



F. No. D.12013/1/Tender/Admn/2016
Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
(Field Operations Division)

Regional Office, Tamil Nadu (North)
'B' wing, Block III, II Floor, Shastri Bhavan
26 Haddows Road, Chennai - 600 006
Dated the 30.11.2016

To
M/s _____

Sub: Quotations for engaging a registered agency for providing personnel for Sweeping & Cleaning Services (Safaiwalas) in NSSO (FOD), Regional Office, Chennai.

Sir,

Sealed quotations are invited from reputed registered agencies for providing personnel for Sweeping & Cleaning Services (Safaiwalas) in NSSO (FOD), Regional Office, Chennai. The quotations should be submitted in the formats enclosed.

1. The quotation should be submitted in a sealed envelope superscribed as **"Tender for Sweeping & Cleaning Services (Safaiwalas) in NSSO (FOD), Regional Office, Chennai"**. The quotations must accompany an Earnest Money Deposit of Rs. 5000/- (Rupees five thousand only) in the form of a Demand Draft drawn in favor of "Head of Office, NSSO (FOD), Chennai". The quotations submitted without EMD will be rejected summarily. The quotations should be addressed to the Head of Office, NSSO(FOD), 2nd Floor, 'B' Wing, Nungambakkam, Chennai-600 006.
2. The various crucial dates relating to **"Tender for Sweeping & Cleaning Services (Safaiwalas) in NSSO (FOD), Regional Office, Chennai** are cited as under:-

| | | |
|-----|--|---|
| (a) | Date of issue of Tender Documents | 01.12.2016 |
| (b) | Last date and time for submission of Tender Documents: | 29.12.2016 up to 14.00 hrs. |
| (c) | Date and time for opening of | Technical Bid: 29.12.2016 at 15.00 hrs. |
| | | Financial Bid: 29.12.2016 at 16.00 hrs. |
| (d) | Place of submission of tender | NSSO (FOD), 2 ND Floor, 'B' Wing, Nungambakkam, Chennai- 600 006 |
| (e) | Place of opening of tender | NSSO (FOD), 2 ND Floor, 'B' Wing, Nungambakkam, Chennai- 600 006 |

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

Yours faithfully,

30.11.16

(R. VAITHIANATHAN)
ASSISTANT DIRECTOR & HO



Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
(Field Operations Division)
Tamil Nadu (North) Region
2nd floor 'B' Wing, Shastri Bhavan
Chennai

PHONE: 044-28270072
Email: ro.chn-fod@nic.in

Tender No. D-12013/1/Tender/Admn/2016
Dated:01.12.2016

TENDER DOCUMENT

**ANNUAL CONTRACT FOR PROVIDING
SWEEPING/CLEANING SERVICE
AT
NATIONAL SAMPLE SURVEY OFFICE
(FIELD OPERATIONS DIVISION)
Tamil Nadu (North) Region
2nd floor 'B' Wing, Shastri Bhavan
Chennai**

Last date for submission: 29/12/2016 UPTO 14.00 HRS

Opening of Technical Bid: 29/12/2016 15.00 HRS.

Opening of Financial Bid: 29/12/2016 16.00 HRS.

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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 in **National Sample Survey Office, (Field Operations Division)**, [hereinafter called **NSSO (FOD)**] **Regional Office, Chennai**.

A. SCOPE OF THE WORK

1. SWEEPING / CLEANING: -

Cleaning the entire premises which include office rooms/halls, Toilet located in the following locations.

| Sl.No. | Name of the Office | Address | Remarks |
|--------|---------------------------------------|--|---|
| 1 | NSSO(FOD), Regional Office Chennai | 'B' Wing, II Floor, Shastri Bhavan, Haddows Road, Nungambakkam, Chennai-600 006. | 2540 sq.f.t.(approx) A portion of 2 nd floor With 1 officer's toilet |
| 2 | NSSO(FOD), Regional Office Chennai | 'A' Wing, V Floor, Shastri Bhavan, Haddows Road, Nungambakkam, Chennai-600 006. | 915 sq.ft. (approx) A portion of 5 th floor. |

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. | 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 equipments in the office premises | Once daily | Using DETTOL Liquid spray and fine cotton/cloth. |
| (iv) | Cleaning Officer's toilet and wash basins with fittings, mirror 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 of notice board, nameplates etc.; | Daily | Conventional way of cleaning, |
| (vi) | Cleaning of fans, tube lights, windows, doors, partitions of cabins, A/C outlets etc.; | Once in a month | Conventional way of cleaning. |

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| | | | |
|--------|--|----------------------|---|
| (vii) | Collection / Disposal of garbage from dustbins / containers; | Once daily | Collection through dustbins located at different positions /places in the office premises |
| (viii) | Upkeep of the building (including cleaning of window panes) | As and when required | Conventional way of cleaning |
| (xi) | Cleaning of window glass panel | Once in a month | Conventional way of cleaning |
| (x) | Miscellaneous Work | As and when required | Conventional way of cleaning |

Apart from the above, the NSSO (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 fulfill 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 Chennai and have been in existence for a period not less than 5 years and having annual turnover of Rs. 25 lakhs during the last three years.
- b) It should have been registered under Relevant Acts 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 to 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 3 contract jobs of providing Safaiwalas under the respective contract for organisations, Institutions or reputed Private firms.

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C. INSTRUCTIONS TO TENDERERS

1. The Tender should be addressed to Head of Office, NSSO (FOD), II floor 'B' wing, Shastri Bhavan, Numgambakkam, Chennai-600006
2. The Tenderers are required to submit one Technical Bid and one Financial 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 sweeping/cleaning services in NSSO (FOD) TN(N) Region " All the sealed envelopes should be put in a one sealed envelope super scribed "Tender for Sweeping & Cleaning Services in NSSO (FOD) Regional Office, Chennai". Financial bid shall be opened only of 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 Tenderers are advised to visit the premises of the Regional Office, NSSO (FOD), Chennai before submitting their tender bid.
4. The various crucial dates relating to "Tender for Sweeping & Cleaning Services NSSO (FOD) TN(N) Region, Chennai" are cited as under:-
 - (a) Date of issue of Tender Documents: 01/12/2016.
 - (b) Last date and time for submission of Tender Document: 29/12/2016 up to 14.00 HRS.
 - (c) Date and time for opening of
Technical Bid: 29/12/2016 at 15.00 HRS.
Financial Bid: 29/12/2016 at 16.00 HRS.
 - (d) Place of submission of tender: NSSO (FOD) Regional Office, II Floor, B Wing, Shastri Bhavan, Nungambakkam, Chennai -600 006.
 - (e) Place of opening the tender: NSSO (FOD) Regional Office, II Floor, B Wing, Shastri Bhavan, Nungambakkam, Chennai -600 006.

D. TERMS & CONDITIONS

1. The persons to be deployed by the service provider as Safaiwala should be in the age group of 18-40 years, active and having good health and should be at least literate to speak/read/write in Tamil language.
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 shall, employ a Supervisor for monitoring of its manpower, material etc., who would be responsible for all the activities of cleaning and sweeping. The supervisor should have a minimum experience of 3 years supervising. Necessary supervising certificates may be attached. It 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) 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), TN(N) Region, Chennai.
 - (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).

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4. For Safaiwala, the working hour would normally be of 8 1/2 hours (08.30 hrs to 17.00 hrs) per day including half an hour lunch break from Monday to Friday (5 days) with weekly off on Saturday and Sunday and public holidays as notified by the government. However, the agency shall depute workers on holidays/weekly offs in case of need.
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), TN(N) Region, Chennai.
6. NSSO (FOD, Chennai, 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. The strength of the safaiwalas for the said work would be determined by the Agencies during their site inspection.
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) Chennai 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) Chennai 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/Email/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, previous work experience, proof of residence and recent photograph and a certification to this effect should be submitted to the NSSO (FOD) TN(N) Region, Chennai. 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) Chennai Region.
12. If any of the Contract workers is found misbehaving with the supervisory staff or any other Staff member of the NSSO (FOD) TN(N) Region, Chennai, 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) TN(N) Region, Chennai.
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) TN(N) Region, Chennai on this account.

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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)TN(N) Region, Chennai 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. 5000/- (Rupees five thousand only) in the form of Demand Draft from a commercial bank, drawn in favour of "Head of Office, NSSO (FOD) Chennai" 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 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 "The Head of Office, NSSO(FOD), Chennai" 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), Chennai within the period specified in the award letter. In case **the successful agency fails to enter into the agreement with NSSO (FOD) TN(N) Region, Chennai 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) TN(N) Region, Chennai 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) TN(N) Region, Chennai reserves the right to accept or reject any or all tenders without assigning any reason.

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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) TN(N) Region, Chennai 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) TN(N) Region, Chennai 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 Chennai jurisdiction.**

25. **Evaluation Criteria:** The Technical bids will be scrutinised on the basis of Basic 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 taken together on Safaiwalas, charges for cleaning material, charges for cleaning window glass panel etc.

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Tender Document No.D-12013/1/Tender/Admn/2016 Dated 01.12.2016

E. PROFORMA FOR TECHNICAL BID (Safaiwala)

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) :

| Financial Year | Amount (in Rs.) | Remarks if any |
|----------------|-----------------|----------------|
| 2014-15 | | |
| 2015-16 | | |

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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 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 ShriProprietor / 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:

Seal:

Date:

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Tender Document No.D-12013/1/Tender/Admn/2016 Dated 01.12.2016

F. PROFORMA FOR FINANCIAL BID (SAFAIWALAS)

The contractor is advised to visit the NSSO (FOD) Regional Office, Chennai before submitting his tender bid. Information furnished at page 1 may be used while calculating the cost of cleaning material and other items.

Price Bid

| S. No. | Description | Rate per month (Rs.) |
|--------|---|----------------------|
| | MANPOWER | |
| 1 | Basic Pay(to be paid to the worker) | |
| 2 | ESI (mention %) | |
| 3 | EPF (mention %) | |
| 4 | Service Charge on the Basic Pay (mention %) | |
| 5 | Total [(i) to (iv)] | |
| 6 | Service Tax (mention %) | |
| | TOTAL (v+vi) | |

| <u>Description</u> | Rate 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. | |

| <u>Description</u> | Rate Per Month |
|--|----------------|
| Charges for cleaning Window glass panel once in a month. (C) | |

Grand Total (A+ B + C) = Rs. _____

Date & Place

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

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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 | Thinner |
| 23 | Dustbin with lid |
| 24 | Wipers |
| 25 | Cob web removers |
| 26 | Mansion floor polish |
| 17 | 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

R. C. Searf