जाए। दोनो भागों को ठीक से चिन्हित कर उनके समुचित पहचान के लिए अलग– अलग मुहरबन्द लिफाफे में प्रस्तुत किए जावें।
   लिफाफों के उपर तकनीकी बोली तथा वित्तीय बोली लिखकर तीसरे लिफाफे में रखा जाना चाहिए और लिफाफे पर **''कोटेशन संख्या''** तथा **''एन.एस.एस.ओ. भवन के लिए केयरटेकिंग, हाउसकीपिंग तथा साफ–सफाई सेवा के लिए कोटेशन''** अंकित होना चाहिए। भाग –I (तकनीकी बोली) निविदा खोलने की निर्धारित तिथि को निविदादाता या उनके अधिकृत प्रतिनिधि की उपस्थिति में खोला जाएगा तथा भाग II (वित्तीय बोली), भाग I के मूल्यांकन के बाद खोला जाएगा। भाग II (वित्तीय बोली) केवल उन निविदा दाताओं के लिए खोली जायेगी जो कार्य करने के लिए तकनीकी रूप से योग्य पाये जाऐंगे, जिनके लिए वित्तीय बोली खोलने की तिथि व समय की पूर्व सूचना दी जाएगी।

तकनीकी बोली के साथ प्रस्तुत किये जाने वाले दस्तावेजों की सूची ।

1. बयाना राशि (ई.एम.डी.) का बैंक ड्राफट।
2. उपयुक्त प्राधिकारी द्वारा जारी एजेन्सी के वैद्य पंजीकरण संख्या की सत्यापित प्रति।
3. आयकर अधिनियम के तहत पैन नंबर की सत्यापित प्रति।
4. वैद्य वस्तु व सेवा कर रजिस्ट्रेशन प्रमाण पत्र की सत्यापित प्रति।
5. श्रम एजेन्सी (विनियमन एवं उन्मूलन) अधिनियम के तहत पंजीकरण और अनुबन्ध के लाइसेन्स की सत्यापित प्रति।
6. ईपीएफओ के तहत पंजीकरण की सत्यापित प्रति।
7. ईएसआई के तहत पंजीकरण की सत्यापित प्रति।
8. सरकारी/अर्द्ध–सरकारी/केन्द्रीय स्वायत्त निकायों में पिछले दो वर्षों के दौरान केयरटेकिंग सेवाओं की सफलतापूर्वक अनुबन्ध के कम से कम 1–2 सबूत।
9. पिछले दो वर्षों के दौरान वार्षिक टर्नऑवर के सबूत।
10. ग्राहकों की सूची।
11. किसी सरकारी विभाग/स्वायत्त निकायों द्वारा कोटेशन प्रस्तुत करने की तिथि तक सुरक्षा एजेन्सी को काली सूची में नहीं रखने की अंडरटेकिंग।

F.No:-5/9/S.G./Raj(E)/2017-18
Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
Field Operations Division
Office of Deputy Director General, Regional Office

70/149-154, Patel Marg,
Mansarovar, Jaipur-20
Ph./Fax:- 0141-2395061/2396372

To,
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Subject:-Sealed quotations for Caretaking, Housekeeping and Cleaning services on contract basis for NSSO BHAVAN Hostel at 55-Keshav Nagar, Hawa Sadak, Sodala, Jaipur.

Sir,

Sealed quotations are invited from reputed registered agencies for providing Caretaking, Housekeeping and Cleaning Services for the Hostel of NSSO (FOD), North Zonal Office, (NSSO BHAVAN) situated at 55-Keshav Nagar, Hawa Sadak, Sodala, Jaipur. A copy of terms and conditions for providing these services is enclosed.

The quotation should be submitted in a sealed envelope super-scribed as "TENDER FOR Caretaking, Housekeeping and Cleaning Service for NSSO BHAVAN, Jaipur". The quotations must accompany an Earnest Money Deposit of **Rs. 15000/-(Rupees fifteen Thousand Only)** in the form of a Demand Draft drawn in favour of "**DDO, NSSO (FOD), JAIPUR**". The quotations submitted without EMD will be rejected summarily. The quotations should be addressed to the **Head of Office, NSSO (FOD), Regional office, 70/149-154, Patel Marg, Mansarovar, Jaipur.**

The various crucial dates relating to "TENDER FOR Caretaking, Housekeeping and Cleaning Service for NSSO BHAVAN, Jaipur" are cited as under:-

(a)	**Date of issue of Quotations Documents**	:	**01st August 2017 from 10:00 A.M.**	
(b)	Last date and time for submission of Tender Document:	:	**22nd August 2017 upto 05:00 P.M.**	
©	Date and time for opening of	:	Technical Bid:	**11:00 A.M. on 25th August 2017**
			Financial Bid:	At a later stage
(d)	Place of submission of tender	:	NSSO (FOD), Regional office, 70/149-154, Patel Marg, Mansarovar, Jaipur.	
(e)	Place of opening the tender	:	-do-	

The quotations submitted after the stipulated time and date will not be entertained.

Yours faithfully,

(Aqsa Ilahi)
Head of Office

Enlcs:-Tender Document for Caretaking, Houskeeping and Cleaning Services.

Copy to the Deputy Director General, Computer Centre, East Block, R.K.Puram, New Delhi, with a kind request to upload the tender documents on the website of MoSPI and the **tenders.gov.in** under tender head.

(Aqsa Ilahi)
Head of Office

Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
(Field Operations Division) .
Regional Office, Jaipur

PHONE: 0141-2395061
Email: ro.jpr-fod@nic.in
fodro.jpr@gmail.com

Tender No.- 5/9/S.G./Raj/E/2017-18/3 Dated:-01-08-2017

TENDER DOCUMENT

ANNUAL CONTRACT FOR PROVIDING CARETAKING, HOUSEKEEPING AND CLEANING SERVICES AT

NATIONAL SAMPLE SURVEY OFFICE
(FIELD OPERATIONS DIVISION)
NORTH ZONAL OFFICE
55-Keshav Nagar, Hawa Sadak, Sodala, Jaipur-302019

Last date for submission: Date: 22nd August 2017 upto 5:00 P.M..

Opening of Technical Bid: Date: 25th August 2017 at 11:00 A.M.

Sealed Quotations are invited under **Two Bid System** i.e. (**Part-I Technical Bid and Part-II Financial Bid**) from reputed, professionally experienced and financially sound Agencies who can provide Caretaking, Housekeeping and Cleaning services to **NATIONAL SAMPLE SURVEY OFFICE (FOD) North Zonal Office, 55-Keshav Nagar, Hawa Sadak, Sodala, Jaipur-302019 (hereinafter called NSSO (FOD) NSSO BHAWAN).** The contract will be initially for a period of one year, which may be extended further for one more year depending upon the service to the satisfaction of the NSSO (FOD) .

1. Introduction

The Zonal Training Center, North Zone of National Sample Survey Office (Field Operations Division) under the Ministry of Statistics and Programme Implementation, Government of India organizes various training programmes throughout the year for its employee/staff. The office is having a three storied Hostel-cum-Guest house namely, 'NSSO BHAVAN' located at 55-Keshav Nagar, Hawa Sadak Jaipur. There are 29 rooms (including halls), 3 small stores and a lounge in the premises. 15 Rooms are kept for trainees and two rooms for guests. Remaining rooms are to be used as Kitchen, Dining hall, Training hall, Computer room, Library and for seating purpose for officers and staff of Zonal Office. Air conditioners have been provided in each of the room.

Around 10-12 training programmes running for 80 to 100 days during the whole year for about 25 participants each are being organized in a year. The hostel will serve as lodging and boarding facility for participating officers of Training Programmes of NSSO, various meetings, conferences, etc. Apart from this some official guests will also stay in the hostel occasionally. Therefore, efficient, Caretaking, Housekeeping and Cleaning services are required in the hostel. Consequently, scope and terms and conditions of required services are being given below:

2. Details of NSSO BHAVAN Hostel

S. No	Description	Ground Floor	First Floor	Second Floor	Third Floor
1	Rooms with bath rooms	-	8	9	6
2	Dining Hall	-	1	-	-
3	Kitchen	-	1	-	-
4	Lounge	1	-	-	-
5	Verandah	-	1	1	1
6	Garden/Premises	1	-	-	-
7	Store	2	2	1	1
8	Training Hall/Computer room/ Librar room	-	-	-	3
9	Parking	2	-	-	-
10	Total	6	13	11	11

3. Scope of Caretaking, Housekeeping and Cleaning Services

I. **An experienced caretaker, capable of speaking in Hindi/English, should be provided on a 24-Hour basis in the Hostel by the Contractor, Apart from the caretaker, at least one assistant/office boy should also be provided throughout the period of contract, to assist the caretaker in housekeeping work. Further, sufficient number of persons (at least two) should be provided to sweep and clean the Hostel premises**. The duties of the caretaker at the Hostel premises shall include:

Caretaking and Housekeeping Services

a). Registration of guests
b). Rooms at the Hostel should be given to persons allotted by the Department only and it should be ensured that there is no unauthorized occupation of rooms and no misuse of facilities.
c). Energy saving and water conservation are essential and the caretaker at the Hostel should ensure that the air conditioners, lights, etc are switched off when the guest are not in the rooms and that unoccupied rooms are kept under lock and key.
d). Collection of room rent and service charges under printed bills and its remittance to the Department on a weekly basis.
e). Maintenance of accounts/registers in respect of Hostel.
f). Equipment such as Televisions, water purifier, refrigerator, washing machine, Grinder, sports and recreation equipments, etc. available in the Hostel shall be kept clean and looked after properly; and
g). Taking care of all equipments at the office. If any item needs repair, the same shall be reported to the Department so that the Department would do the needful.

Supervising the Cleaning Services

Daily Services:

a). Daily sweeping and wet mopping of the entire area including the lobby.
b). Dusting and wiping of all furniture like tables, chairs, sofas, almirahs, computer table/chair and electronic gadgets like computers, telephones, fax machines, photo copier machines, etc.
c). Through cleaning of toilets, including WCs and urinals along with attached water tanks and wash basins, using disinfectants/cleaner like phenyl, harpic, vim, surf, etc., once a day and whenever required. Cleaning of all sanitary fittings tiles and mirrors on the toilet walls.
d). Removal of blockages and clogging in the wash basins and other sanitary fittings for smooth outflow of waste water.
e). Collection of all sweepings, garbage and waste material and their effective disposal.
f). General maintenance and up keeping of the entire Hostel premises.
g). Shifting of furniture, files and other Hostel equipment, whenever required.
h). Care should be taken that the gadgets are not tampered with during the cleaning operations.

Weekly Services

a). Removal of cobwebs and accumulated dust on walls, window panes, name boards, wall panels, paintings, etc.
b). Through washing, rubbing and cleaning of corridors using scrubber machine.

II. The personnel deployed should be well experienced, trained adequately and of sound health. They should be disciplined and well mannered. They should be provide with uniforms and identity cards, which should be displayed prominently. They should have knowledge of local language and preferably English too.

III. The contractor shall be responsible for the proper sweeping, mopping and cleaning of the workplace and should keep the office and Hostel/Guest House premises, its towels, bed sheets, pillow covers, other cloth items, kitchens & utensils, dining rooms, other rooms, toilets etc., neat and tidy. The bed sheets, bedcovers, pillow covers, towels, screens etc. shall be sent to the laundry for washing, ironing and collected back by the contractor. The charges for the same shall be reimbursed by client on actual basis on presentation of bills/ vouchers etc.

IV. All the Housekeeping material like brooms, cobweb sticks, dusters, mop sticks, buckets, mugs, toilet cleaner, toilet fresheners', urinal cakes, cleaning powder, Phenyl, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth, water wipers, dust bins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner etc. shall be supplied by the NSSO on need basis. The requirements of such consumables will have to be requisitioned by the contractor to client in advance, to ensure smooth and uninterrupted service.

V. The Contractor shall see that the caretaker reports to the officers specifically appointed by client and shall perform all the contractual obligations as per the stipulations. It should be noted that the caretaker reports to the officers of the department in order to effectively monitor the work at the workplace and it shall not mean that there is brevity of contract between the caretaker and the department.

VI. The staff employed by the contractor shall have no right to any employment in the Department based on the service rendered or any other basis and it is purely a contractual responsibility through the contractor.

VII. During the currency of the contractual obligation, if any damage or loss of whatsoever nature, too properly or person employed by the contractor, is caused, the sole responsibility of the same shall lie on the contractor alone. The Department will be indemnified by the contractor from such loss/damage, if any to the property or person.

VIII. Similarly, if any damage or loss to client property is caused on account of negligence/misconduct of the contractor or his personnel, the same shall be sole responsibility of the contractor and the amount of such loss or damage as determined by client shall be recovered from the contractor.

IX. The contractor shall indemnify and keep this office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party.

X. Other duties of the Contractor

a) It shall be the duty of the contractor to see that house-keeping materials are provided for the use of the guests, out of the supplies made by client, by the caretaker.

b) The responsibility of providing substitutes if a person goes on leave shall be with the contractor and it should not hamper the effective functioning of Hostel.

c) The contractor shall be responsible for any commissions and omissions of the caretaker and other persons employed by them.

The contractor shall supervise the functioning of the caretakers within their limitations and shall take all efforts to ensure that the services provided are efficient and flawless.

A. ELIGIBILITY CRITERIA

The Agencies that fulfil the following requirements shall be eligible to apply.

a) Registration certificate of the Caretaking Agency issued by appropriate authority.
b) Registration under Labour Laws, EPF, ESI & Goods And Service Tax(GST).
c) PAN & TAN No. under Income Tax Act.
d) Minimum five years' experience in contractual Caretaking, Housekeeping, and cleaning business after registration.
e) Organized training arrangements for security personnel with clear recruitment policies.
f) At least three running contracts of total annual value not less than Rs. 15 lakh in the large industrial / educational office premises/office complex.

g) Proof of at least three successfully carried out Caretaking contracts of properly trained Caretaking personnel during the last 3 years in Govt./Semi-Govt./Central Autonomous bodies.

h) An undertaking that the agency has not been blacklisted by any Government Department/Autonomous bodies.

B. INSTRUCTIONS TO QUOTATIONERS

1. **The Tender should be addressed to Head of Office, NSSO (FOD) Regional Office, 70/149-154, Patel Marg, Mansarovar, Jaipur-302020.**

2. The tender is to be submitted in **two parts comprising Part-I: Technical Bid & Part-II: Financial Bid. The Part-I (Technical Bid)** should contain the Earnest Money Deposit (EMD) (Bid Security) of **Rs. 15000/-(Rupees fifteen thousand only)** and statement showing compliance with the eligibility criteria/mentioned in the **Section – B,** above. The part-II **(Financial Bid)** should contain only the Financial offered as per the **proforma F**. Both the parts should be properly marked and enclosed in separate sealed envelopes for their proper identification. The envelopes super-scribed **TECHNICAL BID and FINANCIAL BID** should again be sealed in a **third bigger** envelope super-scribing the tender No. and **"TENDER FOR Caretaking, Housekeeping and Cleaning Service for NSSO BHAVAN, Jaipur".** The part-I (Technical Bid) will be opened in the presence of the tenderers or their authorized representatives on the date of tender opening and the Part-II (Financial Bid) shall be opened after evaluation of Part-I. **The Part-II(Financial Bid) shall be opened only for those tenderers who are found technically qualified to carry out the work**, for which prior intimation shall be given indicating the date and time of Financial bid opening.

3. The various crucial dates relating to the tender are cited as under :

(a) Date of issue of Tender Documents:- **01st August 2017 from 10:00 A.M.**
(b) Last date and time for submission of Tender Document: **22nd August 2017 upto 5:00 P.M.**
(c) Date and time for opening of
Technical Bid:-**11:00 A.M. on 25th August 2017**
Financial Bid: At a later stage
(d) Place of submission of tender:- NSSO (FOD), Regional office, 70/149-154, Patel Marg, Mansarovar, Jaipur.
(e) Place of opening the tender:- NSSO (FOD), Regional office, 70/149-154, Patel Marg, Mansarovar, Jaipur.

4. Quotations received after due date/time (Late Bid) and without EMD shall be rejected.

5. The NSSO (FOD) reserves the right to accept or reject any or all the offers without assigning any reason.

6. At any time, prior to the date of submission of bids, the NSSO (FOD) , for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the bid document by amendment.

7. Tenders should remain valid for 90 days from the date of opening of tenders with a provision for suitable extension.

C. TERMS & CONDITIONS

1. The period of contract shall initially be for a period of one year from the date of awarding the contract extendable further for another one year on satisfactory performance with such amendments as may be mutually agreed upon and also subject to the necessary approval of the Competent Authority. **NSSO (FOD) also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.**

2. **The Caretaking Agency shall deploy the Caretakers below the age of 40 years**. Every personnel deputed by the Agency shall be literate and minimum educational qualification should be 8th pass.

3. The Caretaking Agency personnel should be smart, well dressed, alert and properly turned out with boots/shoes, belt, caps, badges, etc., and carry an identity card duly attested by the Executive of Caretaking Agency. A photocopy of his identity cards shall be given to the NSSO (FOD) for record, verification etc.

4. The Caretaking Agency shall ensure that before deputing the Caretaking staff, they will verify the antecedents from local police station of all their staff and provide the NSSO (FOD) a complete dossier of particulars of each Caretaking personnel proposed to be deployed. Non-compliance with this provision will be deemed to be violation of the contract, inviting penal action.

5. Caretaking Agency shall comply with all statutory requirements existing as well as those promulgate from time to time viz. the Payment of Wages Act, Provident Fund Act, Employee State Insurance Scheme, whichever is/are applicable to the organization of Caretaking Agency and shall be held responsible, accountable, answerable, explainable, as the case may be, for the lapses committed by them in this regard. Further, Caretaking Agency shall not involve the NSSO (FOD) in any way whatsoever in any dispute with regard to compliance of statutory provisions and in case of any violation of any law; the Caretaking Agency shall be solely responsible. In case due to violation of any law, including labour laws etc., any liability is put upon the NSSO (FOD) , the Caretaking Agency shall indemnify the NSSO (FOD) completely.

6. **The contractor shall submit every month the proof of having deposited the amount of contribution claimed by him on account of ESI & EPF towards the persons deployed at NSSO (FOD) in their respective names before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount claimed towards ESI & EPF contribution shall be withheld till submission of proof of payment by the contractor.**

7. The personnel deployed by the Caretaking Agency in the NSSO (FOD) shall be removed immediately if the NSSO (FOD) considers such removal is necessary on administrative grounds. The Caretaking Agency shall also immediately remove any personnel who is found not to be discharging his duties properly or is of doubtful character and shall replace him with substitute personnel either on its own or on the demand of the NSSO (FOD) .

8. The Caretaking Agency shall maintain a register for marking the attendance by Caretaking personnel deployed by him, which shall be seen by the officer–in charge every day.

9. The Caretaking Agency and the persons employed by him shall not divulge to **outsiders** any information about the equipment(s) installed in the NSSO (FOD), divulge information about the employees as well as the activities of the NSSO (FOD).

10. The NSSO (FOD) shall have the right to adopt any measures/set-up a system for ensuring proper performance of duty of Caretaking personnel deployed by the Agency, their being in proper uniform, punctuality etc.

11. No residential accommodation, subsidized food or transport will be provided to the caretaking personnel or staff of the agency.

12. The Agency shall obtain adequate Insurance Policy in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out due to death/injury/disablement during performing the duties at work place etc.

13. The payment for services shall be made on monthly basis, through Cheque/RTGS/Bank Draft, on production of pre-receipted bill in duplicate, duly supported with the requisite details of the daily attendance and other records, which shall be open for inspection by the NSSO (FOD). The final payment shall, however, be made only after the scrutiny of the bills.

14. The persons employed by the Agency for the Caretaking of the NSSO (FOD) will be the employees of the Caretaking Agency and the NSSO (FOD) shall have nothing to do with their employment or non-employment. Under no circumstances any liability in respect of matters connected with their employment shall be held against the NSSO (FOD) and the Caretaking personnel employed by the Caretaking Agency shall have no right whatsoever to claim employment from the NSSO (FOD).

15. The Caretaking Agency shall undertake, at their own expense but to the satisfaction of the NSSO (FOD), a continual updating of skill, processes and procedures followed by the Caretaking staff employed in the security of the NSSO (FOD) by organizing suitable training for them on the routine basis.

16. The Caretaking Agency shall be responsible for the good conduct and behaviour of its employees and will ensure police verification of all the employees provided. If any employee of the Caretaking Agency is found misbehaving with the employees, visitors of the NSSO (FOD), the Caretaking Agency shall terminate the service of such employee at their own risk and responsibility. The Caretaking Agency shall issue necessary instruction to its employees to act upon the instructions given by the NSSO (FOD).

17. The Earnest Money Deposit (EMD) of **Rs.15000/- (Rupees fifteen Thousand only) in the form of Demand Draft/ Pay Order drawn in favour of "DDO, NSSO (FOD), JAIPUR"** should be enclosed with the tender. The EMD should remain valid for a period of forty-five days beyond final bid validity period. The tender received without EMD would be summarily rejected. The earnest money deposit will be refunded to the tenderers whose offer has not been accepted within 90 days of opening of tenders.

18. Contract of the Agency may be cancelled on violation of the contractual assignment.

19. The successful Agency will be required to execute an agreement with NSSO (FOD) within the period specified in the award letter. **In case the successful agency fails to enter into the Agreement with NSSO (FOD) within the specified date mentioned in the award letter, the EMD deposited by such Agency shall stand forfeited without giving any further notice.**

20. It is mandatory for the successful tenderer to submit Performance Security Deposit amounting to 10% of the total contract value for one year in the form of Bank Guarantee/Fixed Deposit Receipt/Demand Draft of in favour of **"DDO, NSSO (FOD), JAIPUR"** as Performance Security. The Security Deposit should be valid beyond 60 days of the period of the contract. The Security Deposit will be returned without any interest after satisfactory completion of the contract process. This amount, however, be confiscated in case of refusal or failure to provide satisfactory services or backing out in midstream.

21. The agency would be responsible for the payment as per the Minimum Wage Act (Central Sphere). Any increase in the minimum wage would be provided by the NSSO (FOD) under the compliance of the MWA - 1948.

22. **PENALTY CLAUSE**: - In case of any irregularities noticed, the penalty amount will be levied by NSSO (FOD) up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause notice to the agency and considering the explanation of the agency, if submitted with in stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.

23. **ARBITRATION CLAUSE:-In case of any disputes between the parties viz. NSSO (FOD) Regional Office on one hand and the agency/firm awarded the Contract on the other hand, arising out on account of scope of the work and other mandatory liabilities as stated in the Tender Document/ Contract Agreement, the dispute shall be referred to an Arbitrator as per Arbitration and Reconciliation Act 1996, in Jaipur jurisdiction.**

24. Quotationers should sign at each page of the documents confirming the acceptance of all the terms and conditions.

D. **LIST OF DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID**

1. Earnest Money in the form of Bank Draft.
2. Attested copy of valid Registration No. of the Agency issued by the appropriate authority.
3. Attested copy of PAN. Card under Income Tax Act.
4. Attested copy of valid Goods & Service Tax (GST) registration certificate.
5. Attested copy of Registration and Licence No. of the Agency under Contract Labour (Regulation & Abolition) Act.
6. Attested copy of registration under EPFO.
7. Attested copy of registration under ESI.
8. Proof of at least 1-2 successfully carried out caretaking contracts of caretaking services during the last 2 years in Govt./Semi-Govt./Central Autonmous bodies.
9. Proof of annual turnover during the last 2 financial years.
10. List of Clients.
11. An undertaking that the security agency has not been blacklisted by any Government Department/autonomous bodies as on the date of submission of the bid.

E. PROFORMA FOR TECHNICAL BID (PART-I)

1. **Name of the Agency**

2. **Office Address**

   Tel No.

   FAX No.

   E-Mail Address

3. **Name of the Authorised Representative (s)**

4.	Documents	Enclosed	Not Enclosed
	Attested registration certificate of the Caretaking Agency issued by the appropriate authority		
	Attested copy of valid labour license from the Regional Labour Commissioner for specific number required for the contract under Contract Labour (Regulation & Abolition) Act, 1970		
	Attested copy of GST registration certificate		
	Attested copy of registration under EPFO		
	Attested copy of registration under ESI.		
	Proof of at least 1-2 successfully carried out Caretaking contracts during the last 2 years in Govt./Semi-Govt./Central Autonomous bodies .		
	Copy of PAN Card.		
	An undertaking that the Caretaking agency has not been blacklisted by any Government Department/autonomous bodies as on the date of submission of the bid.		

5. Turnover during the last three years

Years	Turnover in Rupees (in words and figures)
2015-16	
2016-17	

This should be duly certified by the Chartered Accountant of the Company/Firms, etc.

8. EMD of Rupees15000/- enclosed vide

DD No. .....
Bank.....
Date.....

9. Details of the experience in Govt. / PSU/ Corporate offices during the last Two years as per the attached proforma : -

Years	Name of the Employer / Address / Tel No.	Details of Experience Period of Contract with dates of Commencement and termination covering last 3 years.	Total Number of Caretaking Personnel Employed
2015-16			
2016-17			

Enclose extra sheets if required.

We confirm that we will abide by all the terms and conditions and we don't have any counter condition.

(Signature of the authorised person of the Agency with seal)

Place:

Date:

F. PROFORMA FOR FINANCIAL BID (PART-II)

S.No.	Item Description	Charges for one Caretaking personnel per month	Charges for One office Boy per month	Charges for One Sweeping Personnel per month
1.	Minimum wage per month			
2.	EPF (%)			
3.	ESI (%)			
4.	Service Charge on minimum wages (%)			
5.	TOTAL (1to 4)			
6.	GST (%)			
7.	Grand Total per month			

1. We also confirm that we will abide all the terms and conditions and we do not have any counter conditions. We have inspected the areas sight in NSSO (FOD) Office premises and fully understood the operational aspects.

2. We are aware that we will be solely responsible for observing the service conditions of the personnel deployed as per the prevailing statutory directives from the relevant Controlling authorities, including Police Verification.

(Signature of the authorised person of the Agency with seal)

Place:

Date: