

Government of India
Computer Centre, Ministry of Statistics &
Programme Implementation
East Block-10, R K Puram,
New Delhi- 110 066

भारत सरकार
संगणक केन्द्र
सांख्यिकी और कार्यक्रम कार्यान्वयन मंत्रालय
पूर्वी खण्ड-10, रामकृष्ण पुरम् .
नई दिल्ली-110066

F.No. D-13020/1/2017-CC

Dated: 11.05.2017.

E - TENDER NOTICE

**Subject :- E- TENDER FOR CLEANING ANDHOUSE KEEPING SERVICES IN
THE COMPUTER CENTRE, MINISTRY OF STATISTICS & PI, NEW DELHI.**

Computer Centre, Ministry of Statistics & Programme Implementation invites online tender under two bid system from System Service Providers (who meets the Eligibility Criteria of this document) for Cleaning and Housekeeping Services as per Scope of Work in Computer Centre(MOSPI). **Manual bids shall not be accepted.**

2. Bids/Tenders should be submitted only online through Central Public Procurement Portal (CPPP): <http://eprocure.Gov.in/eprocure/app>. 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 CPPP for e-Procurement at <http://eprocure.Gov.in/eprocure/app>.

3. Tender documents can be downloaded from Ministry's Website <http://www.mospi.nic.in> and CPP Portal <http://http://eprocure.Gov.in/eprocure/app>. Tenderer who has downloaded the tender from the BRO website <http://www.mospi.nic.in> and Central Public Procurement Portal (CPPP) website <http://eprocure.Gov.in/eprocure/app> shall not tamper/ modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tampered or modified in any manner, tender will be completely rejected and EMD will be forfeited and Tenderer will be banned for future.

4. EMD (Bid Security) : **Rs. 25,000/- (Rupees Twenty Five Thousand)**

5. Date & Time Of Publishing Of Tender : **11.05.2017**

6. Last Date & Time For Submission Of Bid: **30.05.2017 - 15:30 Hrs.**

7. Date & Time For Opening Of Technical Bid: **31.05.2017 - 16:00 Hrs**

8. Date & Time For Opening Of Financial Bid in respect of
Technically qualified Bidders only: **To Be Conveyed Separately.**

9. Validity of Bid : 180 Days From The Last Date Of Closing


(HAULIANKAP)

Under Secretary to the Government of India

T.No.26103956

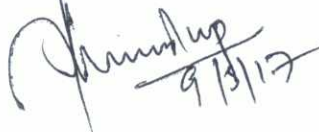
Copy to: Shri R.P. Thakur, Deputy Director (Web Unit), Computer Centre, New Delhi with the request to upload the tender in the web sites.

Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPPP, prepare their bids in accordance with the requirements and submitting their bids online on the CPPP. From: <http://eprocure.Gov.in/eprocure/app>

REGISTRATION:

- 1) Bidders are required to enroll on the e- procurement module of the Central Public Procurement Portal (URL: <http://eprocure.Gov.in/eprocure/app>) by clicking on the link "Online bidder Enrolment" on the CPPP which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique user name and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as a part of the registration process. These would be used for any communication from the CPP portal.
- 4) Upon enrolment, the bidders will be required to register their valid digital Signature Certificate (Class 2 or Class 3 Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. sify/nCode/eMudhra tec.), with their profile.
- 5) Online one valid DSC should be registered by bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
- 6) Bidder then may log in to the site through the secured log-in by using their user ID and password of the DSC/e-Token.

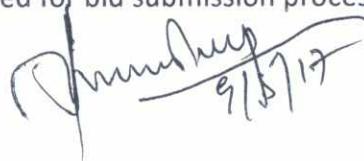

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SEARCHING FOR TENDER DOCUMENTS:

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. To search for a tender published on the CPP.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents/tender schedules. These tenders can be moved to the respective 'My Tenders' folder. This would enable the CPP Portal to intimate the bidders through SMS/e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidders should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

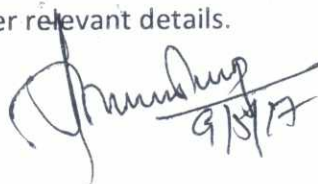
PREPARATION OF BIDS:

- 1) Bidder should take into account any corrigendum published on the Tender document before submitting their bids.
- 2) Please go through the Tender Advertisement and the tender document carefully to understand the documents required to be submitted. Please note the number of covers in which the bid documents have to be submitted, the number of documents including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 3) Bidder, in advance, should get ready their bid documents to be submitted as indicated in the Tender document/schedule and generally, they can be in PDF/XLS/RAR/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same, set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Space" or "Other Important Documents" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not to upload again and again. This will lead to a reduction in the time required for bid submission process.


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SUBMISSION OF BIDS:

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i. e. on or before the bid submission date & time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee/ EMD as applicable and enter details of the consumables.
- 4) Bidder should prepare the EMD of Rs.25000/- drawn on "PAY & ACCOUNTS OFFICER, M/o. Statistics & PI, New Delhi" from any nationalized/commercial bank or submit exemption letter registered with any Government of India agencies. The original DD should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the Tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission. Otherwise the uploaded bid will be rejected.
- 5) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 6) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded Tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 8) Upon the successful and timely submission of bids (i.e. after Clicking "Freeze Bid Submission" in the portal) will be displayed with the bid no., date & time of submission of the bid with all other relevant details.


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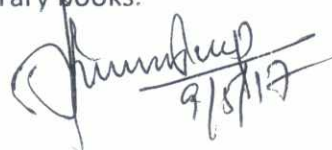
- 9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS:

- 1) Any query relating to the Tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the Tender.
- 2) Any queries relating to the process of online bid submission of queries relating to CPP Portal in general may be directed to the 24*7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 72232.

ELIGIBLE BIDDERS:

1. (a) Any agencies having registered office in Delhi /New Delhi/NCR and who are providing similar kind of services for at least last three consecutive years.
(b) The bidders should have the experience of completion of similar works in any of the Govt. Department/ Autonomous institutions/ Universities/ Public Sector Undertakings/ Local Bodies/Municipalities.
2. **Scope of work:-**
 - a. Cleaning, sweeping and wet mopping of the entire area including corridors.
 - b. Cleaning of all garbage & waste materials and their effective disposal.
 - c. Thorough cleaning of toilets including urinals and wash basins using disinfectants like phenyl, harpic, surf etc. as required. Cleaning of all sanitary fittings and mirrors of the toilets.
 - d. Shifting of office stores, furniture, files and other office equipment whenever required as porter.
 - e. Dusting and cleaning of all furniture like table , chair and electronic gadgets like computer, printer, telephone, fax, photocopier and other related equipments.
 - f. Dusting and cleaning of library books.

A handwritten signature in black ink, followed by the date '9/8/17' written below it.

- g. Cleaning of window panes, doors etc.
- h. Miscellaneous services such as bringing of drinking water/refreshment etc. from outside and serving.
- i. Courier work for sending materials, letters etc. within Delhi/New Delhi.
- j. Any other work as assigned to them from time to time.
- k. The above works are illustrative and not exhaustive.

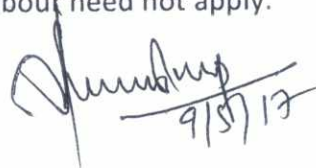
The contractor shall be responsible for proper dusting, mopping and cleaning of work place and should keep the office rooms, toilets etc. neat and tidy.

3. **Cleaning materials:-**

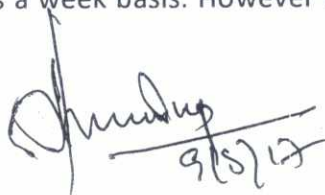
The cleaning materials will be provided by the office.

4. **Terms and Conditions :-**

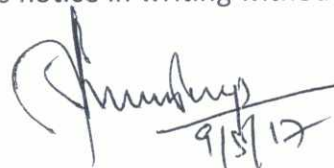
- i) The contract period shall be of twelve months from the date of the commencement which may be extended for further period of one year subject to satisfactory performance of the agency and on the same terms & conditions.
- ii) Contractors must submit documentary evidence of providing similar services to other Govt. Department/Autonomous Institutions/Universities/public sector Undertakings/Local bodies/ Municipalities for at least three consecutive years as a proof of his experience in the field.
- iii) The cleanliness will be periodically checked by the designated official of this office based on certain objective criteria dust, pan & stains on the floors/walls, cobwebs on roof, window panes, dirt in wash-basin/WCs etc. to measure level of cleanliness and the contractor has to abide by those criteria.
- iv) The contractor shall be duly registered with ESIC, EPF, Service Tax & other relevant statutory authorities dealing with employment of labour and copies of all the relevant documents in this regard must be attached with the tender. Contractors not registered under the ESIC and Provident Funds Act and other relevant statutory enactment dealing with employment of labour need not apply.


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- v) The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under labour Act, Minimum Wages Act and Contract Labour (Regulation & Abolition Act), EPF etc. with regard to the personnel engaged by him for the said job. It will be the responsibility of the contractor to provide details of manpower deployed by him to the office.
- vi) The contractor shall be liable and responsible to provide all the benefits viz. PF, ESI etc. to the staff engaged by him. It shall also be the duty the of the contractor to get PF/ESI code number allotted against which the PF/ESI subscription deducted from the payment of the personnel engaged and the same should be deposited with/remitted to the respective authorities within prescribed time limit. The contractor will have to deposit the proof of depositing employee's contribution towards PF/ESI etc. in every subsequent month bill.
- vii) Deployment of 3(three) workers for the service is required on 'no-work-no-pay' basis @ 9 hours per day. In exigencies extra deployment may be required.
- viii) Contractor will provide persons from which the office will select workers through interview. In case of non-selection of any worker, the contractor should provide a fresh panel.
- ix) In case personnel(s) deployed under the contract is (are) absent on any day, an immediate substitute has to be provided or else a penalty equal to double the wages of number of such absentees on that particular day shall be levied by the office and the same shall be deducted from the contractor's bill.
- x) In case any of contractor's personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same, it will be treated as absence and penalty as mentioned in point (ix) above shall be levied.
- xi) Work should be done generally on 5-days a week basis. However in need, they may be required to work on holidays.


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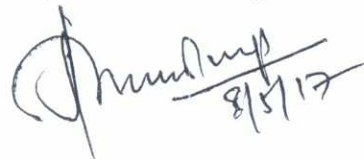
- xii) The contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorised official of the office and the payment of a month will be made in the following month as per the records of the attendance register.
- xiii) Only those personnel having experience in the field of job required shall have to be deployed .
- xiv) Personnel so engaged by the contractor shall wear uniform and a badge bearing his/her name, while on duty. The uniform and badge shall be provided by the contractor at his own cost.
- xv) The personnel engaged by the contractor shall be available all the time as per duty roster and they shall not leave their place of duty without the prior permission of the authorised officer of the office.
- xvi) Personnel engaged shall have to be literate, well-behaved, young & healthy. However, personnel below 18 years & above 50 years shall not be accepted.
- xvii) The Contractors shall not engage any sub-agent or sub-contractor for providing housekeeping service.
- xviii) Contractors should indicate rate per worker per day at central Govt. rates inclusive of all charges.
- xix) The quotation submitted by the contractors should be signed by the authorised representative of the contractors.
- xx) The contractors must comply with the rates/quotations/specifications and all the terms and conditions of the contract. No deviation in the terms and conditions of the contract shall be entertained.
- xxi) Notwithstanding anything contained herein, the office reserves the right to terminate the contract by giving one month's notice in writing without assigning any reason.


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- xxii) No other person except the authorised representative of the contractor shall be allowed to enter into the office premises.
- xxiii) Contractor shall be solely responsible for payment of wages/salaries and other benefits to his personnel.
- xxiv) The deployment of persons by the Contractors in the office for housekeeping services does not in any way confer any right to the contractors or the persons concerned for claiming any regular or part time employment in this office.
- xxv) Contractors shall be fully responsible for theft/burglary or any mischief by his staff and he shall be responsible to maintain all property and equipment of the office entrusted to it. Any damage or loss caused by contractor's personnel to the office in whatever shape would be recovered from the contractor.
- xxvi) The office shall not be responsible for any accident on duty and compensation.
- xxvii) Photographs, full address and telephone number of housekeeping personnel should be provided to the office for records.
- xxviii) Payment of salary to workers should be made only through NEFT/RTGS in their respective account by the 5th of the subsequent month.
- xxix) Before awarding the work order to the successful bidder, the contractor should furnish performance Security of 10% of the value of the contract from a Commercial Bank as per rule.

6. Jurisdiction of Court:-

The courts at Delhi/New Delhi shall have the exclusive jurisdiction to settle all disputes, if any, arising out of this agreement between the parties.


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PROFORMA FOR TECHNICAL BID

- i) Name of the Firm/Agency:
- ii) Postal Address:
- iii) Telephone/Mobile No.:
- iv) Name of contact person:
- v) Permanent Account Number (PAN):
- vi) Service Tax Registration No.:
- vii) Employees Provident Fund Registration No.:
- viii) Employees State Insurance Corporation Registration No.:
- ix) Trade Licence No. & Date:
- x) Details of experience in the field and Name & Address of Government offices where Housekeeping Services have been provided:
- xi) Income-tax returns for the year 2013-14, 2014-15 and 2015-16:
- xii) Any other information:
- xiii) Declaration by the bidder:

This is to certify that I/We before signing the technical bid have read and fully understood all the terms and conditions contained in the tender document and undertake myself/ourselves to abide them.

(Note: Self attested photocopies of all the above relevant documents to be attached)

Name and Signature of the Authorised Person with Company Seal


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PROFORMA FOR FINANCIAL BID

1)Name of the Firm/Agency:

2)Address:

3)Telephone/Mobile No.:

4)Total Rate per worker per day at Central Govt. Rate (all inclusive) indicating the various

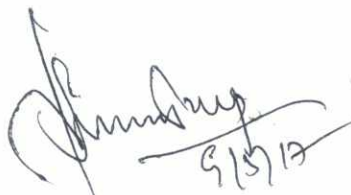
Components of charges separately as detailed below:

Component	Rate	Value (in Rs.)
Central Govt. Rate for unskilled worker per day as declared by Govt. From time to time (along with a copy of the order)		
EPF		
ESI		
Services Charges claimed by the Vendor		
Govt. Taxes (Service Tax, etc.,)		
Total		
Net Rate Per Day Per Worker:		

Note: (i). The valuation of tender will depend on the Service Charges claimed by the vendor.

(ii). Service Charge of 0% or Nil will not be entertained.

Name and Signature of the Authorised Person with Company Seal



UNDERTAKING

TO

Name of Agency:

Name of the Tender: _____ Due Date: _____

Sir,

- a) I/We hereby agree to abide by all terms and condition laid down in tender document:
- b) This is to certify that I/We before signing this bid have read and fully understood all the terms and condition and instructions contained therein and undertake myself/ourselves to abide by the said terms and conditions:
- c) I/We shall abide by the provisions of Minimum wages Act, Contract Labour Act and other statutory provisions like PF, ESI etc. as applicable from time to time. I/We undertake to pay the wages to the personnel deployed as pre Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any violation.
- d) I/We do hereby undertake that neat and clean environment of the office shall be ensured by our agency as well as any other point considered by our Agency. The loss on account of theft, if any, shall be recoverable from me/us.

(Signature of the Bidder)

Name and Address of the Bidder with Telephone No.


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