

**F.No.21/18/2019/KLA(S)**  
Government of India  
Ministry of Statistics & Programme Implementation  
National Statistical Office  
(Field Operations Division)  
Regional Office, Kerala (South)  
CGO Complex, B-Block, Poonkulam  
Vellayani PO, Thiruvananthapuram-695 522.

**PHONE: 0471-2481744**  
**Email: fodro.tvp@gmail.com**

Date:- 02/07/2019

### **Tender Corrigendum**

I am directed to convey that competent authority has decided to add the following on the tender documents (RFP) advertised vide Tender reference No: **21/18/2019/KLA(S)** of the Sweeping & Cleaning Services at Regional Office Thiruvananthapuram & Sub-Regional Offices, Kollam, Kottayam & Kochi under Regional Office, Kerala (South) Thiruvananthapuram due to administrative reasons. Bidders are advised to go through the modified tender document (RFP) before submitting the bids. It is also informed that the tender closing date has been extended up to 05.00 p.m. on 11/07/2019.

This is issued with the approval of the Regional Head.

  
27/11/19

(N.N.Reji)  
एन. एन. रेजी  
Deputy Director & Head of Office  
उप निदेशक / DEPUTY DIRECTOR  
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तिरुवनंतपुरम / Thiruvananthapuram - 695 522

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PHONE: 0471-2481744  
Email: fodro.tvp@gmail.com

Date:- 02/07/2019

To,

Subject: - e-Tender for outsourcing of Sweeping & Cleaning services (Regional Office Thiruvananthapuram & Sub-Regional Offices, Kollam, Kottayam & Kochi under Regional Office, Kerala (South) Thiruvananthapuram

Critical Dates and Informations		
Sl.No	Descriptions	Dates
1	Last date for submission:	11/07/2019 Upto 05.00 P.M.
2	Opening of Technical Bid	Date: 12/07/2019 at 11.00 A.M.
3	Opening of Financial Bid	Date: 12/07/2019 at 03.00 P.M.

**Note:-**

1. E-Tender are invited under two bid systems i.e. Technical and Financial Bid for providing a security services to NATIONAL STATISTICAL OFFICE (FOD) Regional Office Thiruvananthapuram and Sub-Regional Offices, Kollam, Kottayam & Kochi under the jurisdiction of NSO (FOD), Regional Office, Kerala (South), Thiruvananthapuram for a period of One Year from the date of contract.

2. If at any stage it is found that any of the details / documents furnished by the bidder are false/misleading/fabricated, he/she would be liable to legal action and forfeiture of the of the Earnest money deposit. Also, any bid with NIL/N.A./BLANK/ZERO service charge will summarily be rejected

  
21/7/19

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Deputy Director & Head of Office

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Sealed 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 Agencies to provide manpower for sanitation (Sweeping / cleaning) 'Safaiwalas' services at **National Statistical Office, (Field Operations Division), Regional office, Kerala(South), CGO Complex, B-Block, Poonkulam, Vellayani PO, Thiruvananthapuram-695522 and its Sub-Regional Offices at Kollam, Kottayam & Kochi [hereinafter called NSO (FOD)].**

**A. SCOPE OF THE WORK**

**1. SWEEPING / CLEANING: -**

Cleaning the entire premises which include office rooms/halls, verandas/corridors, Toilet and lavatories both Gents and Ladies of above offices of NSO (FOD). 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 office premises.	Thrice Daily	Using cleaning powder and wipe-out for floors supplied by NSO(FOD)
(ii)	Dusting and cleaning of tables, chairs, filing cabinets, sofas, curtains and blinds, library book racks;	Once Daily	Conventional way of cleaning
(iii)	Cleaning of all computers, telephone instruments, photocopiers and other office equipment in the office premises	Once Daily	Using DETTOL Liquid spray and fine cotton/cloth. Cleaning materials will be provided by NSO(FOD)
(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 urinal pots and wash basins (at least 4-5 balls per basins). Cleaning materials will be provided by NSO(FOD)
(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)	Cleaning of fans, bulbs, tube lights, windows, doors, glass panels, partitions of cabins, A/C outlets, cobwebs, etc.;	Once in a week	Conventional way of cleaning,
(viii)	Cleaning of Committee Room and Conference Room	Once weekly or As and when required.	Conventional way of cleaning
(ix)	Collection / Disposal of garbage from dustbins / containers;	Twice daily	Collection through dustbins located at different positions in the offices premises
(x)	Upkeep of the building (including cleaning of verandas & window panes)	As and when required	
(xi)	Miscellaneous Work	As and when required	

2/3/19  
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Apart from the above, the NSO (FOD) can assign any type of job in the office premises related to sanitation and cleaning etc.

**B. ELIGIBILITY CRITEREA**

Only those Agency/Proprietary Firm/Partnership Firm/Company who fulfil the following minimum criteria need to 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 Kerala** and have been in existence for a period not less than 2-3 years and having annual turnover of Rs.5-10 lakh during the last 2-3 years.
- b) It should have been registered under Relevant Act and a copy each of the registrations shall be attached with the bid.
- c) It should have PAN, TAN number and Sales Tax/Service Tax Registration (proof in this regard may be attached with the bid).
- d) It should be registered under EPFO & ESI.
- e) It should not have been blacklisted by any Government Organization. Undertaking in this regard is to be furnished.
- f) The bidders must have successfully completed minimum 1-2 contract jobs of providing Safaiwalas under the respective contract for organisations, Institutions or reputed Private firms.

**C. INSTRUCTIONS TO TENDERERS**

1. The Tender should be addressed to Head of Office, NSO (FOD), Regional office, Kerala (South), CGO Complex, B-Block, Poonkulam, Vellayani PO, Thiruvananthapuram-695 522.
2. The Tenderers are required to submit one Technical and one Financial Bid as per prescribed proforma in Section –E and F. The Technical Bid and Financial Bid should be submitted in separately sealed envelopes. Both the covers should be super scribed “**Technical Bid for Sweeping & Cleaning Services in NSO (FOD)**”/ “**Financial Bid for Sweeping & Cleaning Services in NSO (FOD)**” as the case may be. Demand Draft for EMD shall be placed in the sealed cover containing the technical bid. Both the sealed envelopes should be put in another sealed envelope super scribed “**Tender for Sweeping & Cleaning Services in NSO (FOD)**”. Financial Bid shall be opened in respect of only those tenderers who are found technically qualified to carry out the work. The date and time of Financial bid opening will be intimated to the technically qualified tenderers later.
3. The Tenderer are advised to visit the NSO (FOD) Office premises before submitting their tender bid.
4. The various crucial dates relating to “**Tender for Sweeping & Cleaning Services in NSO (FOD)**” are cited as under:-
  - (a) Date of issue of Tender Documents: See website [www.mospi.nic.in](http://www.mospi.nic.in) & [www.tenders.gov.in](http://www.tenders.gov.in)
  - (b) Last date and time for submission of Tender Document: **11/07/2019** up to 05.30 p.m.
  - (c) Date and time for opening of

Technical Bid: **12/07/2019** on **11.00 a.m.**  
Financial Bid: **12/07/2019** on

**03.00p.m**

Place of submission of tender: NSO (FOD), RO, Thiruvananthapuram

Place of opening the tender NSSO (FOD), RO, Thiruvananthapuram

  
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**D. TERMS & CONDITIONS**

1. The persons to be deployed by the service provider as Safaiwalas should be in the age group of **18-50** years, active and having good health and should be at least 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. It must be ensured:-
  - (a) That the staff do not smoke in the office premises;
  - (b) That any specific sanitation task assigned by the NSO (FOD) or any officer authorized by the Administration, is carried out diligently and well in time;
  - (c) 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 NSO (FOD) .
4. For Safaiwalas, the working hour would normally be of **(08.30 hrs to 17.30 hrs)** per day including half an hour lunch break on all working days from Monday to Friday (5 days). However, the Agency shall depute workers on holidays in case of need.
5. The cleaning materials will be provided by NSO (FOD) .
6. NSO (FOD) 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 NSO (FOD) may require 4 (Four) Safaiwalas for Sweeping and Cleaning Services, one each at Regional Office, Trivandrum and Sub-Regional Offices located at Kollam, Kottayam and Kochi. Their strength may increase or decrease as per the requirement of NSO (FOD) .**
8. 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, NSO (FOD) on the monthly payment bill (26 days). **The monthly rate of wages may be calculated by multiplying the daily rate by 26.** The payment would be based on actual attendance. There will be a reduction of TDS for GST where total value of supply of services, under a contract exceeds **2,50,000 /-**
9. The Period of contract shall initially be for a period of one year from the date of awarding the contract extendable for another year on satisfactory performance with such amendments as may be mutually agreed upon and also subject to the necessary approval of the Competent Authority. NSO (FOD) also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.
10. 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.

11. The persons engaged by the Agency should not have any adverse Police records/criminal cases against them. The Agency would be responsible to make adequate enquiries about the character and antecedents of the persons before proposing them for deployment/ 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 NSO (FOD) . 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 NSO (FOD).
12. If any of the Contract workers is found misbehaving with any of the Staff members/Trainees of the NSO (FOD), 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 NSO (FOD).
13. 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 NSO (FOD) on this account.
14. 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 NSO (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.
15. The contractor shall particularly abide by the provisions of **Minimum Wages Act (Central Sphere) 1948**. In any case, the wage should not be lower than the minimum wage of central sphere. If the minimum wages is revised by the Government of India., the incremental wages, if applicable, will be provided.
16. **The Earnest Money Deposit (EMD) (Bid Security) of Rs.14000 /-(Rupees Fourteen thousand only) in the form of Demand Draft from a commercial bank, drawn in favour of "Dy. Director & HO, NSO (FOD), Thiruvananthapuram"** 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. The agency registered as micro and small enterprises under single point Registration scheme is eligible for exemption from payment of earnest money deposit (EMD). Such unit has to submit necessary documents in this regard.
17. 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 in favour of **"Dy Director & HO, NSO (FOD), Thiruvananthapuram"** 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.

एन. एन. रेजी  
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18. The successful Agency will be required to execute an agreement with NSO (FOD) with in the period specified in the award letter. In case **the successful agency fails to enter into the agreement with NSO (FOD) with in the specified date mentioned in the award letter, the EMD deposited by such Agency shall be forfeited without giving any further notice.**
19. There is no master and servant relationship between the employees of the service provider and the NSO (FOD) 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.
20. The NSO (FOD) reserves the right to accept or reject any or all tenders without assigning any reason.
21. Tenders should remain valid for 90 days from the date of opening of tenders with a provision for suitable extension.
22. Unsatisfactory performance of contract at any stage of time shall be liable for termination of work award order and may also lead to forfeiture of performance-cum-security deposit.
23. **PENALTY CLAUSE:-** In case of any irregularities noticed, the penalty amount will be levied by NSO (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 within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.
24. **ARBITRATION CLAUSE:-**In case of any disputes between the parties viz. NSO (FOD) on one hand and the agency/firm awarded the Contract on the other, 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 Thiruvananthapuram jurisdiction.**
25. **Evaluation Criteria:** The Technical bids will be scrutinised on the basis of Eligibility Criteria in Section-B. Financial bids will be opened only of the technically qualified (responsive tender) bid. The LI would be decided on the basis of monthly expenditure on Safaiwalas.

  
21/7/19

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**E. PROFORMA FOR TECHNICAL BID**

1. Name of Agency :
2. Name of Proprietor/Director of the Agency :
3. Full Address of Registered 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 attested copy) :
5. PAN / TAN No of the Agency (Attach attested copy of the Registration Certificate): :
6. Service Tax Registration No. (Attach attested copy of the Registration Certificate): :
7. EPF Registration No. (Attach attested copy of the Registration Certificate): :
8. E.S.I. Registration No. (Attach attested copy of the Registration Certificate): :
9. Demand Draft of requisite Earnest Money (Details) :
10. Financial turnover of the Agency for the last 2-3 years (copy of the turnover statement of last 2-3 years duly Certified by Chartered Accountant to be attached).

Financial Year	Amount (in Rs.)	Remarks if any
2016-17		
2017-18		
2018-19		

*Handwritten signature and date: 2/9/19*

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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 1- 2 years in the following format (attested copies of the last 1-2 years work award may be enclosed):

SL. 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)

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

  
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F. PROFORMA FOR FINANCIAL BID

The contractor is advised to visit the NSO (FOD) Office before submitting his tender bid.

1. Facilities include Wash Room-Urinal, Wash Basin, Water Closet (Indian Style)
2. Plinth Area: .....

Price Bid

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

Date & Place

person

Signature of the authorised  
with Name & Company's seal

  
21/11/19

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