



Government of India  
Ministry of Statistics & Programme Implementation  
National Sample Survey Office  
(Field Operations Division) Delhi Region  
East Block No.6, Level 5, R.K.Puram, New Delhi-110066

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**Tender No. D-12013/25/DR/2016-17**  
**Dated: 31.08.2016**

## **TENDER DOCUMENT**

**ANNUAL CONTRACT FOR PROVIDING  
SWEEPING/CLEANING SERVICE  
AT  
NATIONAL SAMPLE SURVEY OFFICE  
(FIELD OPERATIONS DIVISION) DELHI REGION  
EAST BLOCK NO.6, LEVEL 5,  
R.K.PURAM, NEW DELHI-110066**

**Last date for submission: Date 16/09/2016 UPTO 1500 HRS**

**Opening of Technical Bid: 15.30 HRS. ON THE SAME DAY**

**Opening of Financial Bid: 16.00 HRS. ON THE SAME DAY**

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 Sample Survey Office, (Field Operations Division) Delhi Region, East Block No.6, Level 5, R.K.Puram, New Delhi-110066

**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 located in level 5 in East Block-6. 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 floor in level 5.	Once 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 computers, telephone instruments, photocopiers and other office equipment in the office premises	Once Daily	Using Colin Liquid spray and fine cotton/cloth
(iv)	Cleaning Gents and Ladies toilets and wash basins with fittings, mirrors etc.;	Once 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). Liquid soap containers should be filled up with good quality of liquid daily. Cleanliness of containers should be maintained, good quality air freshener to be added in sufficient no. for urinals and wash basins
(v)	Cleaning choked toilets.;	As and when required	Conventional way of cleaning,
(vi)	Cleaning of notice board, nameplates etc.;	Daily	Conventional way of cleaning,
(vii)	Cleaning of fans, tube lights, windows, doors, partitions of cabins, A/C outlets etc.;	Once in a month	Conventional way of cleaning,

(ix)	Collection / Disposal of garbage from dustbins / containers;	Once daily	Collection through dustbins located at different positions in the office premises
(x)	Upkeep of the building (including cleaning of terrace/corridor/staircase /verandas/window panes etc.)	As and when required	Conventional way of cleaning
(xi)	cleaning Window glass panel	Once in a month.	Conventional way of cleaning
(xii)	Miscellaneous Work	As and when required	Conventional way of cleaning

Apart from the above, the NSSO (FOD) Delhi Region can assign any type of job in the office premises related to sanitation and cleaning etc.

**B. ELIGIBILITY CRITEREA**

Only those 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 New Delhi/NCR of Delhi and have been in existence for a period not less than 2-3 years and having annual turnover of Rs. 5-10 lakh.
- 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 years contract jobs of providing Safaiwalas under the respective contract for organisations, Institutions or reputed Private firms.

**C. INSTRUCTIONS TO TENDERERS**

1. The Tenderers are required to submit one Technical and one Price Bid as per prescribed proforma in Section –E and F. The Financial Bid should be submitted in a separately sealed envelope super scribed “**Financial Bid for Safaiwala in NSSO (FOD) Delhi Region, New Delhi**” All the sealed envelopes should be put in a one sealed envelope superscribed “**Tender for providing Safaiwala in NSSO (FOD) Delhi Region, New Delhi**”.
2. The Tenderer are advised to visit the NSSO (FOD) Delhi Region Office premises before submitting their tender bid.

3. The various crucial dates relating to “**Tender for providing Safaiwala in NSSO (FOD) Delhi Region**”. are cited as under:-
  - (a) Date of issue of Tender Documents: **31.08.2016**
  - (b) Last date and time for submission of Tender Document: **3.00 PM, 16.09.2016**
  - (c) Date and time for opening of
    - Technical Bid: **3.30 PM 16.09.2016**
    - Financial Bid: **4.00 PM 16.09.2016**
  - (d) Place of submission of tender: NSSO (FOD) Delhi Region, East Block-6, Level 5, R.K.Puram, New Delhi-110066
  - (e) Place of opening the tender: NSSO (FOD) Delhi Region, East Block-6, Level 5, R.K.Puram, New Delhi-110066

**D. TERMS & CONDITIONS**

1. The persons to be deployed by the service provider as Safaiwala should be in the age group of 18-25 years, active and having good health and should be at least semi-literate.
2. The Agency will have to employ trained civilians as Safaiwala, 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 must be ensured:-
  - (a) That the staff do not smoke in the office premises;
  - (b) That any specific sanitation task assigned by the NSSO (FOD) Delhi Region or any officer authorized by the Administration 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 NSSO (FOD) Delhi Region.
  - (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 NSSO (FOD) Delhi Region.
4. For Safaiwala, the working hour would normally be of **3 hours (0900 hrs to 1200 hrs)** per day from **Monday to Friday (5 days)** with **weekly off on Saturday and Sunday**.
5. The cleaning materials should be provided by the Agency as per the list enclosed in **Annexure-I**. The cleaning materials should be of high quality and according to the brand and specification approved by the NSSO (FOD) Delhi Region.
6. NSSO (FOD) Delhi Region will have the right to adopt any measures/setup system for ensuring proper performance of duty of Safaiwala deployed by the contractor, including their being in proper uniforms, punctuality, discipline etc.
7. Initially NSSO (FOD) Delhi Region may require **2 personnel Safaiwala (Part time)**. Their strength may increase or decrease as per the requirement of NSSO (FOD) Delhi Region.
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, NSSO (FOD) Delhi Region on the monthly payment bill. The payment would be based on actual attendance.

9. The Period of contract shall initially be for a period of 1 year from the date of awarding the contract extendable further 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) Delhi Region 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 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 NSSO (FOD) Delhi Region. 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 NSSO (FOD) Delhi Region.
12. If any of the Contract workers is found misbehaving with the supervisory staff or any other Staff member of the NSSO (FOD) Delhi Region, 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 NSSO (FOD) Delhi Region.
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 NSSO (FOD) Delhi Region 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 NSSO (FOD) Delhi Region 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, 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.
16. The Earnest Money Deposit (EMD)(Bid Security) of Rs. 2000/- (Rupees two 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.

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/Demand Draft 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.
18. The successful Agency will be required to execute an agreement with NSSO (FOD) Delhi Region within the period specified in the award letter. **In case the successful agency fails to enter into the agreement with NSSO (FOD) Delhi Region within 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 NSSO (FOD) Delhi Region 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 NSSO (FOD) Delhi Region 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 NSSO (FOD) Delhi Region 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. NSSO (FOD) Delhi Region 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 Conciliation Act 1996, in Delhi 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 of the technically qualified (responsive tender) bid. The LI would be decided on the basis of monthly expenditure taken together on Safaiwalas, charges for cleaning material, charges for cleaning window glass panel etc.

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**E. PROFORMA FOR TECHNICAL BID (Safailwala – Part time worker)**

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 attested copy of the Reg.) : \_\_\_\_\_  
\_\_\_\_\_
5. PAN / TIN No of the Agency (Attach attested copy of the Reg. Certificate) : \_\_\_\_\_
6. Service Tax Registration No. (Attach attested copy of the Reg. Certificate) : \_\_\_\_\_
7. EPF Registration No. (Attach attested copy of the Reg. Certificate) : \_\_\_\_\_
8. E.S.I. Registration No. (Attach attested copy of the Reg. Certificate) : \_\_\_\_\_
9. Demand Draft of requisite Earnest Money (Detail) : \_\_\_\_\_
10. Financial turnover of the Agency for the last 2 years (copy of the turnover statement of last two years duly Certified by Chartered Accountant to be attached).

<b>Financial Year</b>	<b>Amount (in Rs.)</b>	<b>Remarks if any</b>
2014-15		
2015-16		

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

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)

1. 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;
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
3. 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:



**F. PROFORMA FOR FINANCIAL BID (SAFAIWALAS)**

The contractor is advised to visit the NSSO (FOD) Delhi Region Office before submitting his tender bid. Following information may be used while calculating the cost of cleaning material and other items.

## 1. Facilities

5 <sup>th</sup> Level
Wash Room-2
Urinal-3
Wash Basin-2
Indian Style toilet-2

2. Plinth Area of level: 3000 sq.ft. (approx.)

3. There are 13 Window glass panel fixed at level 5.

**Price Bid**

S. No.	Description	Rate Per Month (Rs.)
		Safaiwalas
	<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)	Total [ (i) to (iv) ]	
(vi)	Service Tax (mention %)	
(A)	<b>TOTAL (v+vi)</b>	

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. (B)	

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

Grand Total (A + B + C) = Rs. \_\_\_\_\_

Date &amp; Place

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

**List of Materials to be provided by Contractor**

Sl. No.	ITEM
1	Acid
2	Brasso
3	Liquid Soap Floor Wash
4	Dettol
5	Flush Clean Mat
6	Floor Duster
7	Hand Duster
8	Hard Broom
9	Harpik
10	Hit Cockroach
11	Phenyl
12	Naphthalene Ball Scented
13	Room Freshener
14	Soft Broom
15	Yellow Duster
16	PVC Scrubber
17	Coir Brush Round
18	Liquid Perfumed hand wash
19	Cleano sanitizer
20	Mops-Floor Duster
21	Teepol
22	Thiner
23	Dustbin with lid
24	Wipers
25	Cob web removers
26	Mansion floor polish
27	Finit with pump
28	Bunny Bag
29	Any other items required for cleaning

**Date:**

**Place:**

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