



Ministry of Home Affairs
National Intelligence Grid (NATGRID)
1st Floor, Shivaji Stadium Annexe
Shaheed Bhagat Singh Marg, New Delhi - 110001

TENDER No.11011/14/2016-P&CM

BID DOCUMENT

**Contract for Housekeeping Services including Pantry services and supply of
drinking water, Flowers and Pest control.**

No.11011/14/2016-P&CM/1020
Government of India
Ministry of Home Affairs
National Intelligence Grid (NATGRID)

1st Floor, Shivaji Stadium Annexe
Shaheed Bhagat Singh Marg,
New Delhi - 110001
14.09.2016

1. Notice Inviting Tender

Subject: Contract for Housekeeping Services including Pantry services and supply of drinking water, Flowers and Pest control.

E-bids are invited from experienced firms in the field of **Housekeeping Services including Pantry services and supply of drinking water, Flowers and Pest control** who fulfil the eligibility conditions as prescribed in the NIT for a period of **one year, which could be extended further for a period of one year on the same rates and on the same terms and conditions subject to satisfactory performance and mutual agreement.**

2. BID documents may be downloaded from the Ministry of Home Affairs website www.mha.gov.in or the e-Procurement Portal <https://eprocure.gov.in/eprocure/app> as per the schedule as given in **CRITICAL DATE SHEET** as under.

CRITICAL DATE SHEET

Published Date & Time	14.09. 2016 (16.00 AM)
Bid Document Download Start Date & Time	15.09.2016 (10.00 AM)
Bid Submission Start Date & Time	15.09. 2016 (15.00 PM)
Bid Document Download End Date & Time	07.10. 2016 (12.00 AM)
Bid Submission End Date & Time	07.10 2016 (15.30 Noon)
Bid Opening Date & Time	07.10.2016 (16.30 Noon)

3. Bids shall be submitted online only and only at CPPP website: <https://eprocure.gov.in/eprocure/app>.

4. Bidders are advised to follow the 'Special Instructions to the Contractors/Bidders for the e-submission of the bids online' available through

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the link 'Help for Contractors' at the e-Procurement Portal <https://eprocure.gov.in/eprocure/app>.

5. Bidder **shall not modify the downloaded tender form including downloaded financial bid template in any manner.** In case any tender form/financial bid template is found to be tampered with/modified in any manner, such bid will be summarily rejected, Bid Security would be forfeited, and bidder is liable to be banned from doing business with NATGRID.

6. Bidders are advised to check the website www.mha.gov.in and CPPP website <https://eprocure.gov.in/eprocure/app> at least 3 days prior to closing date of submission of tender for any corrigendum, addendum, or amendment.

7. Bid Security: Bid Security (EMD) amount of Rs.2,00,000/- (Rupees Two Lakh only), in the form of Crossed Demand Draft/Pay Order/FDR drawn on any scheduled commercial bank in favour of **Pay & Accounts Officer, NATGRID, New Delhi** is to be delivered in original to the Deputy Director (P&CM), NATGRID, 1st Floor Shivaji Stadium Annexe, Shaheed Bhagat Singh Marg, New Delhi-110001 before the time stipulated against 'Bid Submission End Date & Time' as mentioned in the 'Critical Date Sheet'. Name & full address of the bidder may be written at the back of the Demand Draft/Pay Order/FDR. Signed and scanned soft copy of the Bid Security instrument must be uploaded to the e-Procurement portal along with other bid documents as prescribed below. Bids in respect of which Bid Security is not received as above shall be summarily rejected.

8. BID Validity Period: The bid shall be valid for a minimum of 120 days from the date fixed for opening of bids.

9. Bid Opening: Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet**. After online opening of Technical Bid, the results of technical evaluation and date of opening of Financial Bid will be notified later.

10. Submission of Tender

10.1 The tender shall be submitted online in two parts, viz., technical bid and financial bid.

10.2 Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

10.3 Technical Bid: Signed and scanned copies of the following documents are to be uploaded by the bidder along with the Technical Bid Qualifying criteria format at **FORM-I**:

- i) **Self-attested copies of Certificate of Incorporation under the Indian Companies Act, 1956.**
- ii) **Self-attested copy of PAN Card and IT Return Acknowledgement (ITR-V) for the Assessment Year 2015-16**

- iii) **Auditors certificate for average annual turnover for the last three financial years should be furnished in Form-V.**
- iv) **Self-attested copies of EPF & ESI Registration Certificates**
- v) **Self-attested copy of Service Tax Registration Certificate.**
- vi) **Self-attested copy of the licence** under Contract Labour (Regulation & Abolition) Act, 1970;
- vii) **The certificate in Form- II indicating** details of similar works done during last three years from the date of submission of the bid in the Government (Central / State or PSU). The similar scope means work relating to Housekeeping / Pantry Services having contract value :-
 - a) One Similar Work of annual contract value equal to or more than Rs.35 Lakhs; OR
 - b) Two Similar Works each of annual contract value equal to more than Rs.22 Lakhs; OR
 - c) Three Similar Works each of annual contract value equal to or more than Rs.17 Lakhs.
- viii) **The certificate in Form-III** for satisfactory performance of services in respect of each of the past work experience detailed in Form-II.
- ix) **The certificate in Form-IV indicating** one prior experience of providing pest control services in the Government (Central / State or PSU) within the past three years from the date of submission of the bid.
- x) Soft copy of EMD Demand Draft/Pay Order/FDR as in Para 7 above.
- xi) Bidder's bank account details in **FORM-VII**, along with a cancelled cheque.

10.4 Financial Bid

- (a) Signed and scanned copy of Financial Bid Undertaking in the format at **FORM-VIII**.
- (b) Schedule of Financial Bid in the format of **BOQ_NATGRID_housekeeping.xls**. The financial bid format at **FORM-V** is provided as **BoQ_NATGRID_housekeeping.xls** along with this tender document at <https://eprocure.gov.in/eprocure/app>. Bidders are advised to download this **BoQ_NATGRID_ housekeeping.xls** as-is, and quote their offer/rates in the permitted column and upload the same in the financial bid. **Bidder shall not modify the downloaded financial bid template in any manner**. In case it is found to be tampered/ modified in any manner, such bid will be rejected outright, Bid Security would be forfeited, and bidder is liable to be banned from doing business with NATGRID.

For any clarifications, prospective bidders may contact:

The Deputy Director (P&CM),
NATGRID (Ministry of Home Affairs),
Shivaji Stadium Annexe
Shaheed Bhagat Singh Marg
New Delhi-110001
Ph:011-23444222/225

Sd/- 14/9/16
(R K Singh)
Deputy Director

2. Criteria for Evaluation

2.1 Qualification Criterion

- 1) The bidder must be incorporated and registered in India under the Indian Companies Act 1956;
Self-attested copies of Certificate of Incorporation must be submitted as proof.
- 2) The bidder must be registered with Income Tax Department;
Self-attested copy of PAN Card and IT Return Acknowledgement (ITR-V) for the Assessment Year 2015-16 must be furnished as proof.
- 3) The average annual turnover in the last three financial years should be Rs.50 lakhs. **Auditor's / Chartered Accountant certificate to this effect in FORM-V** should be furnished.
- 4) The bidder must be registered with Employees Provident Fund Organisation (EPF) and Employees State Insurance Corporation (ESIC);
Self-attested copies of EPF & ESI Registration Certificates must be furnished as proof.
- 5) The bidder must have Service Tax No;
Self-attested copy of Service Tax Registration Certificate must be furnished as proof.
- 6) The bidder must have valid Licence under Contract Labour (Regulation & Abolition) Act, 1970;
Self-attested copy of the licence must be furnished as proof.
- 7) The bidder should have at least one prior experience of executing contract(s) with similar scope of work in the Government (Central / State or PSU) within the past three years from the date of submission of the bid.). The similar scope means work relating to Housekeeping / Pantry Services having contract value :-
 - (a) One Similar Work of annual contract value equal to or more than Rs.35 Lakhs; OR
 - (b) Two Similar Works each of annual contract value equal to more than Rs.22 Lakhs; OR
 - (c) Three Similar Works each of annual contract value equal to or more than Rs.17 Lakhs.
- 8) **The bidder shall provide the certificate as specified in form II & III highlighting the details of the nature of the work, staff deployed, and the size of the contract.**
- 9) The bidder should have one prior experience of providing pest control services in the Government (Central / State or PSU) within the past three years from the date of submission of the bid.
The bidder shall provide the certificate as specified in Form IV

2.2 Financial Bid Evaluation Form:

The financial bids of only those bidders shortlisted from technical criterion shall be opened and the bidder quoting lowest lump sum rate shall be selected subject to meeting all conditions of the NIT.

Sl. No.	Beverage	Estimated monthly consumption	Unit Price	Monthly Cost
1	2	3	4	5
1	Coffee (Espresso, Americano, Cappuccino, cold coffee) with and with sugar free (sweetener) (100 ml per cup)	3000		
2	Tea (all varieties including ice, Green tea) with and with sugar free (100 ml per cup)	3000		
3	Tomato Soup & Veg-soup (100 ml per cup)	1000		
4	Lemon Juice (200 ml per glass)	500		
5	Soft Drinks (200 ml per glass)	1000		
6	Packaged Drinking water (20 Litres each)	250		
7	Supervisor	1		
8	Housecleaners (minimum 1 lady)	4		
9	Pantry Boys	4		
10	Office boys	6		
11	Electrician	1		
12	Indoor Plants	100		
13	Flower Bouquet	120		
14	Pest Control	1	NA	
15	Material cost	1	NA	
16	Total Monthly Cost of the contract	NA	NA	

1. The Monthly price should be arrived by the multiplication of estimated monthly consumption Col.(3) x Unit Price Col. (4) wherever applicable.
2. The rates quoted shall be inclusive of cost of material, service charges, all taxes (except service tax) and no additional cost / tax or any other charges

shall be payable by the NATGRID unless the same is specifically provided in the tender document.

3. No terms and conditions should be added by bidder in the financial form, and in case of any conditions added; the same shall be ignored in arriving at the financial cost. The rates would be valid for the period of contract.
4. NATGRID will reimburse to the vendor the additional payment made to the staff (in r/o staff whose rates have been quoted in the financial bid at the minimum wages) on account of revision of minimum wages by Govt. of NCT of Delhi (Labour department) under Minimum Wages Act, 1948 from time to time. The vendor will submit the proof of payment of revision of wages to the staff deployed.
5. For consumption of Beverages beyond the quantity specified in Col.(3) payment shall be made as per unit price quoted in Col.(4) of the Financial Bid Evaluation Form.
6. In case the same rates are quoted by more than one bidder, the L1 bidder will be decided on the basis of lowest rates quoted for pantry services (sum of column (5) for items (1) to (6)). The rates would be valid for a period of two year from the date of assignment of work order.

3. SCOPE OF WORK

3.1 General Conditions:

1. The contract will be initially for a period of **one year, which could be extendable for another one year on the same rates and terms and condition at the discretion of NATGRID subject to satisfactory performance and mutual consent.**
2. The carpet area is 16890 Sq. ft approximately.
3. The contractor shall provide fully trained staff for full time, as follows:

Table 1: Staff Requirements

Supervisor	1
House cleaners (minimum 1 lady)	4
Pantry Boys	4
Office boys	6
Electrician	1

4. **Six (06) office boys** must be available in NATGRID office on all working days for assistance in handling of files/ Dak etc. Contractor may be required to provide additional office boys/pantry attendants, if so required by NATGRID, as per the agreed terms and conditions.
5. **One (01) Electrician (skilled)** is to be made available at NATGRID office on all working days including Saturdays. The electrician must have good knowledge of electrical works and experience in testing of electrical systems, checking of continuity of circuits, locating the cause of a breakdown and rectification, will also be responsible for maintenance of all electrical works in the office.
6. NATGRID reserves the right to increase/decrease the requirement of manpower and the respective applicable cost would accordingly be increased / decreased.

3.1.1 Housekeeping services:

3.1.1.1 Daily services

- i) Housekeeping/ cleaning services should be done daily from Monday to Saturday at regular intervals, so that the areas covered under the contract remain totally clean and hygienic, to the satisfaction of NATGRID at all times.
- ii) The following activities must be completed by 9.00 am on all working days:
 - a. Cleaning and mopping of the floor(s) with disinfectant cleaner.
 - b. Cleaning of wooden work, walls, and ceilings, washrooms.
 - c. Garbage/waste disposal.
 - d. Dusting of computer systems and peripherals, all doors and windows, furniture, fixtures, fans, equipment, accessories etc.

- e. Cleaning of all windows glasses and grills.
- f. Cleaning and dusting of window panes/venetian blinds.
- iii) Buffing/polishing of floor must be done in the evening between 6.30 PM to 8.00 PM.
- iv) Spraying Room Fresheners in all rooms at regular intervals.
- v) Scrubbing / cleaning and disinfecting of toilets, wash basins, sanitary fittings.
- vi) Re-stock toiletries – liquid hand soap, C-fold paper napkins, tissue paper, toilet rolls, air fresheners, sanitary cubes, naphthalene balls, - in toilets, etc. after daily check-ups in the morning, afternoon and on call basis during daytime.
- vii) Provide tissue boxes and hand towels in rooms.
- viii) Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, projectors, fire-fighting equipment, nameplates, plant boxes, doormats etc.
- ix) Placing garbage bags in all garbage bins to avoid stains and stinks.
- x) Manage in an eco-friendly manner collection, screening/segregation of dry and wet garbage in the earmarked area and efficient transport and disposal of the garbage to the nearest municipal bin outside NATGRID premises.

3.1.1.2 Weekly services

- i) Cleaning all chrome fittings, glass frames, soap holders etc. to a shiny finish.
- ii) Carpets, sofas and chairs should be cleaned/shampooed(once in a month) using environment-friendly material.
- iii) Cleaning of all windows glasses and grills with detergent/ cleaning agents.

3.1.2 Pest, termite and rodent control services

- i) General Pest Control which means eradication of Cockroaches, Mosquitoes, Flies, Lizards etc through permitted insecticides as per Government of India and WHO norms. The Pest control should cover all the places like spray under the tables, chairs, Almirahs, on and around the pile of files, on wooden furniture, on false ceiling, on all staircases, on lift lobby, on all toilets drain ducts, on all pantry rooms, in all stores and Godown and any hidden space under the furniture and should leave no space unattended.
- ii) Rodent Control: Rodent controlling should be done as per orders and instructions on the subject.
- iii) The Pest control activist shall be performed 1st Saturday of each month or otherwise intimated by NATGRID from time to time. The activity shall also be performed as and when required apart from the monthly activity. Agencies must ensure that the pest control once done shall remain effective, up to next pest control failing which it shall have to be done again without any extra cost.
- iv) The Contractor shall use chemicals that are harmless to humans and machines and are of WHO specification. Further, the chemicals should not leave any spots in the treated area. MSDS (Material safety Data sheet)

report of these chemicals should also be furnished as and when asked by NATGRID.

- v) The bidder should have a valid license to stock and use of permissible insecticide for providing pest control operation and should be able to provide the license as and when asked by NATGRID.
- vi) No items shall be provided by NATGRID. All permissible items shall be brought in by the contractor. NATGRID shall provide space to store them.

3.1.3 Materials to be provided by the contractor

Floor Cleaner, Sanitizers, Glass Cleaners, toilet cleaner like Harpic, phenyl, odonyl, Napthalene balls, brushes, toilet disinfecting material, brooms, mops, duster, buckets, and all other related items. No items related to housekeeping services shall be given by NATGRID and whole cost of the services should be added in the financial bid form.

3.1.4. Pantry Services

- i) The contractor shall provide for the Tea/Coffee and other beverages as and when ordered. The services shall be provided from 9 AM to 7 PM on all working days. However, based upon the exigencies the services may be required to be extended beyond these hours and on weekends and on holidays.
- ii) The rates quoted shall be inclusive of cost of material, service charges, taxes (except service tax) and no component of cost / tax or any other charges shall be payable by the NATGRID unless the same is included specifically in the quotations. Service tax will be paid as per the prevailing rates.
- iii) One multi-purpose beverage vending machine with option of varieties of coffee, Tea, Soup etc. must be provided within NATGRID premises with following monthly commitment:

Table 2 Beverages Estimates

Sl. No.	Beverage (100 ml per cup)	Estimated monthly consumption
1	Coffee (Espresso, Americano, Cappuccino, cold coffee) with and with sugar free (sweetener) (100 ml per cup)	3000
2	Tea (all varieties including ice, Green tea) with and with sugar free (100 ml per cup)	3000
3	Tomato Soup/Vegetable soup (100 ml per cup)	1000
4	Lemon Juice(bottled) (200 ml per glass)	500
5	Soft Drinks (200 ml per glass)	1000
6	Drinking water of 20 ltrs each	250 Jars

- iv) The bidding cost should include the cost of the minimum commitment as above. Payment will be at contracted rates as per the and any excess consumption shall

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be calculated as per the unit rate quoted at Form VI. After the exhaustion of monthly quota for the Beverages, any excess consumption shall be incurred by contractor on pre authorization of NATGRID authorized person only.

- v) The contractor shall give weekly consumption report to the NATGRID authorized person every Monday.
- vi) The contractor must ensure that the vending machine is maintained in proper hygienic condition at all times.
- vii) The contractor shall be able to provide working lunches, snacks etc. as and when required on a written request from NATGRID authorized person. No Service charges, or other charges shall be paid to the contractor other than the actual billed amount of such items.
- viii) Space, Water and electricity for operation of the vending machine would be provided by NATGRID.

3.1.5 Packaged Drinking Water

- i) Packaged drinking water must be supplied at NATGRID premises as per requirement. The approximate requirement is around 250 (Two Hundred Fifty) Jars/Bottles of 20 Litres capacity per month. Actual demand may vary from time to time.
- ii) Only reputed packaged drinking water brands (Bisleri/Aquafina/Kinley) conforming to the BIS standard IS-1453:2004 should be supplied.
- iii) Three (03) Cold-and-Hot water dispensers on free of cost must be provided at the NATGRID premises during the entire period of contract.
- iv) The contractor must ensure that the water dispensers are maintained in proper hygienic conditions at all times.
- v) Empty water Bottles/Jars are to be replaced with filled ones as and when required, under continuous process. Non-availability of drinking water in NATGRID for more than one hour at any time will attract the Penalty Clause.
- vi) Payment will be at contracted rates as per the and any excess consumption cost shall be calculated as per the Form VI.
- vii) No other charges on account of transportation, taxes, or cost/rent/deposit for the bottles/dispensers will be payable.

3.1.6 Horticulture services

- i. A minimum of hundred (100) indoor plants must be maintained in NATGRID premises in good condition at all times.
- ii. The varieties of plants must be as follows:- i) At least 10 each of Money plant, Pam & Saferala; and ii) At least 7 each of Karton, Singonium, Rabbish, Duffon Dagia, Monestry, Aerocaria, Aglonima, Drychinia, UKA & Song of India.
- iii. The plants should always be placed in good earthen/cement pots and covered with plastic/wooden planter with tray beneath for collecting excess water.
- iv. All the plants should be watered properly as per requirement.

- v. Twenty bouquets (20) of fresh flowers (size at least one foot stick) in aesthetic flower-vases must be made available two times in a week at NATGRID premises by 8.00 AM. (Total of 160 Flower bouquet per month)

3.1.7 Monitoring and Control:

For better management and smooth services, the following monitoring mechanism will be adopted by the Contractor:-

- i) Toilets Checklist: This is to be attached on the back of the toilet door. It is to be filled up daily by the supervising staff on duty.
- ii) Housekeeping Services Suggestion/Complaint Register: To be maintained by the Contractor at NATGRID premises for recording of all suggestions, complaints or service requests from NATGRID received by the Contractor or Supervisor. The Contractor will take immediate action to resolve the same failing which the Penalty Clause will be invoked.

3.2. SPECIAL CONDITIONS OF CONTRACT

- 3.2.1 The contractor shall come into an standard agreement approved by NATGRID to sign NDA (Non-Disclosure Agreement) with NATGRID. The Contractor shall be governed by the clauses of NDA and shall be responsible for the integrity and conduct of his men and will also be responsible for any act of omission or commission on their part.
- 3.2.2 The NATGRID without prejudice to any other remedy, reserves the right to terminate the Tender / Contract in whole or in part and also to blacklist the Contractor for a suitable period without giving any notice in case he fails to honour his bid or contract without sufficient grounds or found guilty for breach of condition/s of the tender or contract, negligence, carelessness, inefficiency, fraud, mischief and misappropriation or any other type of misconduct by such Contractor or by its staff. NATGRID decision in such a situation shall be final and shall be accepted by the Contractor without any objection or resistance.
- 3.2.3 The Contractor shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification, and an undertaking in this regard has to be submitted to NATGRID.
- 3.2.4 The persons deployed by the Contractor should be properly trained, have requisite experience and skills for carrying out all housekeeping work using appropriate materials and tools/equipment.
- 3.2.5 The Contractor must employ adult and skilled labourers only.
- 3.2.6 No child labour should be employed.
- 3.2.7 All labour laws should be followed by the contractor
- 3.2.8 The contractor shall ensure the norms prescribed by the National Human Rights Commission, Government of India, Minimum wages Act and industrial dispute act or any such other legislation are fully observed and NATGRID is kept harmless and indemnified. If there is non-compliance intimated by the compliance authorities to NATGRID, the contractor has to rectify it and indemnify.
- 3.2.9 The contractor shall at all-time obey the lawful instruction given to him by NATGRID in respect of all works of housekeeping and related services.
- 3.2.10 In case of shortfall of any attendance of the workers provided by the contractor, the monthly payment will be proportionately deducted.
- 3.2.11 All workers provided by the contractor should be healthy and not suffering from any contagious disease.
- 3.2.12 The house keeping services, sweeping, cleaning, and related services by the contractor shall conform to good standard. Any deviation or deficiency shall be taken as violation of this contract and liable for termination of this contract, the decision of the NATGRID in this regard shall be final and binding.
- 3.2.13 The contractor shall arrange for the reserve personnel in lieu of weekly off or leave periods taken by regular persons. No separate payment shall be made for such arrangements.

- 3.2.14 The contractor shall, prior to the commencement of the operation of contract, make available to NATGRID the particulars of all the staff who will be deployed at the NATGRID premises. Such particulars, inter alia, should include age/date of birth, permanent address, police verification report and profile of the health status of manpower deployed.
- 3.2.15 The contractor shall deploy its personnel in NATGRID only after submitting bio-data of the personnel at least one week in advance and obtaining approval from NATGRID.
- 3.2.16 NATGRID shall have the right to demand the removal of any person of the contractor, who is not found to be competent and/or orderly in the discharge of his/her duty, and the Contractor must immediately comply with the demand.
- 3.2.17 If any of the assigned personnel is not available for duty at any time, as a result of removal on NATGRID request or otherwise, the contractor shall provide immediate replacement with prior approval of the authorized officer of NATGRID. Bio-data of the proposed replacement and undertaking prescribed in clause must be furnished with the request for substitution.
- 3.2.18 The contractor shall provide such other additional personnel as may be required by NATGRID on the basis of prior intimation.
- 3.2.19 The Contractor must provide standard liveries to all personnel assigned to NATGRID. Every person so engaged shall be in clean and proper uniform and with their identity properly displayed, while on duty in NATGRID. NATGRID will not make any payment on account of the cost of such liveries.
- 3.2.20 The contractor's personnel assigned to NATGRID shall not leave their place of duty without the prior permission of the authorized officer of NATGRID.
- 3.2.21 The Contractor at all times should indemnify NATGRID against all claims, damages or compensation under the provisions of any labour laws, including but not limited to, Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen Compensation Act, 1923, Industrial Disputes Act, 1947, Maternity Benefit Act, 1961, Contract Labour (Regulation & Abolition) Act 1970, or any amendment thereof or any other law relating thereto and rules made thereunder from time to time. NATGRID will not own any responsibility in this regard.
- 3.2.22 The selected bidder shall ensure that workers should get wages on or before 7th of each month. Payment of wages should not be linked to payment of the bill by NATGRID. The Contractor has to give an undertaking regarding payment of wages as per rules and laws in force, as and when asked by NATGRID.
- 3.2.23 The Contractor shall be responsible for making all due ESI and EPF payments in r/o the personnel engaged in NATGRID by the respective due dates.
- 3.2.24 The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of NATGRID. While raising the bill, the deployment particulars of the personnel engaged during each month should be shown.

- 3.2.25 NATGRID will provide storage space to the Contractor in the premises. The contractor will store all liveries, materials, & equipment in the storage space and maintain a record of the stores, which shall be open to inspection by NATGRID staff during working hours.
- 3.2.26 The contractor shall ensure full compliance with tax laws of India with regard to the contract and shall be solely responsible for the same.
- 3.2.27 The contractor shall keep NATGRID fully indemnified against liability of the contractor in respect of tax, interest, penalty etc. which may arise in connection with the contract.
- 3.2.28 All liabilities arising out of accident or death while on duty shall be borne by the contractor.
- 3.2.29 The contractor and its staff shall take proper and reasonable precautions to preserve from loss, destruction, waste or misuse the areas of responsibility given to them by NATGRID and shall not knowingly lend to any person or company any of the effects of NATGRID under its control.
- 3.2.30 The contractor shall be responsible to maintain all property and equipment of NATGRID entrusted to it. Any damage or loss caused by contractor's persons to NATGRID in whatever shape would be recovered from the contractor.
- 3.2.31 The personnel deployed should be courteous and have pleasant manners with the staff & visitors, especially with female staff/visitors, and should project an image of utmost discipline.
- 3.2.32 The contractor shall ensure that its personnel shall not disclose any information about the affairs of NATGRID. This clause does not apply to the information which becomes public knowledge.
- 3.2.33 The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
- 3.2.34 All the consumables and disposables required for cleaning and housekeeping are to be procured by the contractor. All consumables and disposables should be eco-friendly.
- 3.2.35 Mechanized equipment, wherever required, will be procured and deployed by the contractor.
- 3.2.36 NATGRID reserves the right to modify the area under housekeeping services or change the premises within the limits of NCR of Delhi. If the area under housekeeping is increased by more than 25%, pro-rata revision of the monthly rate for housekeeping services may be made if found justified by NATGRID after consideration of written request in this regard from the contractor.

4. BID EVALUATION & AWARD OF CONTRACT

4.1 Any action on the part of any bidder to influence any NATGRID officer in the process of examination, clarification, evaluation, and comparison of bids, and decision concerning award of contract, or canvassing in any form, shall make the tender liable for rejection.

4.2 Bid Responsiveness: NATGRID will determine the substantial responsiveness of each bid with respect to the bid documents. A substantially responsive bid is one which conforms to all terms and conditions of the bid documents without material deviations. The following deviations will be deemed material deviations:

- i. Non-submission of appropriate Bid Security/EMD; and
- ii. Bid-validity period less than that stipulated in this tender document.

NATGRID's determination of a bid's responsiveness will be based on the contents of the bid itself without recourse to extrinsic evidence.

4.3 A bid determined as substantially non-responsive will be rejected by NATGRID and shall not be considered beyond tender opening stage.

4.4 NATGRID may waive any minor infirmity or non-conformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.

4.5 TECHNICAL EVALUATION: The responsive bids will be evaluated for technical compliance. Non-submission of documents as stipulated in Section-2 (Qualifying Criteria) of the tender document will result a bid liable for disqualification at technical evaluation stage.

4.6 Financial bids of only those firms will be opened which are found technically qualified.

5. EVALUATION OF FINANCIAL BIDS

Financial bids of eligible bidders will be evaluated and L-1 bidder determined in the manner prescribed in NIT.

6. AWARD OF CONTRACT

6.1 Letter of Award: NATGRID will notify the successful bidder by post or by fax or e-mail that his/her bid has been accepted.

6.2 Letter of Acceptance: Within 7 days of receipt of notification of award, the successful bidder shall furnish Letter of Acceptance to NATGRID conveying willingness to accept the work/supply order in accordance with the provisions of this tender and the Letter of Award.

6.3 Signing of Agreement:

a. Within 7 days of submission of Letter of Acceptance, the successful bidder shall prepare and submit to NATGRID the Contract Agreement. After receipt of Performance Security as per Annexure-I below, NATGRID shall return the Agreement after scrutiny, and the successful bidder shall get the same engrossed, have the correct amount to stamp duly adjudicated by Superintendent of Stamps and thereafter return the same duly signed and executed on behalf of the successful bidder, all at his own cost, within two weeks from the receipt of the approved Agreement.

7. PERFORMANCE SECURITY

- 7.1 Within 7 days of submission of Letter of Acceptance, the successful bidder shall furnish performance security amounting to 10% of the awarded contract value.
- 7.2 The performance security may be either in the form of Demand Draft in favour of Pay & Accounts Officer, NATGRID, New Delhi, or as Bank Guarantee in the format at Annexure-I of this document
- 7.3 In case Bank Guarantee is furnished as performance security, the same should be valid by more than sixty (60) days after the expiry of contract period.
- 7.4 In case Bank Guarantee is furnished as performance security, it should be sent to NATGRID by the concerned Bank, and not by the bidder itself.
- 7.5 The performance security amount is interest free.
- 7.6 Subject to any provision elsewhere in the contract regarding forfeiture or appropriation in full or part thereof, the performance security shall be released at the time of expiry / non-renewal / termination of the contract.
- 7.7 NATGRID has the right to forfeit/appropriate the whole amount of performance security in accordance with the contract conditions and also to deduct therefrom any amount due from the contractor at the time of the termination/expiry of the contract.

8. BID SECURITY

- 8.1 The bid security/EMD submitted along with the bid shall be refunded to the successful bidder after furnishing of Performance Security.
- 8.2 Bid Security (EMD) of unsuccessful bidders shall be refunded after signing of agreement with successful bidder.
- 8.3 Bid Security shall be forfeited in the following circumstances:
- a. If bidder withdraws bid after opening of bids.
 - b. If financial bid template is found to be tampered/ modified in any manner.
 - c. If bidder fails to accept contract after award.
 - d. If bidder awarded contract fails to furnish performance security within the time limit specified.

- e. If at any time during the bidding process it is found that the information/certificates furnished by the bidder is incorrect/wrong or bogus.

9. Payment terms

9.1 Payment will be made based on monthly bills tendered in duplicate after completion of each month. Documentary proof of satisfactory completion of work as per terms of the contract, signed by the contractor or his authorized representative and verified by the official-in-charge of NATGRID, will be attached with each bill. Penalties if any levied in r/o services during the relevant month shall be deducted from the billed amount. Payment will be made direct to the bank account of the contractor through ECS.

9.2 In the event of any loss occasioned to NATGRID as a result of any lapse on the part of the contractor as may be established after an enquiry conducted by NATGRID, the value of the loss is liable to be recovered from the contractor. The decision of NATGRID will be final and binding on the contractor.

10. Bank Details: All payments to the contractor will be made direct to their bank account electronically, including refund of bid security. The bidder shall furnish their bank account details in the prescribed Form VII.

11. Penalties

11.1. In case any of contractor's personnel(s) deployed under the contract is absent or fails to report in time, and contractor is unable to provide suitable substitute, a penalty equal to double the wages of number of staff/supervisors late or absent as the case may be shall be levied.

11.2. In case any complaint is received attributable to misconduct/misbehaviour of contractor's personnel, a penalty of Rs.500/- for each such incident shall be levied. Further the contractor shall be required to remove such person from the assignment immediately.

11.3. Cleanliness will be periodically checked by NATGRID, and in the following circumstances, it will be considered that cleanliness is below required standard:

- a) Presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floor, walls, doors, windows, stairs, furniture, computers & peripherals, etc.;
- b) Presence of dust or cobwebs etc. on wall corners, roof, window grills etc.;
- c) Presence of Finger or palm marks, dust and gutkha stain on glass panes of windows or doors and mirrors;
- d) Presence of dirt, dust, and odour in wash-basin, WC seats, floors etc. in washrooms/toilets.
- e) Presence of mosquito, cockroach, or any other insect or pest, rodents, termite etc. anywhere within NATGRID premises.

f) Presence of dirt or dust on or inside the hot-beverage vending machine or water dispensers.

11.4. The Contractor's supervisor will be notified whenever it is found that the cleanliness is below the required standard, and if corrective action is not taken within ONE hour, penalty @ Rs.500/- per complaint shall be levied.

11.5. If any of the varieties of beverages mentioned in the 'Scope of Work' is not served in spite of demand on more than two consecutive days, or for more than three days in a calendar week, penalty of Rs.1000/- will be levied for each such subsequent day on which the said beverage is not served.

11.6. NATGRID will have the right to have random water samples from the supplied bottles/jars of packaged drinking water tested at any recognised laboratory for conformity with the BIS standard. In case the water is found to be not conforming to BIS standards, penalty of Rs.1000/- per instance will be levied.

11.7. The Contractor's supervisor will be notified whenever it is found that any of the indoor plants are not healthy or their old leaves are not pruned, and if corrective action is not taken within ONE day, penalty @ Rs.500/- per complaint shall be levied. Penalty @Rs.500/- per day will be levied if flower-pots are not replenished with fresh flowers maximum by 9.15 AM on all working days.

11.8. If the Electrician is not available at any time during the time period specified in the 'Scope of Work' and NATGRID is required to have any urgent electrical work done by another electrician, apart from the penalty leviable, the cost incurred for engagement of such outsider electrician will also be debited from the subsequent bill of the contractor.

Sd/- 14/9/16
(R K Singh)
Deputy Director

General Information

1	Name and address of Bidder	
2	Telephone, FAX, e-mail	Tele Fax E-mail:
3	Name & Telephone/Mobile number of contact person	Name of Contact person: Telephone/Mobile number:
4	Nature of business	
5	Year of establishment	
6	Company profile details	
7	Authorised Signatory for the bidder	

Technical Bid/Qualifying criteria		Bidder response
1	The bidder must be incorporated and registered in India under the Indian Companies Act 1956 Self-attested copies of Certificate of Incorporation scanned and uploaded? (Yes or No)	
2	The bidder must be registered with Income Tax Department; Self-attested copy of PAN Card and IT Return Acknowledgement (ITR-V) for the Assessment Year 2015-16 scanned and uploaded? (Yes or No)	
3	The average annual turnover in the last three financial years should be Rs.50 lakhs. Auditor / CA's certificate for the last three financial years scanned and uploaded? (Yes or No)	
4	The bidder must be registered with Employees Provident Fund Organisation (EPF) and Employees State Insurance Corporation (ESIC); Self-attested copies of EPF and ESI Registration Certificates scanned and uploaded? (Yes or No)	
5	The bidder must have Service Tax No; Self-attested copy of Service Tax Registration Certificate scanned and uploaded? (Yes or No)	
6	The bidder must have valid Licence under Contract Labour	

	(Regulation & Abolition) Act, 1970; Self-attested copy of the licence scanned and uploaded? (Yes or No)	
7	The bidder should have at least one prior experience of executing contracts with similar scope of work. Self-attested copy of the certificate as specified in Form II & III highlighting the details of the nature of the work, staff deployed, and the size of the contract. scanned and uploaded? (Yes or No)	
8	The bidder should have one prior experience of providing pest control services in the Government (Central / State or PSU) within the past three years from the date of submission of the bid. Self-attested copy of the certificate as specified in Form IV scanned and uploaded? (Yes or No) Bid security/EMD Details: Amount: (in figures) Rs.(in words) Rupees only. Issuing Bank Name: DD/Pay Order/ FDR No. and date: Whether DD/PO drawn in favour PAO NATGRID New Delhi (Yes or No) Date of sending original DD/PO/FDR to NATGRID Soft copy of DD/PO/FDR scanned and up loaded? (Yes or No)	

Name & Mobile number of the Contact person for getting service during office hours (8 AM to 6 PM on working days)	
Name & Mobile number of the Contact person for getting service beyond office hours (i.e. before 8 AM & after 6 PM, including on holidays)	

It is certified that the above information is true and correct in the best of my knowledge and belief and in case of any of these is found to be false we shall be liable for any action as decided by the NATGRID.

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It is certified that I/we have read and fully understood the terms and conditions of this Tender for “Annual contract on hiring of **Housekeeping Services including Pantry services and supply of drinking water, Flowers and Pest control** for NATGRID”, and if contract is awarded, I/we will abide by them till the end of contract period.

It is also certified that neither is the bidder firm blacklisted by any Central Government Ministry/Department during the three years immediately preceding the last date for submission of this bid, nor remained blacklisted at any time during the said three years.

SIGNATURE OF BIDDER & STAMP

DETAILS OF SIMILAR WORKS DURING LAST THREE YEARS

The bidder should have at least one prior experience of executing contracts with similar scope of work (Similar scope means work relating to Housekeeping / Pantry Services) in the Government (Central / State or PSU) within the past three years from the date of submission of the bid.

S. No.	Name and address of the organisation, telephone/fax number of the officer concerned	Value of Contract (Rs.)	Duration of the contract	
			From (dd/mm/yy)	To (dd/mm/yy)
Details of the Project				
Nature of the work				
Staff Deployed				

Self-attested certificate should be produced highlighting the details of the nature of the work, staff deployed, and the size of the contract. These details shall be verified by NATGRID if required.

SIGNATURE OF BIDDER & STAMP

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PERFORMANCE CERTIFICATE FOR HOUSE KEEPING / PANTRY SERVICES

Certified that M/s..... has performed the work of
House Keeping/ Pantry Services in this PSU/Government Department, satisfactorily
for the period fromto

(To be signed and stamped by a
gazetted officer)

Performance certificate of providing Pest Control Services

Certified that M/s..... has performed the work of
pest control in this PSU/Government Department, satisfactorily for the period from
.....to

(To be signed and stamped by a
gazetted officer)

TURNOVER CERTIFICATE

This is to certify that as per their audited financial statements, the turnover of M/s _____ in the 03 (three) preceding Financial Years are as given below:

Y e a r	Turnover (In Rupees)	Profit/Loss during the year {the firm should be profit making}
2012-13		
2013-14		
2014-15		

*It is confirmed that I am/we are the statutory auditors / practicing Chartered Accountant of M/s _____

Place:

Date:

**Seal of Statutory Auditor/CA

**Signature of Statutory Auditor/CA

Note: The above certificate should be from the statutory auditor of the bidder, or from a practicing chartered accountant if the bidder does not have a statutory auditor.

** Strike out whichever is not applicable*

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Financial Bid Form

Sl. No.	Particulars	Estimated monthly consumption	Unit Price	Monthly Cost
1	2	3	4	5
1	Coffee (Espresso, Americano, Cappuccino, cold coffee) with sugar and sugar free (100 ml. per cup)	3000		
2	Tea (all varieties including ice, Green tea) with sugar and sugar free (100 ml. per cup)	3000		
3	Tomato Soup(100 ml. per cup)	1000		
4	Lemon Juice(200 ml. per glass)	500		
5	Soft Drinks (200 ml. per glass)	1000		
6	Drinking water	250 Jars of 20 litres each		
7	Supervisor	1		
8	Housecleaners (minimum 1 lady)	4		
9	Pantry Boys	4		
10	Office boys	6		
11	Electrician	1		
12	Indoor Plants	100		
13	Flower Bouquet	120		
14	Pest Control	1	NA	
15	Material Cost	Material Cost	NA	
16	Total Monthly Cost of the contract	NA	NA	

Total Monthly cost of the contract in words (inclusive of all taxes and other charges except service tax as detailed in Sl. No. 16 above:

Dated this ___ day of ___ 201__

Yours sincerely,

on behalf of *[Bidder's Name]*

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Address:

Seal/Stamp of Bidder:

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DETAILS OF BANK ACCOUNT**(RTGS/NEFT facility for receiving payments)**

Sl.No.	Particulars	To be filled by the bidder
1.	Name(s) of Account Holder(s)	
2.	Address of Account Holder(s)	
3.	Name of the Bank	
4.	Name and Address of Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I/We, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I/we would not hold NATGRID responsible.

(Signature(s) of account holder(s))
Name(s) of Account holder(s)

SIGNATURE OF BIDDER & STAMP

--

Financial Bid Undertaking (on letter-head of the bidder)

UNDERTAKING

I submit the Financial Bid for “Annual contract on hiring of **Housekeeping Services including Pantry services and supply of drinking water, Flowers and Pest control** for NATGRID” as envisaged in the Tender document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Tender document, and agree to abide by them.
3. I offer the rate(s) as indicated in the Financial Bid inclusive of all applicable charges, duties and taxes except Service Tax. The rates are in Indian Rupee.
4. I understand and agree that in case of any discrepancy/difference in the amounts indicated in figures and words the amount in words will prevail and will be considered.
5. I also agree that the quoted rates shall remain firm throughout the tenure of the contract and no revision will be considered for any reason.

Place:

Date:

SIGNATURE OF BIDDER & STAMP

MODEL BANK GUARANTEE FORMAT FOR PERFORMANCE SECURITY

To
The President of India

WHEREAS

.....(name and address of the supplier) (hereinafter called "the supplier") has undertaken, in pursuance of contract no..... datedto provide "support for McAfee & Forescout security software and hardware" installed at NATGRID" (herein after called "the contract").

AND WHEREAS it has been stipulated by you in the said contract that the supplier shall furnish you with a bank guarantee by a scheduled commercial Bank recognized by you for the sum specified therein as security for compliance with its obligations in accordance with the contract;

AND WHEREAS we have agreed to give the supplier such a bank guarantee;

NOW THEREFORE we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of (amount of the guarantee in words and figures), and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of (amount of guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

We hereby waive the necessity of your demanding the said debt from the supplier before presenting us with the demand.

We further agree that no change or addition to or other modification of the terms of the contract to be performed thereunder or of any of the contract documents which may be made between you and the supplier shall in any way release us from any liability under this guarantee and we hereby waive notice of any such change, addition or modification.

This guarantee shall be valid until the day of, 20.....

(Signature of the authorized officer of the Bank)

.....
Name and designation of the officer

.....
Seal, name & address of the Bank and address of the Branch