

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES
No 1 Development Enclave, Rao Tula Ram Marg,
Delhi Cantt, New Delhi – 110 010

Advertisement No. IDSA/089/2015

QUOTATION FOR MAINTENANCE OF HOUSEKEEPING & CONSERVANCY SERVICES

Two Bid System

MEMORANDUM OF WORK IN BRIEF

1.	Name of work	Maintenance of Housekeeping & Conservancy Services
2.	Earnest Money	Rs. 50,000/-
3.	Validity period	180 days
4.	Security Deposit	10 % of annual contract value in the form of Demand Draft / Bank Guarantee
5.	Period of Contract	One year, May be extended.
6.	Last date for Submission of Tender	05 Nov 2015, 1500 Hrs
7.	Mode of Sending	a) In a sealed cover with attested copies by Registered post AD / Speed post / Hand Delivery in the Tender Box b) Tenders sent by ordinary post will be rejected out rightly.
8.	Description essential to be mentioned on the sealed cover	Name of work with Advertisement No, name of Bidder and opening date of Tender.

Signature of bidder

Name:

Estate Manager

Company seal

IDSA

Date

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QUOTATION FOR HOUSE KEEPING & CONSERVANCY SERVICES
in two bid system

Sealed quotations in the prescribed format (enclosed as Annexure A, B & C) are invited from experienced contractors / agencies for providing “House Keeping Services” at IDSA premises located at No. 1 Development Enclave, Rao Tula Ram Marg, Delhi Cantt, New Delhi – 110 010 as per details given in formats.

Sealed quotation addressed to the Estate Manager, Institute for Defence Studies and Analyses, may be sent at the Institute’s address mentioned above either by Registered Post AD / Speed Post / By hand delivery at Tender Box kept at the reception office, should reach on or before **1500 Hrs, 05th Nov 2015** duly mentioning on top right hand corner of the sealed envelope “**Quotation for House Keeping & Conservancy Services**”.

The Institute shall not be liable for any postal delay and quotation received after the stipulated time / date are liable to be rejected.

All the tenders are to be submitted on the prescribed forms, as enclosed, duly signed, stamped and dated on each page of part “A”, “B” & “C” as their unconditional and explicit concurrence to the terms and conditions laid down by the Institute.

The financial bids for the shortlisted firms would be opened in presence of the bidders. Hence, financial bids are required to be submitted in a separate sealed envelope within the main envelope containing all other documents. Bidders or their authorized representative, not more than one person, may be present at the time of opening of the quotations, if they desire.

IDSA reserves the right to accept or reject any or all quotations including the lowest bidder without assigning any reason at its sole discretion and the decision of the IDSA will be final and binding to all concerned.

Note : Contractor may inspect the Campus & assess its requirement before bidding the tender.

Hemant Kumar
Estate manager, IDSA

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES
No 1 Development Enclave, Rao Tula Ram Marg, Delhi Cantt, NEW DELHI –110010

TERMS AND CONDITIONS

1. The rates quoted should include the cost of material, manpower, garbage disposal and statutory components excluding taxes, if any. The rates quoted for the work will be firm for the period of one year. IDSA will not be responsible for any changes of rules, octroi, increase in cost of material, during the contract period. Any increase in minimum wages during the period shall also be kept in mind while bidding.
2. The total cost including manpower and material will be taken into consideration before finalizing the contract. The Housekeepers will be considered under unskilled and supervisor in semi-skilled category.
3. Quoting less, violation of Minimum wages Act, Contract Labour Act, Govt. of India, Ministry of Labour and Employment orders and other statutory provisions shall be liable for disqualification. Further, such tenders shall not be considered and rejected summarily. No communication will be entertained in this regard. The PF, ESI and Minimum wages are mandatory and should be as per the current Govt. of NCT Delhi minimum wages notification.
4. The proposal shall clearly indicate the cost including men, material, garbage disposal, statutory components and service charges alongwith complete details. Also the brand of material to be supplied must be in accordance with the terms & conditions of the tender document.
5. The manpower deployed as housekeepers should be indicated in terms of number and while quoting, one supervisor should also be nominated by you to oversee their work and who shall be available to Institute during the working hours. The working hours of each Housekeeper/Supervisor shall be in accordance with the labour legislation.
6. Housekeepers deployed should wear neat and clean uniform to be provided by the vendor. The housekeepers shall ensure proper decorum and discipline commensurate with an office environment and shall not mix-up or make friendship at any hierarchical level. The selected vendor would be required to indicate the names of the supervisor & housekeepers along with their biodata, photographs, with identity proof for keeping records with the Institute for security reasons along with the latest Police verification report to issue identity cards.
7. The assignment of Housekeeping Services under the scope of this quotation document is PURELY JOB WORK in nature and housekeepers deployed by the vendor shall remain on his pay rolls. The vendor shall be solely responsible for the payment of wages to them directly on monthly basis preferably within the first week as per minimum wages notified by the Govt of NCT Delhi and amount claimed towards various statutory components must be deposited by him with appropriate authorities. The vendor shall

maintain relevant records as per statutory requirements. The vendor shall keep, at all times, indemnify IDSA against any loss or damage suffered in the event of failure to adhere to the provisions of statutory enactments.

8. The attention of the bidders is invited to Annexure 'C', with respect to which the rates for services to be provided are indicated. Annexure 'C' also gives details about the area available, number of manpower, number of toilets and other covered/open areas with SCOPE OF WORK. The bidders are advised to personally inspect the precincts on any working day and contact the designated official for quoting a realistic and a comprehensive bid.

9. While submitting the bid, the vendor shall deposit Earnest Money of Rs. 50,000/- by demand draft / PO favoring **"IDSA" payable at New Delhi**. No other mode of remittance shall be accepted. The bidders found without EMD are liable for outright rejection.

10. The EMD of unsuccessful bidders shall be returned within 60 days of opening the financial quotations or finalizing the tender. This shall be refunded without any interest. In case of successful bidder, the security deposit would be adjusted and balance shall be deposited by demand draft within seven days of issuing the work order before commencing the work at site. If the differential amount of Security Deposit is not deposited by the selected bidder within seven days of accepting the work order, the EMD already deposited shall be forfeited without any correspondence and the work shall be considered for allotment to other bidders.

11. The above security deposit shall be retained during the period stated in the work order and shall be refunded without any interest, in case no claim is pending towards the Institute. It may be noted that Institute shall keep the Security Deposit for TRUE Diligent and faithful performance of the terms and conditions and shall be liable to be forfeited, if the terms & conditions of the tender document / agreement are violated.

12. The vendor shall ensure timely availability of all the cleaning material during the working hours and shall take instructions directly from the designated officials in respect of the operational activities.

13. The vendor shall ensure that the Housekeepers are to attend the job as per the staggered time schedule as intimated before hand. The number of housekeepers mentioned in the tender document should be fully deployed and any laxity / deviation in this regard shall be viewed seriously and may result in termination of the work order.

14. The selected vendor shall submit the bills alongwith the required certificates of statutory components, on a quarterly basis. The bills, if found in order in all respects, will be processed for release of payment within ten days after submission of the bills.

15. The selected vendor will not accept any directions / instructions either verbal or written from any staff member of the Institute unless the same are issued by the Estate manager or the authorized official with regard to work assigned to the vendor.

16. It is explicitly made clear that the housekeepers may be required to shift the Institute's movable property including the furniture and fixtures etc, if required.

17. The Housekeeping services are required to be offered by the vendor on all days of the year except Republic day, Independence Day, Gandhi Jayanti & Holi. On Sundays and holidays, full crash cleaning would be done which includes weekly cleaning, dusting of all surfaces of almirah, steel racks and other furniture, removal of cob webs, cleaning of window panes / glasses, including Carpet and sofa cleaning. However, one day weekly off by rotation will be given individually (among the existing manpower) as per labour law preferably on Saturday / Sunday.

18. The successful bidder will be fully responsible for the safety and security of his staff deployed for work at IDSA complex. IDSA will not be responsible, in any circumstance, for any accident / injury or other damages occurring while performing the Housekeeping duties of his workers under these terms at the Institute's premises. If required, the vendor may take necessary insurance coverage of his employees in the Institute's complex.

19. The agreement / work order can be terminated by either party after giving one month clear notice in writing. During the period of such notice, the performance of work shall not hamper and both parties continue to abide by their respective obligations. On termination of the contract for any reason whatsoever, the selected vendor will remove their men and material immediately from the premises of the Institute.

20. Notwithstanding the provisions of Clause-19, the work order shall be liable to be terminated forthwith by the Institute at its sole discretion in the event of contravention of terms and conditions as stipulated above. The terms "CONTRAVENTION" shall include acts of commission as well as omissions.

21. The number of man power can be reduced & increased suitably as required by the Institute.

22. The average annual turnover of the firm should not be less than Rupees Twenty Five lakhs during the last three financial years.

23. The firm should comply with all the statutory requirements as stated in the technical bid.

24. The firm should not have been blacklisted / debarred in any manner from any Govt. Department. A declaration on a stamp paper of Rs. 10/- should be attached with the technical bid.

25. The Institute reserves the right to have a panel made out of the successful tenderers. If the selected vendor fails to accept the job or leaves the job in the middle of contract period, or declines to accept the award due to any reason, the next vendor in panel may be offered the work order. However, the validity of the panel will be same as the period of award of contract to the selected vendor. If, the second vendor in panel is offered the job, the contract period for him will be the remaining period as per the work order of the first awardee of the contract. If the successful bidder declines to accept the award or not ready to provide the house keeping services, the EMD deposited by him shall be forfeited and may also be black listed.

26. In case of any dispute, the matter will be referred to the sole arbitratorship of the Director General, IDSA or his nominee and his decision will be final and binding to both the parties.

27. The selected vendor will also be fully responsible for the **damages, if any caused to** the assets, property of the Institute by their worker while on duty or otherwise at the Institute. The Security staff of the Institute will be authorized to search your employees at the time of their leaving the premises of the Institute after performing their duties. The vendor shall indemnify the Institute for any loss / misappropriation by his housekeepers while on duty and failure in this regard could result in filing of **CIVIL/CRIMINAL** proceedings against the vendor apart from termination of the contract.

28. Institute also reserves the absolute right to alter / modify the scope of work, terms and conditions.

29. If any overpayment is observed post audit with respect to the work done by the agency under the contract, it shall be recovered by the Institute from the agency. If any underpayment is discovered, the amount shall be duly paid to the agency by the Institute.

30. Disposal of Collected garbage. The contractor will arrange disposal of collected garbage after segregation of solid waste, liquid, bio degradable products, etc as required. The vehicle for disposal to the nearest scheduled site as per the corporation / MES will be arranged by the contractor at his own cost for disposal on daily basis. IDSA holds no responsibility for the place for disposal of the garbage.

31. The vendor has to arrange cleaning of bee hives / red flies or nests whenever appeared in the building area of IDSA premises. No additional payment will be made in this regard.

32. The tender document may be obtained free of cost during working hours from **1st Oct 2015 to 05th Nov 2015 on all working days**. Alternately, it can also be down loaded from the Institute's website (www.idsa.in/notice.html).

33. Clarification regarding tender document & work may be sought before submitting the quotations. No letters will be entertained after opening the bids / last date of submission of tender. Firms who communicate after opening of the bids, their bids will be rejected and blacklisted for future tenders.

INSTITUTE FOR DEFENCE STUDIES AND ANALYSES
NO 1 DEVELOPMENT ENCLAVE, RAO TULA RAM MARG,
DELHI CANTT, NEW DELHI – 110 010

QUOTATION FOR HOUSE KEEPING & CONSERVANCY SERVICES
(TECHNICAL BID)

INFORMATION OF TENDERER

Brief Bio data with Check list of the Tender (*Please enclose separately as per Part I & II*)

1. NAME AND ADDRESS OF THE COMPANY
2. NAME OF CONTACT PERSON
(With Tel. No., Fax, Mobile No. E-mail & Res. Tel No.)
3. INCOME TAX ITCC NO. (With documentary proof)-Attach Income tax Return of last three Years.
4. Balance sheet for last three years.-Should be audited & attach attested photocopies.
5. SALE TAX REGN. NO. (With documentary proof)
6. EPF REGN. NO (With documentary proof)
7. ESI REGN. NO. (With documentary proof)
8. SERVICE TAX NO. (With documentary proof)
9. License No under contract labour Act. (With documentary proof)
10. NATURE OF OWNERSHIP- PRIVATE/PUBLIC/COMPANY/
PROPRIETORSHIP / PARTNERSHIP
(Please provide details with documentary evidence).
11. Details of experience of last three years to whom the housekeeping Services have been provided (Please attach annexures with details of Organization's Name with address, number of manpower deployed, time period, contact person's reference with Contact no).
12. Details of present assignments (Please attach annexures with details of Organization's Name with address, number of manpower deployed, time period, contact person's reference with Contact no).
13. Details of man power on roll of your organization (attach organization chart)
14. Any other details, please specify with documentary evidence.
15. Details of EMD enclosed. _____

(SIGNATURE WITH STAMP)

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TENDER FORM FOR PROVIDING HOUSEKEEPING & CONSERVANCY SERVICES
TECHNICAL BID

1. Brief Bio data of the Tenderer _____

**Affix duly
Attested PP
Size
Photograph
Of the
Tenderer**

2. Name, Address with Telephone _____
Number of the Firm/agency _____

3. Name, Designation, Address _____
and Telephone number of _____
authorized person of the Firm/ _____
agency. _____
4. Firm Registration _____
(Please enclose the copy) _____
5. Please specify as to whether _____
firm is sole proprietor / a. _____
partnership firm. (Enclose b. _____
documents for partnership deed) c. _____
6. PAN number & Income Tax _____
Return of financial _____
Years 2012 – 2015 _____

7. Provident Fund Account Number _____
(Please enclose the copy) _____

8. ESI Registration Number _____
(Please enclose the copy)
9. Service Tax Number _____
(Please enclose the copy)
10. License Number under Contract _____
Labour (R&A) Act. _____
(Please enclose the copy)
11. Details of earnest money deposited
- a) Amount Rs. _____
Rs.(in words) _____
- b) Bank Draft / Pay Order Number _____
- c) Date of issue of BD/PO _____
- d) Name of issuing Bank _____
12. Details of Past Experience in the _____
relevant Field. _____
(Min 3 years) _____
13. Details of works in hand _____

14. Any other information
15. Declaration by the Contractor :-

This is to certify that I / we have read and fully understood all the terms and conditions mentioned in the tender document and undertake myself/ourselves to abide by them.

Signature of Tenderer

Name

Designation

Address

Phone (O)

(R)

Date

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(TECHNICAL BID)

CHECK LIST OF ATTESTED COPIES OF DOCUMENTS ATTACHED WITH THE TENDER

- | | | |
|-----|--|----------|
| 1. | Firm registration | Yes / No |
| 2. | PAN Number | Yes / No |
| 3. | Provident Fund Account Number issued by
The competent authority | Yes / No |
| 4. | ESI Registration No. issued by the Competent
Authority | Yes / No |
| 5. | Contract license issued by the labour Commissioner
Under Contract Labour (R.E.A) Act. | Yes / No |
| 6. | Bank Draft / Pay order for earnest money | Yes / No |
| 7. | Service Tax No. | Yes / No |
| 8. | Experience of last three years | Yes / No |
| 9. | Documentary proof of present assignments | Yes / No |
| 10. | Copies of audited balance Sheet of last three years | Yes / No |
| 11. | Copies of Income Tax return for last three years | Yes / No |
| 12. | Organisation Details | Yes / No |

Signature of Tenderer
With Seal

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QUOTATION FOR HOUSE KEEPING & CONSERVANCY SERVICES
(SCOPE OF WORK)

A. TOILETS (GENTS + LADIES) - 44

B. TOTAL STRENGTH OF WORKING OFFICIALS : 150 Approx.

C. Total area of the Campus : 6.5 Acre.

D. SCOPE OF WORK:

- The toilets are to be cleaned four times every day at 0800 H, 1100 H, 1400 H, 1600 H and as required. Naphthalene Balls 5 in nos. are to be placed in each wash basin. One Odonil to be placed near Wash Basin and WC area in each toilet. Liquid Soap to be put in each container daily / need basis.

- GENERAL CLEANING/SWEEPING. Brooming, Cleaning and Sweeping of all the floors including portico, open area, entrance, parking area, guest house area, front and back side of the building including staircases. Following areas are to be done by soap cleaning with clenzo/phenyl once a day :-

- i) Institutional Area including Courtyard, Reception area (office Area).
- ii) Library Building
- iii) Auditorium & Seminar Halls
- iv) Executive Dining Hall
- v) Vacant residential accommodation
- vi) Guest Houses
- vii) Main gate area including roads & adjacent area in front of IDSA
- viii) Utility and Engineering Sections
- ix) Basements at Institutional area & residential area (Blocks A, B & C)
- x) Common areas of residential buildings (Blocks A, B & C)
- xi) Roads and Drainage including two Water Harvesting tanks
- xii) For various events / functions etc. on as and when required basis.
- xiii) Any other work such as cleaning of garbage dumps, etc.
- xiv) Any special job, if required.

E. MANPOWER TO BE DEPLOYED :

01 Housekeeping Supervisor & 17 Housekeepers

F. CLEANING MATERIAL. As per Annexure C Part 'I'.

G. GARBAGE DISPOSAL.

ANNEXURE-‘C’ (PART-I)

QUOTATION FOR HOUSEKEEPING & CONSERVANCY SERVICES
LIST OF MONTHLY CLEANING MATERIAL REQUIRED
FOR HOUSE KEEPING SERVICES AT IDSA, DELHI CANTT

Cleaning Material for housekeeping to be used by housekeepers is listed below. Certain other items, not listed below, may also be required for which actual charges will be paid. Contractor has to show the material to the designated representative of IDSA in the first week of every month. Any lapse in the items will invite penalty or deduction of amount as per market rate. IDSA reserves the right to interchange any item with other required items of same financial value.

SL	Description of items	Quantity
1.	Premium White Phenyl / Clenzo (Concentrate)	20 ltrs
2.	Floor Duster (2' X 2')	36 Nos
3.	Liquid Soap (Fem/Dettol/Homacol)	20 Ltrs
4.	Sanitary Cubes / Phenyl Balls	3 KG
5.	Odonil	80 Nos
6.	Room Freshner (Ambipure / Airwick Rose)	18 Nos
7.	Cleaning Powder (Surf/Vim)	5 Kg
8.	Dust control Mop (Blue) 4-5' long	5 Nos
9.	Yellow Dusters (21" X 15")	36 Nos
10.	Table Dusters (White) (15" X 15")	24 Nos
11.	Napthelene Balls	3 Kg
12.	Harpic (Toilet Cleaner)	5 Ltrs
13.	Soft Broom (Phool Jharoo) 3' Long	24 Nos
14.	Hard Broom (Tili Jharoo) 3' long	5 Nos
15.	Yard Broom with 5' long Stick (Road Sweeping)	8 Nos
16.	Carpet Cleaning Brush	04 Nos
17.	Glass Cleaner (Colin)	5 Ltrs
18.	Floor Stain Remover (Taski R7 / Flavoured)	10 Ltrs
19.	Wiper (Large & Small Size)	10 each
20.	Dust Pane	12 Nos
21.	T POL	20 Ltrs
22.	Plastic Bucket 60 Ltr (Brite/Cello)	2 Nos
23.	Plastic Bucket 15 ltrs with Mug (Brite/Cello)	5 Nos
24.	Toilet Brush	16 Nos
25.	Toilet Roll (Mosque/Value Plus)	120 rolls
26.	Pressure Pump	1 Nos
27.	Acid	10 Ltrs
28.	Floor Cleaning Brush	4 Nos
29.	Jala Brush(Large /Medium sizes)	2 each
30.	Gum Boot	1 Nos
31.	Mask (Mouth)	17 Nos
32.	Junna (Nylon)	24 Nos
33.	Face Tissue (Mosque/Value Plus) – M Fold	180 packets
34.	Black HIT	5 Nos
35.	Red HIT	5 Nos
36.	Fawrah, Panji with 6' long handle, Axe, Tasla	On need

ANNEXURE-‘C’ (PART-II)

FINANCIAL BID

To be filled properly, reasonably and submitted in a **separate sealed envelope** marked as Financial bid within the main envelope. The Rates should be filled in prescribed format. Open financial bids will be rejected.

PRICE BID For House Keeping services (Without service Tax)

SL	Description	Yearly Amount in Rs.
1	Total Annual Contract Value for Housekeeping & Conservancy Services with 1 Supervisor and 17 Housekeepers (males & females), cost of material as listed at Annexure C Part I and garbage disposal. Rates Quoted should be exclusive of service tax.	

Total Amount Quoted in words (Rupees)

.....

Note.

1. The amount quoted should be exclusive of service tax. Conditional Tenders will be rejected.

2. Work Contract Tax will be deducted as per rules from the quoted amount and may be catered for while quoting the rates.

Signature of the Bidder

Name of Contractor

Name of the Firm

Contact No.

Date

Seal :