

Tender Document No.D-19029/GUJ (E)/2016-2017 dated 22.11.2016



सत्यमेव जयते

Government of India

Ministry of statistics and Programme implementation

National Sample Survey Office

(Field Operations Division)

Vadodara

Tender Document No.D-19029/GUJ (E)/2016-2017 dated 22.11.2016

TENDER DOCUMENT

ANNUAL CONTRACT FOR PROVIDING SWEEPING/CLEANING SERVICES

AT

National Sample Survey Office

(Field Operations Division)

Vadodara

Last date for submission: 15 December, 2016 up to 4:00 P.M

Opening of technical bid: 16 December, 2016 at 11:00 A.M

Sealed tenders are invited under **Two Bid System** i.e. (**Part-I Technical Bid and Part-II Financial Bid**) from reputed, professionally experienced and financially sound Manpower Agencies to provide manpower for sanitation (Sweeping / cleaning) ‘Safaiwalas’ services at **National Sample Survey Office (Field Operations Division), NSSO BHAVAN, Vadodara [hereinafter called NSSO (FOD)]**.

A. SCOPE OF THE WORK

1. SWEEPING / CLEANING:-

Cleaning the entire premises NSSO (FOD), Vadodara which includes office rooms/halls, verandas/corridors, parking lot, toilet and lavatories both gents and ladies located in first, second and third floors in NSSO BHAWAN. 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 work is as under:-

Sl. No.	Description of work	Periodicity	Remarks
1	Sweeping and cleaning of all floors in NSSO Bhavan	Thrice daily	Using cleaning powder and wipe-out for floors
2	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)
3	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
4	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). 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
5	Cleaning choked toilets;	As and when required	Conventional way of cleaning

6	Cleaning of notice board, nameplates, key boxes etc.;	Daily	Conventional way of cleaning
7	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
8	Collection/disposal of garbage from dustbins/containers:	Twice daily	Collection through dustbins located at different positions in the offices premises.
9	Upkeep of the building (including cleaning of terrace/ corridor/ staircase/ verandas/ window panes on all the floors etc.)	As and when required	
10	Cleaning window glass panel	Once in a month	
11	Miscellaneous work	As and when required	

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 CRITERIA

Only that 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 Vadodara 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 registration 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 and 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 Safaiwala under the respective contract for organizations, institutions or reputed private firms.

C. INSTRUCTIONS TO TENDERERS

1. **The Tender should addressed to Head of Office, NSSO (FOD), NSSO Bhavan, Next to Ward 6 Office, Akota, VADODARA-390020**
2. The Tenders are required to submit one technical 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 and Cleaning Services in NSSO (FOD), VADODARA”**. Similar way the Technical Bid should be submitted in a separately sealed envelope super scribed **“Technical Bid for Sweeping and Cleaning Services in NSSO (FOD), VADODARA”**. All the sealed envelopes should be put in a sealed envelope super scribed **“Tender for Sweeping and Cleaning Services in NSSO (FOD), VADODARA”**. Financial Bid shall be opened only those tenders who are found technically qualified to carry out the work.
3. The tenders are advised to visit the NSSO (FOD) office premises before submitting their tender bid.
4. The various crucial dates relating to **“Tender for Sweeping and Cleaning Services in NSSO (FOD), VADODARA”** are cited as under:-
 - (a) Date of issue of Tender Documents: 22nd November, 2016 from 11:00 A.M
 - (b) Last date and time for submission of Tender Document: 14th December, 2016 up to 4:00 P.M
 - (c) Date and time for opening of
 - Technical bid: 11:00 A.M on 15th December 2016
 - Financial bid: 03:00 P.M on 15th December 2016
 - (d) Place of submission and opening of tender: NSSO (FOD), NSSO Bhawan, Next to Municipal Ward No.6 Office, Akota, VADODARA-390020.

D. TERMS AND 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 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 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 of supervising. Necessary supervising certificates may be attached. It must be ensured:-

- (a) That the staffs 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);
 - (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).
4. For Safaiwala, the working hour would normally be 8 ½ hours (0800 hrs. to 1630 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 materials should be provided by the Agency as per the list enclosed in annexure-1. The cleaning materials should be of high quality and according to the brand and specification approved by the NSSO (FOD).
 6. NSSO (FOD) 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),VADODARA MAY REQUIRE TWO SAFIWALA FOR SWEEPING AND CLEANING SERVICES.
 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) 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 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. NSSO (FOD) also reserves the right to terminate the contract after giving 30 days' notice without assigning 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 characters 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). 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).
12. If any of the contract workers is found misbehaving with the supervisory staff or any other staff member/trainees of the NSSO (FOD), the contractor shall, on receipt of instruction of the competent authority in this regard, replace such workers. The contractors shall issue necessary instruction to its employees to act upon the instructions given by the supervisory staff of NSSO (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 principle employer due to failure of the contractor shall indemnify and reimburse the amount payable by NSSO (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 and 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 and 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. 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 five percent of total amount **in the form of Demand Draft/Pay Order drawn in favour of "Head of Office, NSSO(FOD), Regional Office, Vadodara"** should be enclosed with the tender. The EMD should remain valid for a period of 45 days beyond final bid validity period. The tender received without EMD would be summarily rejected. The earnest money deposit will be refunded to the tenders whose offer has not been accepted within 90 days of opening of tenders.
17. It is mandatory for the successful tender to submit Performance Security Deposit amounting to 10% of the total contract value for one year **in the form of Demand Draft/Pay Order drawn in favour of "Head of Office, NSSO(FOD), Regional Office, Vadodara"** 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) 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 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) 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) 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) 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) 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 Vadodara jurisdiction.
25. **EVALUATION CRITERIA:** The technical bids will be scrutinized on the basis of eligibility criteria in section-B financial bids will be opened only of the technically qualified (responsive tender) bid. The **L1** would be decided on the basis of monthly expenditure taken together on Safaiwala charges for cleaning materials, charges for cleaning window glass panel etc.

E. PREFORMA 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 and License number of the Agency under contract labour (Regulation and Abolition) act 1972 (Attach attested copy of the Registration Certificate)
5. PAN/TAN 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		

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

S. No.	Details of Client along with address, Telephone and Fax Nos.	Amount of Contract (in Rs.)	Duration of Contract		Nature of Contract	
			From	To	Type of Manpower 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 the Authorized Person
Full Name:

Place:

Date:

Seal:

F. PROFORMA FOR FINANCIAL BID

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

1. Facilities

Ground floor	1 floor	2 floor	3 floor	Store/Roof top
Reception area	Office rooms/ chambers	Office rooms/ chambers	Office rooms/ chambers	Store room plus remaining rooftop
Portico	Wash room-2	Wash room-2	Wash room-3	
Parking area	Urinal-2	Urinal-2	Urinal-2	
	Wash basin-2	Wash basin-2	Wash basin-3	
	Western style-2	Western style-2	Western style-3	

2. Plinth area of all the levels put together approx.: 5800 square feet

3. There are about 52 windows fixed at Ground, First, Second, Third floor and store/ rooftop.

Price bid

Sl. No.	Description	Rate per month (Rs.) for Safaiwala
MANPOWER		
1	Basic pay (to be paid to the worker)	
2	ESI (Mention in %)	
3	EPF (Mention in %)	
4	Service charge on the basic pay (Mention in %)	
5	Total (1 to 5)	
6	Service tax (Mention in %)	
	TOTAL(5+6)	

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Description	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 fulfillment of the contract.	

Description	Rate per month
Charges for cleaning window glass panel once in a month	

Date and Place

Signature of the Authorized Person
with Name and Company's Seal

ANNEXURE-1

List of materials be provided by contractor

SL NO.	ITEMS
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	Harpic
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
27	Finit with pump
28	Bunny Bag
29	Any other items required for cleaning

Date:

Place:

Signature of the Authorized Person
with Name and Company's Seal