

Tender Document No.45/3/Hostel Building/Admn-IV/2015-16
Government of India
Ministry of Statistics and Programme Implementation
National Sample Survey office
Data Processing Division (HQs.)

Mahalanobia Bhavan
164, G.L.T. Road
Kolkata-700 108
Dated:29.03.2016

Tender Notice

Subject: Inviting tender notice for awarding contract for providing Sweeping and Cleaning service at Sankhyiki Aawas (NSSO Guest House) and Mahalanobis Bhavan located at 164 G.L.T. Road, Kolkata- 700 108

On behalf of the President of India, Additional Director General, Data Processing Division Headquarters, National Sample Survey Office, Kolkata invites sealed quotations in two-bid system from reputed agencies for providing service related to sweeping and cleaning at **Sankhyiki Aawas** (NSSO Guest House) and **Mahalanobis Bhavan** (Ground floor to 3rd floor and room no. 501 & 602B along with the entire adjacent area of the office premises), located at 164 G.L.T. Road, Kolkata- 700 108 for the period of one year extendable to one or more years subject to fulfillment of conditions.

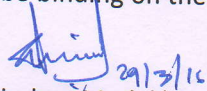
The sealed tender with rates in the prescribed format for undertaking the work must reach the undersigned by 19.04.2016. The tender should be sent in sealed envelope clearly super scribing "**Tender for Sweeping and Cleaning Service in Sankhyiki Aawas and Mahalanobis Bhavan**". The bidder or his representative may be present on the date of opening of the tender.

It shall be the responsibility of the successful bidder to comply with the provisions of the **Minimum Wages Act (Central Sphere , Category "A" area), 1948** and other statutory provisions of the applicable Rules/Act and the firm must enclosed a copy of professional tax and trade license.

The various crucial dates relating to the mentioned tender above are as follows
Date & Time of opening of

- i. Technical Bid: 12:00 PM, 20th April 2016
- ii. Financial Bid: 12:00 PM, 21st April 2016

The office reserves the right to accept/reject any or all quotations without assigning any reason and will not be responsible for postal delay. All other terms and conditions in tender form will be binding on the Quotationers/ Bidders.


(Arindam Modak)
Director & Head of Office
Phone : (033)2578-9063



Government of India
Ministry of Statistics & Programme Implementation
National Sample Survey Office
Data Processing Division (HQs.)

Tender No. 45/3/Hostel Building/Admn-IV/2015-16

Dated: 29.03.2016

TENDER DOCUMENT

**ANNUAL CONTRACT FOR PROVIDING
SWEEPING/CLEANING SERVICES**

AT

SANKHYIKI AAWAS (NSSO GUEST HOUSE)

And

**Mahalanobis Bhavan (Ground floor to 3rd floor and room no. 503 & 602B along
with the entire adjacent area of the office premises)**

Last date for submission: Date : 19.04.2016 up to 11 A.M.

Opening of Technical Bid: Date: 20.04.2016 at 12:00 P.M.

Opening of Financial Bid: Date: 21.04.2016 at 12:00 P.M.

BID Acceptance Form

Reference: Tender No. 45/3/Hostel Building/Admn-IV/2015-16 dated 29.03.2016

To
The Head of Office
Data Processing Division (HQ)
NSSO, Mahalanobis Bhavan,
164, GLT Road, Kolkata- 700 108

Sir,

Having examined the conditions of contract and specification including all other related documents the receipt of which is here by duly acknowledge, we the undersigned, offer to execute the service of Sweeping and Cleaning at Sankhyiki Aawas (NSSO Guest House) and Mahalanobis Bhavan (Ground floor to 3rd floor and room no. 503 & 602B along with the entire adjacent area of the office premises) located at 164, G.L.T. Road, Kolkata-700 108, in conformity with the conditions of the contract and specifications.

We undertake if our Bid is accepted, to execute the work in accordance with scope of work, specifications, terms and conditions stipulated in the tender document. We also undertake to abide by the provisions of **Minimum Wages Act (Central Sphere, Category "A" area), 1948**, in case we are declared as the successful bidder. We also abide by the mode of payment as per terms and conditions of the tender document

Bid submitted by us is properly sealed & prepared so as to prevent any subsequent alternation & replacement.

Dated this.....day of.....2016

Signature of Authorized signatory.....

In the Capacity of

Duly authorized to sign the Bid for and on behalf of

Witness.....

Address.....



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 services at (i) **Sankhyiki Aawas (NSSO Guest House)** and (ii) **Mahalanobis Bhavan (Ground floor to 3rd floor and room no. 501 & 602B along with the entire adjacent area of the office premises) located at 164 G.L.T. Road, Kolkata- 700 108**

A. SCOPE OF THE WORK

A1. Area to be covered relating to general sweeping and cleaning at Sankhyiki Aawas:

The entire area of Sankhyiki Aawas within the enclosed premises which includes the general parking area, parking area for official vehicle; reception, store rooms, dining hall, all the rooms of each floor, housing offices of CPWD etc. on the ground floor; the entire corridor area; staircases, railings, common area, toilets of all the floors.

Detailed Description of work at Sankhyiki Aawas:

Sl. No.	Description of Work	Periodicity	Remarks
01	Sweeping and cleaning of all floors and corridors, entrance area, reception area, staircase and railings leading to all floors	Once Daily	Using cleaning powder and wipe-out of all floors
02	Sweeping and cleaning of all rooms and its attached washroom and balcony. Dusting of tables, chairs, TVs, sofas, almirahs, telephones in the guest house premises	Once daily	Using cleaning powder, phenyl and wipe-out for floors, putting naphthalene ball at urinal pots and wash basin, putting liquid soap at all toilets and the washrooms. Cleanliness of containers should be maintained, good quality air fresheners to be added in sufficient numbers for urinals and washbasins.
03	Cleaning of all toilets and washbasins with fittings, mirrors etc. in the guest house premises	Twice Daily	Using cleaning powder, phenyl and wipe-out for floors, putting naphthalene ball at urinal pots and wash basin, putting liquid soap at all toilets and the washrooms. Cleanliness of containers should be maintained, good quality air fresheners to be added in sufficient numbers for urinals and washbasins.
04	Sweeping and cleaning of dining hall and its	Twice daily	Using cleaning powder and wipe-out of all floors, by putting liquid soap at the

	attached washroom		washroom.
05	Collection/ Disposal of garbage from dustbins/containers located at each of the rooms and the guest house premises	Twice daily	Collection through dustbins located at different positions in the guest house
06	Dusting of curtains/Fixture/Tables/Bulbs/Ventilators/Fans, lights etc. in all floors, Atrium of the guest house	Once in a week	Conventional way of cleaning
07	Upkeep of the building (including cleaning of terrace/ corridor/ staircase/ verandas/window panes)	As and when required	Conventional way of cleaning
08	Cleaning of Window glass panel	Once in a month	Conventional way of cleaning

Area to be covered relating to general sweeping and cleaning:

A2. At Mahalanobis Bhavan: The entire area starting from the entrance gate to 3rd floor and 501 and 602B which includes all rooms and toilets of each floor, the entire corridor area; staircases, railings, common area, canteen and library located at the ground floor.

Detailed Description of work at Mahalanobis Bhavan:

Sl. No.	Description of Work	Periodicity	Remarks
01	Sweeping and cleaning of corridors all floors, entrance area, , staircase and railings leading to all floors	Thrice Daily	Using cleaning powder and wipe-out of all floors
02	Sweeping and cleaning of all office rooms which includes officer's rooms, section rooms, guest rooms, canteen, library	Once daily	Using cleaning powder, phenyl and wipe-out for floors, good quality room fresheners.
03	Cleaning of all the Gents and Ladies Toilets and washbasins with fittings,	Twice Daily	Using cleaning powder, phenyl and wipe-out for floors, putting naphthalene ball at urinal pots and wash basin, putting liquid

	mirrors etc. in the office premises		soap at all toilets and the washrooms. Cleanliness of containers should be maintained, good quality air fresheners to be added in sufficient numbers for urinals and washbasins.
04	Collection/ Disposal of garbage from dustbins/containers located at each of the rooms and the office premises	Once Daily	Collection through dustbins located at different positions in Mahalanobis Bhavan.
05	Upkeep of the building (including cleaning of terrace/ corridor/ staircase/ verandas/ window panes	As when required	Conventional way of cleaning
06	Cleaning of Committee Room and Conference Room	Once in a week and when required	Using vacuum cleaner
07	Cleaning and Sweeping of the entire outside premises	Once Daily	Using broom, water spray, Disinfectants
08	Operate the pump on daily basis	Daily and as per requirement	

Note:

1. The initial work relating to general sweeping and cleaning must be completed before 8:30 A.M. everyday.
2. Cleaning of rooms under office premises must be done before 9:00 A.M. everyday.
3. The deployed sweepers are require to take care of the articles/assets/apparatus/items/office equipments while cleaning and dusting, in case any damages caused by them, the office reserves the right to charge for compensation for the damages.



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 have been in existence for a period not less than 5 years and having annual turnover of Rs. 50 lakhs during the last 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, TIN 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 three contract jobs of providing Safaiwalas under the respective contract for organizations, Institutions or reputed Private firms.

C. INSTRUCTIONS TO TENDERERS

1. The Tender should be addressed to Head of Office, NSSO, DPD(HQs.), Kolkata.
2. The Tenderers are required to submit one Technical and one Financial Bids per prescribed proforma in Section –E and F respectively. The Financial Bid should be submitted in a separately sealed envelopesuper scribed “**Financial Bid for Sweeping & Cleaning Services in Sankhyiki Aawas & Mahalanobis Bhavan**”. All the sealed envelopes should be put in a sealed envelope super-scribed “**Tender for Sweeping & Cleaning Services in Sankhyiki Aawas & Mahalanobis Bhavan**” Financial Bid shall be opened only 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 Tenderer are advised to visit **Sankhyiki Aawas (NSSO Guest House) and Mahalanobis Bhavan** located at **164, G.L.T. Road, Kolkata-700 108** before submitting their tender bid.
4. The various crucial dates relating to “**Tender for Sweeping & Cleaning Services in Sankhyiki Aawas and Mahalanobis Bhavan**” are cited as under:-
 - (a) Date of issue of Tender Documents: 29.04.2016
 - (b) Last date and time for submission of Tender Document: 19.04.2016 up to 11 AM
 - (c) Date and time for opening of Technical Bid: 12:00 P .M. on 20.04.2016
Financial Bid: 12:00 P .M. on 21.04.2016
 - (d) Place of submission of tender: Mahalanobis Bhavan, 164, G.L.T Road, Kolkata 700 108
 - (e) Place of opening the tender: Mahalanobis Bhavan, 164, G.L.T Road, Kolkata 700 108

D. Terms & Conditions:

Terms and conditions mentioned below may be perused carefully and understood before quoting the rates.

1. The persons to be deployed by the service provider as Safaiwalas should be above 18 years and below 50 years and also active and having good health and should be at least semi-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 DPD(HQ),NSSO 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 DPD(HQ),NSSO .
 - (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 DPD(HQ),NSSO .
4. For Safaiwalas, the working hour would normally be of 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. For Mahalanobis Bhawan, regular cleaning activity is required from Monday to Friday and on office days only (without holidays, Saturday and Sunday), except for special cleaning drive. For which separate intimation from office will be given on need based.
6. The cleaning materials will be supplied by the office as per a tentative the list enclosed in **Annexure-I**. The Agency shall ensure safe custody and proper utilization of the same.
7. Any machine required for cleaning has to be provided by the Agency.
8. DPD(HQ),NSSO 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.
9. **The Office would require following set of personnel for the purpose of sweeping and cleaning**

At Mahalaonbis Bhavan: 8 (eight) safaiwalas are required for Sweeping and Cleaning Services and additional 1(one) person is required for the operation of the pump.

At Sankhyiki Aawas: 4 safaiwalas are required for Sweeping and Cleaning Services. One person out of the deployed safaiwalas should be available for night service relating to general sweeping

and cleaning. The agency should plan in such a way that at least one safaiwala is available all the time.


Note: Their strength in both at Mahalanobis Bhavan and Sankhyiki Aawas may increase or decrease as per the requirement of DPD(HQ),NSSO .

10. 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, DPD(HQ),NSSO on the monthly payment bill. The payment would be based on actual attendance.
11. 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. DPD(HQ),NSSO also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.
12. 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.
13. 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 DPD(HQ),NSSO . 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 DPD(HQ),NSSO .
14. If any of the Contract workers is found misbehaving with the supervisory staff or any other Staff member/Trainees of the DPD(HQ),NSSO , 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 DPD(HQ),NSSO .
15. 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 DPD(HQ),NSSO on this account.
16. 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 DPD(HQ),NSSO 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.
17. The contractor shall particularly abide by the provisions of Minimum Wages Act (Central Sphere, category "A" area), 1948. In any case, the wages should not be lower than the minimum wage of central

sphere category "A" area. If the minimum wages is revised by the Government of India., the incremental wages, if applicable, will be provided.

18. **The Earnest Money Deposit (EMD)(Bid Security) of Rs 16,000/-(Rupees Sixteen Thousand) only in the form of Demand Draft from a commercial bank, drawn in favour of "PAO, MOSPI, Kolkata"** 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.
19. 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 of in favour of **"PAO, MOSPI, Kolkata"** 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.
20. The successful Agency will be required to execute an agreement with DPD(HQ),NSSO within the period specified in the award letter. In case **the successful agency fails to enter into the agreement with DPD(HQ),NSSO within the specified date mentioned in the award letter, the EMD deposited by such Agency shall forfeited without giving any further notice.**
21. There is no master and servant relationship between the employees of the service provider and the DPD(HQ),NSSO 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.
22. The DPD(HQ),NSSO reserves the right to accept or reject any or all tenders without assigning any reason.
23. Tenders should remain valid for 90 days from the date of opening of tenders with a provision for suitable extension.
24. 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.
25. **PENALTY CLAUSE:-**In case of any irregularities noticed, the penalty amount will be levied by DPD(HQ),NSSO 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.
26. **ARBITRATION CLAUSE:-**In case of any disputes between the parties viz. DPD(HQ),NSSO 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 Kolkata 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 LI would be decided on the basis of monthly expenditure taken together on Safaiwalas, charges for cleaning materials, charges for cleaning window glass panel etc.



E. PROFORMA FOR TECHNICAL BID

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 & License 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 3 years (Copy of the turnover statement of last three years duly certified by Chartered Accountant to be attached).

Financial Year	Amount (in Rs.)	Remarks if any
2012-13		
2013-14		
2014-15		

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 five years in the following format (attested copies of the last five 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)

- 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:

Seal:

Place:

Date

F. PROFORMA FOR FINANCIAL BID:

The contractor is advised to visit the Office at Mahalanobis Bhawan, 164 GLT Road, Kolkata – 700108, before submitting his tender bid. Following information may be used while calculating the cost of cleaning material and other items.

1. Facilities (Mahalanobis Bhavan)

Ground Floor	1 st Floor	2 nd Floor	3 rd Floor
Wash Room- Urinal Wash Basin Western Style- Indian Style-	Wash Room- Urinal Wash Basin Western Style- Indian Style-	Wash Room- Urinal Wash Basin Western Style- Indian Style-	Wash Room- Urinal Wash Basin Western Style- Indian Style-

2. Plinth Area of all the levels put together:

3. There are aboutWindow glass panel of size-are fixed at levels ground to 3rd floor and room no. 503 & 602B of Mahalanobis Bhavan.

(i) Price Bid for Mahalanobis Bhavan:

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



(ii) Price Bid for Sankhyiki Aawas:

S. No.	Description	Rate Per Month (Rs.)	Extra Work	
			Per Day (Rs.)	Per Hour (Rs.)
	MANPOWER	Safaiwalas	Safaiwalas	Safaiwalas
(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 (v)]			
(vi)	Service Tax (mention %)			
	TOTAL (v+vi)			

Description	Rate Per Month
Charges for cleaning Window glass panel etc. once in a month.	

Date & Place

Signature of the authorized person
with Name & Company's seal

ANNEXURE – I

Tentative list of Materials to be provided by the office for the purpose of sweeping and cleaning

Sl. No.	ITEMS
1	Acid
2	Brasso
3	Liquid Soap Floor Wash
4	Disinfectant
5	Flush Clean Mat
6	Floor Duster
7	Hand Duster
8	Hard Broom
9	Toilet cleaner
10	Insect Repellant
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 (Garbage poly bags in dustbins having approved micro level)
24	Wipers
25	Cob web removers
26	Mansion floor polish
27	Finit with pump
28	Gunny Bag
29	Any other items required for cleaning

Date:
Place:

Signature of the authorized person
with Name & Company's seal