

Tender Reference Number: 4-20/2017-INC

Sub: Tender for Housekeeping Services at INC office at NBCC Center Okhla Ph-1

Indian Nursing Council (INC) an autonomous body under the Ministry of Health and Family Welfare, Govt of India invites bids from eligible agencies for *Housekeeping Services*.

For Detailed terms and conditions, refer to the tender document.

Date of Tender Publishing : 23/03/2018

Last Date for submission of bids : 20/04/2018 (3.00 p.m.)

Technical Bid Opening : 20/04/2018 (4.00 p.m.)

Bid Validity : 90 days from the date of publishing of tender

Contact Person:
SECRETARY
Indian Nursing Council

Phone :011-26819157/26819160

Email :secy.inc@.gov.in

Tender Document along with Terms & Conditions

Subject:- Tender for annual job contract for providing Cleaning and Housekeeping services at Indian Nursing Council (INC), New Delhi.

1. Sealed Tenders are invited from eligible and reputed Delhi based Housekeeping Agencies for a period of one year from the date of initiation of contract, for providing services of cleaning, sweeping and maintenance at Indian Nursing Council (INC), New Delhi. Labour and materials required for the execution of services are to be provided by the Agency. Agencies shall have relevant experience of having provided similar services to Ministries, Govt. Autonomous Bodies, PSUs etc.
2. Validity of Proposal: 120 days. INC reserves the right to reject a proposal valid for a period shorter than 120 days as non-responsive.
3. Tender Documents can be downloaded from INC website <http://www.indiannursingcouncil.org>.
4. The bids are invited in two parts, i.e., **Qualifying/Technical Bid and Financial Bid**. The Qualifying/Technical Bid should consist of all technical details along with commercial terms and conditions as per the proforma at **Annexure-I**. The financial bid indicating the total Service/Overhead Charges as a percentage of the total wages as in proforma at **Annexure-II**.
5. The Qualifying/Technical Bid and Financial Bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed '**Tender for Providing Cleaning and Housekeeping Services**' and should be addressed to **The Secretary, Indian Nursing Council (INC), 8th Floor, NBCC Centre, Plot No.2, Community Centre, Okhla, Phase-1 New Delhi-110020** on or before **20/04/2018 till 3.00 p.m.** along with the Earnest Money Deposit of Rs.10,000/- (Rupees Ten Thousand Only) in the form of a crossed Demand Draft/Pay Order drawn in favour of the **The Secretary, Indian Nursing Council, New Delhi**. The tenders received without EMD, incomplete tenders or tenders without the supporting documents or not agreeing to terms & conditions shall be summarily rejected. A Tender Evaluation Committee constituted for the purpose will open the Qualifying/Technical Bid of the tenderers on **20/04/2018 at 4.00 p.m.** in the presence of such tenderers who wish to be present.
6. If an Agency qualifies in the technical bid, then only its financial bid shall be opened. The financial bid indicating as in proforma at **Annexure-II** shall be enclosed separately. The financial bids shall also be opened by the above Committee.
7. The Secretary, Indian Nursing Council (INC), reserves the right to accept or reject any & all tender(s) without assigning any reason(s) thereof. No tenderer shall have any cause of action or claim against the INC for rejection of his tender.
8. Any exemption for tender EMD & Performance Guarantee should be supported by proper exemption valid documents failing which, exemption will not be considered and tender will be outright rejected without assigning any reason.

Contd....P/2

A. ELIGIBILITY CONDITIONS FOR TECHNICAL BID.

1. The tenderer should sign and stamp each page of tender document as a token of acceptance of the terms & conditions contained therein and submit the same along with the bid.
2. Bidder is required to forward the documents mentioned in Technical Bid at **Annexure-1** duly self-certified, stamped and page numbered. Incomplete documents liable to be rejected without assigning any reason.
3. A List of all the job undertaken with letter of contract and satisfactory work certificates from at least three Govt. agencies in the last 3 years may be attached separately.

B. EARNEST MONEY DEPOSIT:-

1. Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand Only) shall be kept in the envelope containing the qualifying/technical bid. Those who do not qualify the pre-qualification conditions, shall be summarily rejected and their financial bids shall not be opened.
2. The EMD shall remain deposited with the INC during the period of validity of the offer, i.e., maximum period of 90 calendar days from the date of opening of tender.
3. The earnest money of unsuccessful Bidder shall be refunded within 30 days after final award of Contract.
4. No interest shall be paid by INC on the EMD for the above said period.

C. EVALUATION OF TENDER:-

1. The Qualifying/Technical Bid shall be opened in the first instance in the presence of the tenderers or their representatives. Only one authorized representative per tenderer, will be permitted to be present at the time of opening of tender.
2. In the Financial Bid, Service/Overhead Charges mentioned in proforma at **Annexure-II** having a bearing on the amount shall be written both in words and figures. If there is any discrepancy between the amount / information quoted in words and figures, the amount/ information quoted in words will be treated as final.

3. The INC reserves the right to select the tenderer on the basis of lowest bid received as per Col. (iii) of Annexure-II. The decision of the Tender Evaluation Committee arrived at as above shall be final and representation of any kind shall not be entertained on the above. Any attempt by any tenderer to bring pressure of any kind may disqualify the tenderer for the present tender and the tenderer may be liable to be debarred from bidding for tenders in future for a period of three years.

D. PERFORMANCE SECURITY:-

- a. The total annual expenditure on the work of housekeeping is estimated to be around Rs.10 lakh.
- b. The successful bidder will have to submit performance security, to ensure due performance of Contract, to an amount of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of an Account Payee Demand Draft / Fixed Deposit Receipt from a commercial bank / Bank Guarantee from a commercial bank.
- c. The EMD of successful tenderer shall be returned after the Contract with INC is signed and performance Security of Rs. 50,000/- is furnished.
- d. The performance security should be valid for a period of 30 days beyond the date of completion of the Contract obligation.
- e. If the successful tenderer fails to furnish the performance guarantee on the terms and conditions laid down by the INC, the tender will be rejected and the EMD shall be forfeited.

E. SCHEDULE OF SUBMISSION OF TENDER DOCUMENTS:-

- | | |
|--|--------------------------|
| i) Time and last date of submission of tender documents | : 20/04/2018 (3.00 p.m.) |
| ii) Time and date of opening of qualifying/technical bid | : 20/04/2018 (4.00 p.m.) |
| iii) Procedure for submitting the bids | : Two bid systems |

F. GENERAL CONDITIONS OF THE CONTRACT:-

1. INC does not bind itself to accept the lowest or any other tender and reserves the right to reject any or all the tenders. Tenders in which any of the prescribed conditions are not fulfilled, shall be summarily rejected.
2. Canvassing whether directly or indirectly, in connection with the tender is strictly prohibited and the tenders submitted by the Contractors who resort to canvassing will be liable to rejection.

Contd....P/4

3. The Contractor shall provide Un-skilled manpower. He shall ensure discipline amongst his staff and restrict unnecessary movement/assembly of their personnel in premises etc. The Contractors shall ensure proper supervision of the duties of his staff through his own supervisor.
4. The Contractor will supply fresh sets of Uniform/Badges, Identity Cards to the Labour/Supervisor who shall wear the same while on work and also keep their uniform clean. One set of recent passport size photographs of the labour and supervisor should be furnished for records.
5. The Contractor shall be responsible for the conduct/integrity of his personnel and will also be responsible for any act of omission and commission on their part. He will vouch for their character & integrity. He shall submit police verification reports along with the photographs and the detailed particulars of the staff provided to the INC.
6. The monthly wages indicated in the financial bid (Annexure-II) may vary based on the minimum wages notified by Govt. of NCT from time to time.
7. Lump-sum material charges per month as per list to be quoted separately.
8. The successful tenderer will accept full and exclusive responsibility for disbursement of full wages and other obligations referred to under the law now and hereafter imposed by State Govt./Local Bodies for the person(s) deployed by him. The successful tenderer should accept full and exclusive responsibility of insurance of the persons deployed by him.
9. The payment to the successful service provider will be on monthly basis. No advance payment will be made to the service provider.
10. The successful tenderer shall make regular and full payment of wages, salaries and other payment if any, due to his employee(s) and furnish necessary proof.

11. INC will have no liability whatsoever concerning the persons deployed by the tenderer for any purpose. The successful tenderer shall keep that the INC indemnified against all losses or damages or liability arising out of or imposed in the course of employment of person(s) by him or for any violation of such Acts, Laws or Regulations etc. by him/her, his/her agent or his/her staff.
12. The successful tenderer shall be solely responsible for setting/resolving any dispute/claim of his/her personnel during the pendency of the Contract. No liability shall accrue to INC under any circumstances even after expiry of the contract. No claim for continuity for service under contract or otherwise will be entertained by INC.
13. The tenderer shall be responsible for payment of any compensation/settlement of any liability arising out of any death or injury caused to the persons employed by him for rendering the jobs on contract under the agreement, either under the Workmen Compensation Act or any Act in force at that time.
14. The Tenderer shall at their cost take necessary insurance cover in respect of his employee(s) and other persons employed or engaged in connection with the process of rendering the aforesaid job. The tenderer shall also comply with the provisions of relevant Acts viz Employees State Insurance Act, Workmen's Compensation Act, Wages Act, Contract Labour (Regulations and Abolition) Act and the Employee's Provident Fund and Miscellaneous Provisions Act, 1952 and the rules made there under and as modified from time to time.
15. The Tenderer should deploy his authorized representative for effective and proper supervision of the maintenance and upkeep jobs under the contract.
16. The Tenderer shall not sub-let or sub-contract any part of this contract/job without the expressed written consent of the INC. The Contractor shall also be responsible for any act of omission or commission on the part of his supervisors/workers. Any damage done/caused to the existing structure/furniture/fitting/equipment by the workers of the Contractor Agency shall be got rectified by the Contractor at his own risk and cost/cost received from by the Contractor.
17. The Housekeeping works are to be carried out in such a manner that all premises always look neat & clean. The waste disposal is to be carried out without affecting the Environment and should be dumped in the MCD/NDMC approved sites.
18. The decision of the authorized officials of INC regarding the satisfactory standard of Housekeeping/Cleanliness shall be final and binding on the Contractor. The Contractor shall comply with the monitoring mechanism/system as advised by the INC.

G. SCOPE OF WORK

Cleaning of rooms, corridors, toilets, auditoriums and open space & etc.

1. There will be need for consumables like floor cleaner, disinfectant for toilets, glass cleaner, air freshener. The consumable will include brushes, squeezes, brooms, mop, buckets, dusters and glass cleaning kits, wringer trolleys, toilet rolls and liquid hand soap.
2. The work also includes dusting of tables & chairs of the Officers & Staff and cleaning of doors, cleaning of wash basin, toilets, glass panes, doors, windows, blinds and ventilators of room and water coolers and its space, removal of garbage, cleaning and inspection of drainage etc.
3. Cleaning glasses of doors, windows, ceiling & wall fans, blinds, carpets, pavement, stair cases, by liquid soap/chemical/detergent.
4. The Contractor will carry out all the above on all working six days in a week (8 hours a duty) or as required by INC.
5. The cleaning material etc. would be used to the satisfaction of INC. Payment may be deducted if the quantity and quality of material is not satisfactory.
6. Soap containers need to be kept filled at all time and naphthalene balls in urinal pots and air fresheners/naphthalene ball/toilet paper etc. also needs to be provided as per requirement.
7. The works are to be done as per following schedule:-
 - (a) Scrubbing of floors of all covered area (once in a week)
 - (b) Cleaning of all covered area (two times in a day)
 - (c) Cleaning of all open area (three times in a day)
 - (d) Cleaning of toilets (every one hour daily)
8. The bidder shall take the sole responsibility for providing Un-skilled manpower on the approved wages fixed by the Govt. of NCT of Delhi for a period of one year from the date of award of Contract as per the text provided by the INC.

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9. The services provided by Firm/Agency shall be to the entire satisfaction of INC.

10. The Agency shall provide the details of the staff, proposed to be deployed viz., their name, father's name, DOB, residential address, telephone number, in form of a data base in both hard & soft form.

H. Eligibility Conditions

1. The bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, empanelled registered with the appropriate authority for the purpose who possesses the required licences, registration as per established law. The said service provider must be in existence for a minimum period of 5 years as on 1.03.2018 from the date of registration under the appropriate Act. The bidder shall provide a copy the registration certificate. Joint ventures/consortium are not allowed.
2. The bidder should have a minimum annual turnover of Rs. 25 lakhs during the past three financial years. The bidder may attach attested copies of annual total turnover for the last three financial years along with copies of audited financial statement/ IT Returns for the last three years.
3. Experience of the bidder must include providing housekeeping services to Government office complex, as defined in 'brief scope of work'. Company must have minimum of 05 years' experience in providing Housekeeping services in Government Offices as on 01/03/2018. The bidder must have successfully completed one work of same Nature of a value of Rs. 12 Lakhs per year (estimated cost) OR two works of the same nature of value of Rs. 6 Lakhs per year each (50% of the estimated cost) OR three works of same nature of value of Rs. 4 Lakhs per year each (33 % of the estimated cost) in the last three years.
4. The bidder must give satisfactory performance report from at least three of the clients for services provided to them. A complete list of clients including clients in Government sector may be provided along with site address and Contact Number of the officer concerned.
5. The bidder should be ready to give performance guarantee of Rs.50,000/- at the signing of the agreement, if successful.
6. **The employees of the bidder deployed at INC should have bank accounts and the company should be ready to provide proof of payment of salary to each employee through these bank accounts.** The bidder will have to ensure compliance of all mandatory labour laws/regulations laid down by Government of NCT of Delhi. This will include payment of minimum wages, PF / ESI (Employees' State Insurance and bonus). Providing other benefits like leave, Labour Welfare Fund, cost of uniform etc. To bidder's each employee will solely be the liability of the bidder only. Companies / firms bidding nil management fee / company margin will be rejected.

7. The bidders must have appropriate licence from service/sales Tax department and Income Tax Department (TAN/PAN). The bidder must possess all the licence in their own name. The bidder should give an undertaking that the staff to be deputed to the INC premises would be police verified. Self-attested copies of all relevant registration documents (Service Tax, PAN) are to be submitted with the technical (Pre-qualification) Bid.
8. The bidder must provide the attested copies of Income Tax return and Audited balance sheets for the last three financial years. Copies of these are to be submitted with the technical bid.

I. PROVISION OF MANPOWER

1. **Five unskilled labourers** (at least one should be woman labourer) and **one supervisor** will be required for cleaning and housekeeping of INC premises as per scope of work.
2. All the labourers deployed by the Contractor will perform duties as per schedule of INC. The Contractor shall comply with the monitoring mechanism/system as advised by the INC.
3. The Contractor will be liable to comply any instructions/order given in written or verbal for better and efficient services.

J. TERMINATION OF CONTRACT:-

The contract will be valid for a period of one year from the date of agreement and may be extended for another period, if services are found satisfactory. In the event of services rendered being found unsatisfactory, the contract is liable to be terminated by giving 30 days notice and security deposit will be forfeited. The decision of the INC in this regard will be final.

K. DISPUTE RESOLUTION:-

In case of any dispute with regard to the interpretation of any clause(s) of this agreement, the same shall be referred to the sole arbitration of person appointed by INC (1st Party), whose decision will be final and binding on both parties.

L. DURATION / PERIOD OF CONTRACT:-

The Contract may be awarded initially for one year. However, extension of Contract may be considered keeping in view the satisfactory performance of the Firm/Agency.

M. VALIDITY:-

The Tender shall be valid for a period of at least three calendar months from the date of opening of the tenders for the purpose of evaluation of tender. However, the rates quoted in the tender should be valid for the period of one year.

(To be kept duly signed in Envelope 1 – Qualifying/Technical Bid)

QUALIFYING/TECHNICAL BID

BIDDER IS REQUIRED TO ENCLOSE THE FOLLOWING DOCUMENTS DULY SELF-CERTIFIED, STAMPED WITH PAGE NO FOR QUALIFYING.:-

	<u>DETAILS</u>	<u>PAGE NO.</u>
1.	Name & address of the registered Firm/Agency : (with Tel no., Fax & Email)	
2.	Name & Address of the Proprietor/ Partners/Directors (with mobile no.) :	
3.	Contact Person(s) (with mobile no.) :	
4.	LICENCE/REGISTRATION NO. OF :-	
	(i) Valid Labour Contract License :	
	(ii) Registration Number of the Agency under the Company's Act 1956 /Administration :	
	or any other Act for providing manpower	
	(iii) Registration Number under the Delhi Shop & Establishment Act 1954 :	
	of Delhi Administration	
5.	PAN No. and Income Tax No. :	
6.	Service Tax Registration No. :	

Contd. on Page No.2

7. Details of at least three agencies from whom performance report is attached.
(performance reports to be attached)

	Name	Tel. No.	Address
i.			
ii.			
iii.			

8.

A. Annual Turnover of the Agency/firm should be minimum rupees 25 Lakh in each year.

	2014-15	2015-16	2016-17
Turnover			
Taxable income			
Tax paid			

Above format should be supported by documentary evidence, like copies of balance sheet, profit & loss A/C, Income Tax returns etc.

B. Details of the experience with Govt., Autonomous Bodies/PSUs, Ministries, etc. where the services are provided by the Agency during the previous three years i.e. 2014-15, 2015-16 & 2016-17 in the following format.

Name & Address of client	Total contract value	Job order enclosed Yes/No	Experience certificate enclosed - Yes/No	Page No.

Contd. on Page No. 3

DECLARATION

I hereby certify that all the information furnished in the offer submitted above are complete and correct to the best of my/our knowledge. I also hereby confirm and declare that the firm has not been black listed/de-listed by any Institutional agencies/Govt. Deptt./PSU. I understand that in case any deviation is found in the above statement at any stage, the tender will be out right rejected & action as deem fit will be initiated against the firm/agency.

Date: _____

(Signature of Authorized Signatory with date)

Place: _____

Name of the Firm/Agency & stamp

(To be kept duly signed in Envelope 2 – Financial Bid)

FINANCIAL BID

Outsourcing of One Supervisor+Five (5) Casual labourers to INC for housekeeping Services.

- i. Name of the tendering Agency:
ii. Rate for One Supervisor + Five Casual Labour per month :

Table ii

S.No.	Component	Amount in (Rs.)
1.	Monthly wage for one supervisor @ Rs.14,698.00 (01 No. x Rs.14,698.00) (Minimum 10 th pass)	14,698.00
2.	Monthly wage for five casual labour @ Rs.13,350.00 (05 Nos. x Rs.13,350.00)	66,750.00
3.	Total	81,448.00

- iii. **Total Service/Overhead Charges of the agency for One Supervisor + Five Casual Labours:** Rs. _____
(In words _____)
- iv. **Total Service/Overhead charges as percentage of total wages (S.No.3 of ii):** _____ %

Taxes will be paid as applicable from time to time

(The tender will be awarded on the basis of percentage of Service/Overhead Charges quoted by the bidder at Serial No. iv above.)

Date:

Signature of authorized person

Place:

Name: **Name of the Firm/Agency & stamp**

Seal:

Annexure-III

Details of required cleaning materials
for providing sanitation/cleaning Services in the
Office of Indian Nursing Council

List of materials with quantity & make required per month
(To be submitted along with financial bid)

S.No.	Item	Quantity (Approx.) Monthly Requirement	Unit Rate	Amount (Rs.)
01.	Phenyl/Cleanzo (5 Ltr.)	05 Can		
02.	Colin Spray (500 ml.)	06 Nos.		
03.	Dettol Soap (75 gm.)	06 Nos.		
04.	Duster White (20x20)	01 Dozen		
05.	Duster Yellow (27x27)	01 Dozen		
06.	Duster Floor (30x30)	01 Dozen		
07.	Garbage Bag (100 kg/100 Lt.)	05 Kg.		
08.	Garbage Bag (Small Size)	05 Kg.		
09.	Harpic Cleaner (500 gm.)	06 Nos.		
10.	Liquid Soap Handwash (Dettol) – 5 Ltr.	01 Can		
11.	Liquid Soap (Dettol) – 250 ml.	02 Nos.		
12.	Room Freshener Lemon 350 ml	05 Nos.		
13.	Soft Broom	06 Nos.		
14.	Surf Excel (750 gm.)	02 Pkt.		
15.	Toilet Roll (100 Mtr.)	20 Rolls		
16.	Urinal Cubes (400 gm.)	05 Pkt.		

17.	Vim Bar (300 gm.)	05 Nos.		
18.	Vim Powder (1 Kg.)	02 Pkt.		
19.	All Out Set	08 Nos.		
20.	Hit Spray	04 Nos.		
21.	Vim Cleaner (Liquid)-250 ml.	02 Bottles		
22.	Scotch Bite	02 Nos.		
23.	Odonil (100 gm.)	05 Nos.		
24.	Cetronila (1 Ltr.)	01 No.		
25.	Supli	As required		
26.	Chock Pump	As required		
27.	Black Phenyl	As required		
28.	Hockey Brush Unique	As required		
29.	Wiper (Medium)	As required		
30.	Juna Plastic	As required		
31.	Naphthalene Ball	As required		
Grand Total =				

Place :

Date :

Signature of authorized person

Name:

Seal: