

No. Q-11011/ADM (G)/3/2016/NSSTA
Government of India
Ministry of Statistics & Programme Implementation
National Statistical Systems Training Academy
(NSSTA)

- 1.1 Notice Inviting Tender (NIT) for Outsourcing of Sanitation and Peon/ Messenger services to National Statistical Systems Training Academy (NSSTA), Ministry of Statistics & Programme Implementation, Plot No. 22, Knowledge Park – II, Institutional Area, Greater Noida – 201 310.
- 1.2 “Online” bids are invited under two bid Systems from reputed, experienced and financially sound Firms/Companies for providing **Sanitation and Peon/ Messenger services** in the National Statistical Systems Training Academy (NSSTA), Plot No. 22, Knowledge Park – II, Institutional Area, Greater Noida – 201 310.
- 1.3 Tender documents may be downloaded from MOSPI website: <http://www.mospi.gov.in> (for reference only) and CPPP site: <http://eprocure.gov.in/eprocure/apps> as per the schedule as given in CRITICAL DATE SHEET as under:-

Published date	29.04.2016
Bid Document Download Start Date	30.04.2016
Bid Submission Start Date	02.05.2016
Bid Document Download End Date	24.05.2016 (5:00 PM)
Bid Submission End Date	24.05.2016 (5:00 PM)
Bid Opening Date	25.05.2016 (10:00 AM)

- 1.4 Bids shall be submitted “online” only at CPPP website: <http://eprocure.gov.in/eprocure/apps>. Tenderers / Contractors are advised to follow the instructions provided in the “Instructions to the Contractors/Tenderers for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <http://eprocure.gov.in/eprocure/apps>.
- 1.5 Tenderers who have downloaded the tender from the MOSPI website: <http://www.mospi.gov.in> and Central Public Procurement Portal (CPPP) website: <http://eprocure.gov.in/eprocure/apps>, <http://eprocure.gov.in/epublish/app> shall not tamper/modify the tender form including downloaded price bid template in any manner.
- 1.6 EMD Payment: Earned Money Deposit (EMD) of Rs.50,000/- (Rupees fifty thousand only) is to be deposited at NSSTA in the form of Demand Draft/FDR/ Banker’s cheque/Bank Guarantee in favour of “Pay and Accounts Officer, Ministry of Statistics & Programme Implementation, New Delhi. The EMD received from the tenderers will be returned without interest immediately after the process of award of contract is over. Bidders are required to submit the details of EMD payment at the time of Bid submission.
- 1.7 Interested tenderers are advised to visit again MOSPI website: www.mospi.gov.in and CPPP website: <http://eprocure.gov.in/eprocure/apps> at least 03 days prior to closing date of submission of bid for any corrigendum/addendum/amendment.



(Pavan Kumar)
Deputy Director & HO, NSSTA

राष्ट्रीय सांख्यिकीय प्रणाली प्रशिक्षण अकादमी
National Statistical Systems Training Academy (NSSTA)
सांख्यिकी एवं कार्यक्रम कार्यान्वयन मंत्रालय
Ministry of Statistics & Programme Implementation
भारत सरकार/Govt. of India
ग्रेटर नोएडा/Greater Noida-201310

Tender No. Q.11011/Adm(G)/3/2016/NSSTA

Government of India
Ministry of Statistics & Programme Implementation
National Statistical Systems Training Academy
(NSSTA)

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(Pavan Kumar)
Deputy Director & HO, NSSTA

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“Online” tenders are invited under **Two Bid System** i.e. (**Part - I Technical Bid and Part - II Financial Bid**) from reputed, experienced and financially sound Manpower Agency to provide manpower for sanitation (Sweeping/ cleaning) ‘Safaiwala’ services and peon/messenger services at National Statistical Systems Training Academy (NSSTA) (hereafter called the Academy), Plot no - 22, Knowledge part - II, Greater Noida, UP – 201 310.

A. SCOPE OF THE WORK

1. Sweeping/ Cleaning:-

Cleaning the entire premises/complex area which includes Administrative Block (all three floors and the roof top), Gym & Yoga Hall, Campus Road, Garden Area and common area of the residential block. The scope will also include proper collection/disposal of the garbage / waste / dirt material as per the procedures of the local authority. Detailed scope of the work is as under:-

Sl. No.	Description of Work	Periodicity	Remarks
(i)	Sweeping and cleaning of floors in the Academic Block / Gym & Yoga Centre and Library;	Thrice Daily	Using cleaning powder and wipe-out for floors
(ii)	Dusting and cleaning of tables, chairs, filing, cabinets, sofas, curtains and blinds, library book racks;	Once Daily	Conventional way of cleaning (including vacuum cleaning of upholstery)
(iii)	Cleaning of all telephone instruments in the Academic Block	Once Daily	Using DETTOL Liquid spray and fine cotton/cloth
(iv)	Cleaning gents and ladies toilets and wash basins with fittings, mirrors etc.;	Thrice Daily	Using phenyl, hydrochloric acid, detergent powder, if so required, naphthalene balls to be added regularly to urinals pots and wash basins (at least 4-5 balls per basins). Liquid soap containers should be filled up with good quality liquid daily. Cleanliness of containers should be maintained, good quality air freshener to be added in sufficient no. for urinals and wash basis
(v)	Cleaning choked toilets;	As and when required	Conventional way of cleaning,
(vi)	Cleaning of notice board, nameplates, key boxes, etc.;	Daily	Conventional way of cleaning,
(vii)	Vacuum cleaning of equipments in the Computer Lab in the presence of any representative of Lab Incharge/ Officer Incharge;	Alternate days	Using Vacuum Cleaner With cleaning material like Isopropyl Alcohol/Alcohol
(viii)	Cleaning of fans, bulbs, tube lights, windows, doors, glass panes, partitions of cabins, A/C outlets, cobwebs, etc.;	Once in a week	Conventional way of cleaning,

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(ix)	Cleaning of Auditorium;	Once weekly or As and when required.	Using vacuum cleaner
(x)	Collection / Disposal of garbage from dustbins / containers;	Twice daily	Collection through dustbins located at different positions in the campus.
(xi)	Sweeping of Road/Open area early in the morning;	Once Daily	
(xii)	Removing Grasses/Weeds from the campus Road;	Once Weekly	
(xiii)	Upkeep of the building (including cleaning of terrace/corridor /staircase/verandas/window classes on all the floor etc.)	As and when required	
(xiv)	cleaning Window glass panel	Once in a month.	
(xv)	Miscellaneous Work	And when required	

Apart from the above, the Academy can assign any type of job in the campus related to sanitation and cleaning etc.

2. **Peon/Messenger Services:-**

- a) All works which are being done by a regular Peon i.e. attending to Senior Officers, Distribution of Daks, providing tea/coffee, attending to miscellaneous work as and when assigned, Dusting of rooms/work stations/ Almirahs, Glass Panes of all windows/doors etc.
- b) Misc. Work like shifting of goods/office furniture/locking and unlocking the office rooms and halls in the morning/evening and any other official work which arises time to time.

B. ELIGIBILITY CRITERIA

Only those who fulfil the following minimum criteria need submit their bids and failure to provide necessary documents will render the bidder disqualified on technical grounds:-

- a) The manpower supplying agencies should have its Registered/Head Office in New Delhi/NCR of Delhi/Greater Noida and have been in existence for a period not less than 5 years and having annual turnover of Rs.25 Lakhs.
- b) The agency should have been registered with the Government authorities concerned.
- c) The agency should have PAN, TAN number and Sales Tax/Service Tax Registration.
- d) The agency should not have been blacklisted by any Government Organization.
- e) The bidders must have successfully completed minimum three contract jobs of providing safaiwalas/ messengers under the respective contract for organisations, Institutional campuses or reputed Private firms.
- f)

C. INSTRUCTIONS TO TENDERERS

1. The Tenderers are required to submit one technical and two price bids (one for safaiwala and the other for Peon/Messengers) online as per prescribed proforma in **Annexure – III & IV**. All the pages of the bid being submitted must be signed and

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- sequentially numbered by the bidder before uploading. The offers by Telegram/ Fax/ e-mail shall not be considered. No correspondence from bidder will be entertained in this regard.
2. The Tenderer are advised to visit the NSSTA Campus before submitting their tender bid.
 3. The tender documents may be downloaded from MOSPI website: www.mospi.gov.in (for reference only) and CPPP site <https://eprocure.gov.in/eprocure/app.as> per the schedule as given in the critical date sheet.
 4. The bids shall be submitted on line only at CPPP website (<https://eprocure.gov.in/eprocure/app>). Tenderer/Contractors are advised to follow the instructions provided in the "Instructions to the Contractors/Tenderer for the e-submission of the bids online through the Central Public Procurement Portal for e-procurement at <https://eprocure.gov.in/eprocure/app>.
 5. The tenderer shall not tamper/modify the downloaded tender including price bid in any manner.
 6. Intending tenderers are advised to visit again MOSPI website: www.mospi.gov.in and CPP website: <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of the tender for any corrigendum/addendum/amendment.

7. Technical bid:-

The following documents should be furnished by the bidder along with the Technical Bid as per **Annexure - I** of the tender document:-

- (i) Signed and Scan copy of registration certificate issued by the appropriate authority.
- (ii) Signed and Scan copy of valid labour license from the Regional/Labour Commissioner for specific number required for the contract under Contract Labour (Regulation & Abolition) Act 1970.
- (iii) Signed and Scan copy of Valid Service Tax Registration Certificate.
- (iv) Signed and Scan copy of registration under EPFO, ESI and PAN/TAN
- (v) Signed and Scan copy of proof of at least three successfully carried out contract jobs of providing safaiwala/ peon messenger contract for organisations, Institutional campuses or reputed Private firms.
- (vi) Signed and Scan copy of undertaking relating to non-blacklisting of agency (**Annexure - II**)

D. TERMS & CONDITIONS

1. The persons to be deployed by the service provider as peon/messenger should have education up to at least eighth standard from a recognized school and are able to read Hindi and English. The candidates should be in the age group of 18-25 years, active and having good health. For Safaiwala, person should be at least semi-literate.
2. The Agency will have to employ trained civilians as Safaiwalas, who have at least one year of experience in cleaning of bathrooms, toilets, open areas/carpet areas with electronic gadgets, garbage collection etc.
3. The contractor shall, employ a Supervisor for monitoring of its manpower, material etc., who would be responsible for all the activities of cleaning and sweeping. The

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supervisor should have a minimum experience of 3 years of supervising. Necessary supervising certificates may be attached. It must be ensured:-

- a) That the staff do not smoke in the campus;
 - b) That any specific sanitation task assigned by the Academy or any officer authorized by the Admn. is carried out diligently and well in time;
 - c) That before using any equipment/appliances or material and products of sanitation, it is having the approval of the NSSTA.
 - d) That the salary/wages shall be distributed in full as settled between the contractor and the workers duly keeping in view the contract signed between the contractor and the Academy.
4. For Safaiwala, the working hour would normally be of 8 ½ hours (08:00 hrs to 16:30 hrs) per day including half an hour lunch break from Monday to Saturday (6 days) with weekly off on Sunday. However, the Agency shall depute workers on holidays/weekly offs in case of need.
 5. The cleaning material should be provided by the Agency as per the list enclosed in **Annexure - V**. The cleaning materials should be of high quality and according to the brand and specification approved by the Academy.
 6. NSSTA will have the right to adopt any measures/setup system for ensuring proper performance of duty of Safaiwalas deployed by the contractor, including their being in proper uniforms, punctuality, discipline etc.
 7. Initially NSSTA may require 10 peon/messengers and 9 Safaiwalas including one Supervisor. Their strength may increase or decrease as per the requirement of NSSTA.
 8. For peon/messengers, working hours would normally be of 8 ½ hours per day (between 9.00 am to 5.30 pm) including half an hour lunch break from 1.00 pm to 1.30 pm during working days. Peons/Messengers may be called on Saturday, Sundays and other Gazetted holidays, if required; for which they will be paid extra.
 9. Payment shall be made on monthly basis on receipt of a bill from the contractor in duplicate, duly pre-receipted on revenue stamp and complete in all respect. No advance payment in any case would be made. The monthly payment will be subject to satisfactory services being rendered. In this regard, a certificate of satisfactory completion of the work has to be given and certified by the Officer/caretaker, NSSTA on the monthly payment bill. The payment would be based on actual attendance.
 10. The Period of contract shall initially be for a period of 1 year from the date of awarding the contract extendable further for 1 year on satisfactory performance with such amendments as may be mutually agreed upon and also subject to the necessary approval of the Competent Authority. NSSTA also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.
 11. The service provider shall be contactable at all times and message sent by Tel/E-mail/Fax/Special Messenger from the office to the service provider shall be acknowledged within 2 hours on the same day.
 12. The persons engaged by the Agency should not have any adverse Police records/criminal cases against them. The Agency would be responsible to make

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adequate enquiries about the character and antecedents of the persons before proposing deployment their engagement for the purpose. The Character and antecedents of each personnel will be got verified by the service provider before their deployment through the local police and such report should be submitted before deployment. Proofs of identity like driving license, Election photo Identity Card, bank account details, pervious work experience, proof of residence and recent photograph and a certification to this effect should be submitted to the Academy. The Service provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request from NSSTA.

13. If any of the Contract workers is found misbehaving with the supervisory staff or any other Staff member/Trainees of the NSSTA, the Contractor shall, on receipt of instruction of the competent authority in this regard, replace such workers. The Contractors shall issue necessary instructions to its employees to act upon the instructions given by the supervisory Staff of NSSTA.
14. The agency shall be solely responsible for complying with all the provisions of EPF and Misc. Provisions Act, 1952 and ESI Act relating to manpower engaged for this contract and in the event of any liability by virtue of its being principal employer due to failure of the contractor shall indemnify and reimburse the amount payable by NSSTA on this account.
15. 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 NSSTA 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.
16. The contractor shall particularly abide by the provisions of Minimum Wages Act (Central Sphere, category "C" area), 1948. In any case, the wage should not be lower than the minimum wage of central sphere category "C" area. If the minimum wages is revised by the Government of India., the incremental wages, if applicable, will be provided.
17. The Earnest Money Deposit (EMD) of Rs.50,000/- (Rupees fifty thousand only) in the form of Demand Draft from a commercial bank, drawn in favour of "Pay and Account officer, Ministry of Statistics and Programme Implementation, New Delhi" 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 will be returned on completion of the tender process.
18. It is mandatory for the successful tenderer to submit 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 "Pay and Account officer, Ministry of Statistics and Programme Implementation, New Delhi" 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.

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19. The successful Agency will be required to execute an agreement with NSSTA within the period specified in the award letter. In case **the successful agency fails to enter into the agreement with NSSTA within the specified date mentioned in the award letter, the EMD deposited by such Agency shall be forfeited without giving any further notice.**
20. There is no master and servant relationship between the employees of the service provider and the Academy and further the engaged persons of the service provider shall have no claim for any absorption in service of the Government of India at any stage.
21. The Academy reserves the right to accept or reject any or all tenders without assigning any reason.
22. Tenders should remain valid for 90 days from the date of opening of tenders with a provision for suitable extension.
23. Unsatisfactory performance of contract any stage of time shall be liable for termination of work award order and may also lead to forfeiture of performance-cum-security deposit.
24. **PENALTY CLAUSE:-** In case of any irregularities noticed, the penal will be levied by NSSTA 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 within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
25. **ARBITRATION CLAUSE:-**In case of any disputes between the parties viz. National Statistical Systems Training Academy (NSSTA) on one hand and the agency/firm awarded the Contract on the other hand, arising out on account of scope of work and other mandatory liabilities as stated in the Contract Agreement, the dispute shall be referred to an Arbitrator as per Arbitration **and Reconciliation Act 1996., in Delhi/Noida jurisdiction.**
26. **Evaluation Criteria:** The Technical bids will be scrutinised on the basis of Basic Eligibility criteria in Section-B. Price bids will be opened only for the technically qualified (responsive tender) bid. The L1 would be decided on the basis of monthly expenditure of Safaiwala Charges for cleaning material, charges for cleaning window glass panel and expenditure on Peon/Messenger taken together.

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ANNEXURE- I

PROFORMA FOR TECHNICAL BID

1. Name of Agency :
2. Name of Proprietor/Director of the Agency :
3. Full Address of Reg. Office :
 - a) Telephone No. :
 - b) FAX No. :
 - c) E-Mail Address: :
4. Registration & Licence No. of the Agency under Contract Labour (Regulation & Abolition)Act, 1972 (Attach scanned and Signed) :
5. PAN / TIN No of the Agency (Attach scanned and Signed) :
6. Service Tax Registration No. (Attach scanned and Signed) :
7. EPF Registration No. (Attach scanned and Signed) :
8. E.S.I. Registration No. (Attach scanned and signed) :
9. Demand Draft of requisite Earnest Money (Detail) :

DD NO & Date:
Amount:
Name of the issuing Bank:
10. Financial turnover of the Agency for the last 3 years (Scanned & Signed Copy of the turnover statement of last three years duly Certified by Chartered Accountant to be attached).

Financial Year	Amount (in Rs.)	Remarks if any
2012-13		
2013-14		
2014-15		

11. Details of Major contract with Central Government/State Governments/PSUs/Reputed Private Firms handled by the tendering Agency for providing manpower during the last five years in the following format (Scanned & Signed copies of the last five years work award may be enclosed):

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S. No.	Details of client along with address, telephone and FAX numbers	Amount of Contract (in Rs.)	Duration of Contract		Nature of contract	
			From	To	Type of man power provided	No. of persons deployed
1						
2						
3						

(If the space provided is insufficient, a separate sheet may be attached)

12. I,.....Son/ Daughter/ Wife of Shri.....Proprietor/Director/authorized signatory of the Agency mentioned above, is competent to sign this declaration and execute this tender document;

13. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;

14. The information/documents furnished along with the above application 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 document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of authorized person
Full Name:

Place:
Date:

Seal:

UNDERTAKING BY THE AGENCY

I, _____ on behalf of _____ (Name of the firm/agency) hereby declare that there is no legal suit/criminal case pending or contemplated of legal notice having been served to this effect against the Proprietor of the Agency or any of its Directors (in case of Pvt. Ltd. Company) on grounds of moral turpitude or for violation of any of the laws in force and company is not black listed by any Government Organisation.

I, _____ on behalf of _____ (Name of the firm/agency) hereby declare that our organisation or the staff to be provided has no business or direct family relationship with member(s) of NSSTA and /or NSSTA employees or persons positioned in or on the Aboard of these two organisations by whatever process.

I, _____ on behalf of _____ (Name of the firm/agency) hereby undertake that all relevant statutory requirements will be complied with.

I, _____ on behalf of _____ (Name of the firm/agency) understand that if the above declaration is found incorrect, the present engagement would be terminated and _____ (Name of the firm/agency) would be debarred from any further engagement by NSSTA ever.

Signature:
Name:
Address:

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ANNEXURE – III

PROFORMA FOR FINANCIAL BID (SAFAIWALA)

The contractor is advised to visit the NSSTA Campus before submitting his tender bid. Following information may be used while calculating the cost of cleaning material and other items.

1. Facilities

Ground Floor	First Floor	Second Floor	Back of the Auditorium	Hutment
Wash Room-4 Urinal-7 Wash Basin-8 Commode-4 Indian Style-4	Wash Room-5 Urinal-9 Wash Basin-10 Commode-5 Indian Style-4	Wash Room-4 Urinal-9 Wash Basin-9 Commode-4 Indian Style-4	Indian Style-4	Indian Style-1

2. Plinth Area of Academic Block:- 4500 to 4700 Sq. Meter (comprised of three floors)
3. Plinth Area of Gym & Yoga Block:- 312 Sq. Meter (comprised of two floors)
4. Campus Area: - 8 acres approx.
5. There are 88 Window glass panel of size- 6.5 feet x 4.5 feet are fixed at first floor and second floor

Price Bid

S. No.	Description	Rate Per Month (Rs.)		Extra Work			
				Per Day (Rs.)		Per Hour (Rs.)	
		Supervisor	Safaiwala	Supervisor	Safaiwala	Supervisor	Safaiwala
	Manpower						
(i)	Basic Pay (to be paid to the worker)						
(ii)	ESI (mention %)						
(iii)	EPF (mention %)						
(iv)	Service Charge on the Basic Pay (mention %)						
(v)	Total [(i) to (iv)]						
(vi)	Service Tax (mention %)						
	TOTAL (v + vi)						

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Description	Rates Per Month
Charges for cleaning material as per the list and aids, garbage gunny bags and bins and any other item(s) that may be required for fulfilment of the contract.	

Description	Rates Per Month
Charges for cleaning Window glass panel once in a month.	

Date & Place:

**Signature of the authorised person
(With Name & Company's seal)**

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ANNEXURE – IV

PROFORMA FOR FINANCIAL BID (PEON/MESSENGER)

The contractor is advised to visit the NSSTA Campus before submitting their tender.

S. No.	Description	Rate Per Month (Rs.)	Extra Work	
			Per Day (Rs.)	Per Hour (Rs.)
(i)	Basic Pay (to be paid to the worker)			
(ii)	ESI (mention %)			
(iii)	EPF (mention %)			
(iv)	Service Charge on the Basic Pay (mention %)			
(v)	Total [(i) to (iv)]			
(vi)	Service Tax (mention %)			
	TOTAL (v + vi)			

Date & Place:

**Signature of the authorised person
(With Name & Company's seal)**

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ANNEXURE – V

List of Materials to be provided (per Month) by Contractor

Sl. No.	ITEMS	Quantity (per month)
1	Acid	10 ltrs
2	Brasso	1 Bottle (300ml)
3	Liquid Soap Floor Wash	10 ltrs
4	Dettol	5 ltrs
5	Flush Clean Mat	2 Pkts
6	Floor Duster	5 Dozens.
7	Hand Duster	5 Dozens
8	Hard Broom	20 Nos
9	Harpik	15 lts
10	Hit Cockroach	5 Bottles
11	Phenyl (Bengal Chemicals)	15 Ltrs
12	Naphthalene Ball Scented	5 Boxes
13	Room Freshener (Premium)	10 Nos.
14	Soft Broom	12 Nos
15	Yellow Duster	3 Pkts
16	PVC Scrubber	5 Nos
17	Coir Brush Round	10 Nos.
18	Liquid Perfumed hand wash	5 Ltrs
19	Cleano sanitizer	5 Nos.
20	Mops-Floor Duster	3 Nos
21	Teepol	5 Ltrs
22	Thiner	3 ltrs
23	Dustbin with lid	5Nos
24	Wipers	10 Nos
25	Cob web removers	3 Nos
26	Mansion floor polish	3 ltrs
27	Finit with pump	5 Bottles
28	Bunny Bag	5 Pkts
29	Air Freshener cake (Odonil)	10 No
30	Urinal and Sanitary Freshener cubes	4 Boxes

Date & Place:

**Signature of the authorised person
(With Name & Company's seal)**