

No. D-24012/1/2015-Genl.II
Government of India
Ministry of Social Justice and Empowerment
(Department of Social Justice and Empowerment)

Shastri Bhawan, New Delhi
Dated: 02nd December, 2016

E-Tender Notice

Subject: Annual Contract for outsourcing of hiring of sweepers in the Department of Social Justice and Empowerment – reg.


On behalf of President of India, Department of Social Justice and Empowerment invites online tender for outsourcing of hiring of sweepers. The yearly estimated value of the contract is 40.00 lakh (approx).

Tender No.	D-24012/1/2015-Genl.-II	
Tender Forms Available at Website	www.socialjustice.nic.in http://eprocure.gov.in/eprocure/app	
Date and Time of Issue/Publishing	01.02.2016	14.30
Document Download/Sale Start Date & Time	02.12.2016	14.30
Bid Submission Start Date & Time	03.12.2016	10.30
Bid Submission Last Date & Time	23.12.2016	15.00
Date and Time of Opening of Technical bid	23.12.2016	16.00
Date of Opening of Financial bid	To be intimated later	

2. General terms and conditions of the contract is given in **Annexure-I**.
3. The tender is in two bid system i.e. Technical Bid as in **Annexure-II** and Financial Bid as in **Annexure-III**.
4. Instructions for the online bid submission and Tender acceptance letter are given in **Annexure-IV** and **Annexure-V** respectively.
5. Intending eligible bidders may download Bid Document from our website www.socialjustice.nic.in (for reference only) as well as CPPP website <http://eprocure.gov.in/eprocure/aap> (for bidding prospective). Bidders shall have to deposit Rs.2,00,000/- (Rupees two lakh only) as EMD unless exempted by any standing order, in the form of Demand Draft, Account Payees or Bankers' Cheque from any Nationalised/Commercial Bank at Delhi in favour of DDO, Department of Social Justice and Empowerment, New Delhi on or before bid submission closing date & time and may be dropped in the dropbox placed at the facilitation centre i.e. Garage No.-8, Ground Floor, Near State Bank ATM, Shastri Bhawan, New Delhi. Scanned copy of Demand Draft etc. has to be submitted online at <http://eprocure.gov.in/eprocure/app> along with the Technical & Financial bid.




6. The competent authority in the Department reserves the right to cancel the tender at any time or amend/withdraw any of the terms and conditions contained in the Tender Document, without assigning any reason, therefore.


(Deepak Kumar Sah)
Under Secretary to the Govt. of India.
Telephone No. 23382184

Copy to:-

1. All Ministries/Departments for circulation among their contract holders.
2. Director, NIC with the request to upload the above information on Ministry's web site as well as Central Public Procurement Portal for wide publicity.
3. Notice Board.
4. Hindi Section for Hindi version.


(Deepak Kumar Sah)
Under Secretary to the Govt. of India.

Copy for information to:

1. Reception Officer, Ministry of Social Justice & Empowerment, Shastri Bhawan, New Delhi.
2. Assistant Commandant, CISF, Shastri Bhawan, New Delhi.

INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS:

- 1.1 For the Bidding/Tender Document purposes, the Department of Social Justice & Empowerment shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to as 'Contractor and /or' Bidder or interchangeably.
- 1.2 The tender documents can be downloaded from the website from the link <http://eprocure.gov.in/eprocure/app>.
- 1.3 While all efforts have been made to avoid errors in drafting of the tender documents, the Bidders are advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 1.4 The bidder shall submit the copy of the authorization letter/power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 1.5 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/or in presented format, or any other requirements stipulated in the tender documents are liable to be rejected.
- 1.6 The bidders should be a Limited/Private Limited Company, registered under the Companies Act, 1956 or Limited Liability Partnership Firm/ Partnership Firm under LLP Act, 2008 or Indian Partnership Act, 1932.
- 1.7 The parties to the Bid shall be the 'Bidders' (to whom the work has been awarded) and the Department of Social Justice & Empowerment, New Delhi.
- 1.8 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter sent by registered post with acknowledgement due to the Department. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.

2. MINIMUM ELIGIBILITY CRITERIA:

- 2.1 The following shall be the minimum eligibility criteria for selection of bidders at technical bid stage of the bidding process:-
 - a) **Legally Valid Entity:** The Bidder/Bidding Firm shall necessarily be a legally valid entity in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956 or Limited Liability Partnership Firm/Partner Firm under LLP Act, 2008 or Indian Partnership Act, 1932. The proof for supporting the legal validity of the Bidder/Bidding Firm shall be scanned and uploaded with the bid documents.

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- b) **Registration:** The bidder/Bidding Firm must be registered with the Income Tax and also registered under the Labour Laws/Rules, Employees Provident Fund Organization, Employees State Insurance Corporation. The proof in support of the same shall be scanned and uploaded with the bid documents.
- c) **Clearance:** The Bidder/Bidding Firm must have clearance from Sales Tax, Service Tax Department and Income Tax Department. The proof in support of the same shall be scanned and uploaded with the bid documents.
- d) **Experience:** The Bidder shall have experience in the similar field of providing housekeeping services for cleaning of toilets, corridors, staircases and other common areas in the premises and other housekeeping job in the Government Ministries/Departments/Public Sector (Central or State) for the last five consecutive years. In case no bidder has provided government experience/public sector experience, then the bidders with experience in reputed organization may be considered by the Competent Authority of the client.

2.2 Documents supporting the Minimum Eligibility Criteria:

- a) In proof of having fully adhered to the minimum eligibility criteria at 2.1(a), attested copies of certificates of incorporation issued by the respective registrar of firms/companies shall be accepted, which shall be scanned and uploaded with the bid documents.
- b) In proof of having fully adhered to minimum eligibility criteria at 2.1(b), attested copies of PAN, Labour registration, EPFO registration, ESIC Registration shall be acceptable, which shall be scanned and uploaded with the bid documents.
- c) In proof of having fully adhered to minimum eligibility criteria at 2.1(c), attested copies of Clearance Certificate (last three years returns) from Sales Tax Department/Service Tax Department and Income Tax Department shall be acceptable, which shall be scanned and uploaded with the bid documents.
- d) Attested copy of the audited balance sheets for the completed three financial years i.e. for 2013-14, 2014-15 and 2015-16, which shall be scanned and uploaded with the bid documents.
- e) Attested copy of manpower wages roll and EPFO Challan in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters shall be acceptable, which shall be scanned and uploaded with the bid documents.

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3. EARNEST MONEY DEPOSIT:

- 3.1 The Earnest Money Deposit of Rs. 1,00,000/- (Rupees one lakh only) in the form of Account Payee Demand Draft/Bankers' Cheque issued by any Nationalized/Commercial Bank drawn in favour of DDO, Department of Social Justice & Empowerment, New Delhi has to be submitted to the Under Secretary (Admn.), Department of Social Justice & Empowerment, Room No. 240-A, Shastri Bhawan, New Delhi. The validity of the Demand Draft/Bankers' Cheque must be up to 6 (six) months starting from the date of submission of the bids.
- 3.2 No request for transfer of any previous deposit of Earnest Money Deposit or Performance security Deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.
- 3.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.
- 3.4 The bids without Earnest Money Deposit shall be summarily rejected.
- 3.5 No claim shall lie against the Government/Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit i.e. no interest will be payable on EMD.
- 3.6 The bid security may be forfeited:
 - i. If the bidder withdraws his bid during the period of validity of the bids specified by the bidder in the bid form: or
 - ii. In case of successful bidder, if the bidder
 - a) Fails to sign the contract in accordance with the terms of the tender document:
 - b) Fails to furnish required Performance Security Deposit in accordance with the terms of Tender Documents within the time frame specified by the client: or
 - c) Fails or refuses to honour his own quoted prices for the services or part thereof.

4. VALIDITY OF BIDS

- 4.1 Bids shall remain valid and open for acceptance for a period of 120 days from the last date of submission of Bids.
- 4.2 In case, client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.
- 4.3 The client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

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5. PREPARATION OF BIDS

- 5.1 Language: Bids and all accompanying documents shall be in English or in Hindi.
- 5.2 Technical Bid: Technical Bid should be prepared as per the instructions given in the Tender Documents alongwith all required information, documents in support of the minimum eligibility criteria, valid EMD of requisite amount etc.

The Documents comprising the Bid would be:

- a) Technical Bid Submission Form duly signed and printed on Company's letterhead.
- b) Contact Details Form, duly filled, signed and stamped.
- c) Financial Capacity form – filled in and signed & stamped.
- d) Earnest Money Deposit of Rs. 1,00,000/-
- e) All attested supporting document in proof of having fully adhered to minimum eligibility criteria as referred in Section-2 above.

The Technical Bid alongwith all the required documents as mentioned in the Tender Documents shall be scanned and uploaded with bid documents.

- 5.3 Financial Bid: Bidder shall prepare the Financial Bid in the price Schedule as provided in the Tender Document. Thereafter the Financial Bid shall be scanned and uploaded with bid documents.

6. SUBMISSION OF BIDS

- 6.1 The Bidding Firms have to submit the tenders online at <http://eprocure.gov.in/eprocure/app> in two bid system (Technical Bid and Financial Bid) in the prescribed proforma. Tenders are to be submitted only online through the e-Procurement Portal. All the documents in support of eligibility criteria etc. and other required documents are to be scanned and uploaded alongwith the Tender Documents. Tenders sent by any other mode will not be accepted. No Tender Documents will be accepted after the expiry of stipulated date and time for the purpose under any circumstances what so ever.
- 6.2 The Bid shall be submitted not later than 3.00 PM of 23.12.2016 addressed to Under Secretary (Admn.), Department of Social Justice & Empowerment, Shastri Bhawan, New Delhi. Bids must be submitted on line within date and time stipulated in the Tender Documents.
- 6.3 No Bid shall be accepted after the specified date and time. However the Competent Authority of the Department reserves right to extend the date/time for submission of bids, before opening of the Technical Bids.

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7. **BID OPENING PROCEDURE:**

- 7.1 The Technical Bids shall be opened on line on 23.12.2016 at 4.00 PM by the Committee authorized by the Competent Authority of the Department, in the presence of such bidders, who may wish to be present themselves personally or through their representatives.
- 7.2 The Financial Bids of only those bidders, who qualify at Technical Bid stage, shall be opened by the Committee authorized for the purpose. The date, time and venue of opening of the Financial Bids shall be uploaded in the CPP portal to the technically qualified bidders in due course.
- 7.3 A letter of authorization shall be submitted by the Bidder's representatives before opening of the Bids.
- 7.4 Absence of bidder or their representative shall not impair the legality of the opening procedures.
- 7.5 After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated later to ensure that the bidder meets the minimum eligibility criteria as specified in the Tender Document.
- 7.6 Bids shall be declared as valid or Invalid based on the preliminary scrutiny, i.e. verification of EMD, by the Tender Opening Committee. However, detailed evaluation shall be done only in respect of valid Bid.
- 7.7 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date and time remaining unaltered.

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8. CLARIFICATION ON TECHNICAL BID EVALUATION:

- 8.1 The Technical Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder, that is not in response to a request by the client shall not be considered. The client's request for clarification and the response shall be in writing.
- 8.2 If a bidder does not provide clarifications of its bid by the date and time set in the client's request for clarification, its bid may be rejected.
- 8.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per clause 2.2.

9. TECHNICAL BID EVALUATION (SEGREGATED TYPE)

- 9.1 The client shall follow two bid system where the technical bid and financial bid shall be evaluated separately.
- 9.2 The evaluation of tenders shall be done on weightage with 70% to technical evaluation and 30% to financial evaluation.**
- 9.2.1 The Technical Bid evaluation shall be done based on the following criteria:
- 9.2.2 During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

i.	Number of years in Operation	Max. 25 Marks
	a) 1-2 years	5 Marks
	b) 2-5 years	10 Marks
	c) 5-10 years	15 Marks
	d) 10-15 years	20 Marks
	e) More than 15 years	25 Marks
ii.	Turnover (Last Financial Year)	Max. 25 Marks
	a) Less than 2.5 crores	05 Marks
	b) 2.5-5 crores	10 Marks
	c) 5-25 crores	15 Marks
	d) 25-50 crores	20 Marks
	e) More than 50 crore	25 Marks
iii.	Number of Manpower on roll	Max. 25 Marks
	a) 100-250	05 Marks
	b) 250-500	10 Marks
	c) 500-1000	15 Marks
	d) 1000-2000	20 Marks
	e) More than 2000	25 Marks

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iv. Quality Related Marks	Max. 25 Marks
a) ISO (1-5 years)	05 Marks
b) ISO (5-10 years)	10 Marks
c) SA 8000	05 Marks
d) OHSAS 18001	05 Marks
e) Any other International Accreditation Certificate	05 Marks

9.2.3 A Bidder should secure mandatorily a minimum of 55% marks (i.e 55 marks out of total 100 marks as per para 9.2.2) in technical evaluation in order to be a qualified bidder for being eligible for technical weightage and subsequently for opening of financial bids.

9.2.4 The total marks obtained by a Bidder in the Technical Bid (as per 9.2.2) shall be allocated 70% of technical weightage and the financial bids shall be allocated 30% of the financial weightage, and thereby making a total of 100% weightage for the complete bidding.

Illustration 1 (for Technical Weightage)

If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation after following para 9.2.2, his technical evaluation value shall be: 56 i.e. (80 x 70%).

9.2.5 The Bidder shall be required to produce attested copies of the relevant documents in support of 9.2.2 in addition to the documentary evidences of para 2.1 for being considered during technical evaluation.

9.3 A substantially responsive bid shall be one that meets the requirements of the bidding document in totality i.e. by following the procedures of para 9. The Technical Bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will not be opened online.

- i. The responsiveness of the bid, i.e; receipts of duly filled, signed and accepted bid documents in complete form, including Authorization letter.
- ii. Receipt of valid EMD with requisite amount in acceptable format.
- iii. Documents in support of proof of meeting the minimum eligibility criteria.
- iv. Any other documents as required to support the responsiveness of the bidder, as per tender.

Deepa 9.4 The bidder(s) who will qualify in the technical evaluation stage shall only be called for opening of Financial Bids. The date, time and venue of opening of the financial bids shall be uploaded in the CPP portal.

10. FINANCIAL BID OPENING PROCEDURE

- 10.1 The Financial Bids of all the technically qualified bidders shall be opened online on the appointed date and time in the presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.
- 10.2 All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorization letter from their Companies and shall be asked to sign on Financial Bid downloaded online through the CPP portal.
- 10.3 Absence of bidders or their authorized representatives shall not impair the legality of the process.
- 10.4 The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.
- 10.5 Merely becoming the lowest bidder, prior to Financial Bid scrutiny will not give any right to the Lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure as explained in para-11.

11. FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER.

- 11.1 The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage.
- 11.2 For the purpose of deciding L1, L2, etc. in the financial bids, the total cost per month will be arrived by adding cost of manpower, material, equipment etc. as given in the Schedule (Financial Bid).
- 11.3 The Bidder with the Lowest Bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x 100) and his total scores of the bid shall be as per Illustration 2 below:

Illustration – 2

If the Bidder at Illustration 1 is L1 Bidder and quoted Rs. 100/- for being L1, then his total value shall be 86 i.e. (56 Technical Value + 30 Financial Value)

- 11.4 The financial scores of the other bidders (i.e. L2, L3, ... so on) shall be computed as under and as explained at Illustration 3 below:

$$30 \times \text{Lowest Value (L1 Price)} / \text{Quoted Value (L2 or L3)}$$

Illustration – 3

If the Bidder at Illustration 1 is L2 Bidder and he quoted Rs. 125, therefore 30% being the weighted value, the financial scores for L2 shall be computed as under

$$30 \times 100 (\text{lowest prices by L1}) / 125 (\text{quoted prices by L2}) = 24 (\text{financial score})$$

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Therefore L2 Bidder shall have total value of 80 (56 Technical Value + 24 Financial Value)

- 11.4 The Bidders' ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.
- 11.5 The Bidder meeting the minimum eligibility criteria and with the highest marks/rank (i.e. the total of technical evaluation marks and financial evaluation marks) shall be deemed as the successful Bidder and shall be considered eligible L1 Bidder for further process.
- 11.6 If there is a discrepancy between words and figures, the amount in words shall prevail.

12. RIGHT OF ACCEPTANCE:

- 12.1 The Competent Authority in the Department of Social Justice & Empowerment reserves all rights to reject any bid including bids of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority in the Department in this regard shall be final and binding.
- 12.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- 12.3 The Competent Authority of the Department reserves the right to award any or part or full contract to any successful agency(ies) at its discretion and this will be binding on the bidders.
- 12.4 In case of failure to comply with the provisions of the terms and conditions mentioned by the agency that has been awarded the contract, the Competent Authority of the Department reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulting agency, which has been awarded the initial contract and this will be binding on the bidders.
- 12.5 The Department may terminate the contract if it is found that the Contractor is blacklisted on previous occasions by any of the Government Departments/Institutions/Local Bodies/Municipalities/ PSU etc.

13 NOTIFICATION OF AWARD BY ISSUANCE OF LETTER OF ACCEPTANCE:

- 13.1 After determining the successful bidder after evaluation, the client shall issue a Letter of Acceptance in duplicate, which will return one copy to client duly acknowledged, accepted and signed by the authorized signatory, within three days of receipt of the same by the successful bidders.

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13.2 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be binding to the contractor.

14. RETURNING OF EARNEST MONEY DEPOSIT (EMD):

14.1 The Earnest Money Deposit of the unsuccessful bidders in the Technical Bid evaluation stage shall be returned within seven days after opening of the eligible Financial Bids.

14.2 The Earnest Money Deposit of the unsuccessful bidders in the Financial Bid evaluation stage shall be returned within seven days, on award of contract to the successful bidder.

14.3 The Earnest Money Deposit (EMD) of all the bidders shall be returned, in case of cancellation of Tender after the opening of Technical Bids and prior to opening of financial bids.

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SPECIAL CONDITIONS OF CONTRACT (SCC)

1. The Special Conditions of Contract (SCC) shall supplement General Conditions of Contract (GCC)) and wherever there is a conflict, the provisions herein shall prevail over those in General Conditions of Contract (GCC).
2. **INDEMINIFICATION:** The Contractor agrees to protect, defend, indemnify and hold harmless the purchaser and its employees, officers, directors, agents or representatives from and against any and all liabilities, damages, fines, penalties and costs (including legal costs and disbursements) arising from or relating to:
 - a) Any breach of any statute, regulation, direction, orders or standards from any governmental body, agency, telecommunications operator or regulator applicable to such party; or
 - b) Any breach of the terms and conditions in this agreement by Contractor This clause shall survive even on the termination or expiry of this agreement.
3. As other factors like minimum wages, ESIC, EPF, Service Tax etc. are not constant as per government rates the contract will be finalized on the basis of least Service Charges quoted by the contractor. Where in case service charge quoted by two or more agencies are same, L1 will be decided on the basis of higher turnover averaged over last three years. **However, unrealistic service charges although quoted lowest may not be considered by the Department.**
4. Wherever required, the agency may be asked to submit the copies of proof of deposit of EPF and ESI within three weeks from the disbursement of wages in a month, or comply with such instructions/procedures as may be prescribed by the concerned Government/Statutory authorities from time to time.
5. The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The Agency will also ensure that the personnel deployed are medically fit. The Agency shall withdraw such persons who are not found suitable by the office for any reasons immediately, on receipt of such a request.
6. The Agency shall engage necessary persons as required by this Department from time to time. It shall be the duty of the Agency to pay their salary every month. There is no Master and Servant relationship between the persons of the Agency and this Department and, as such, said persons of the Agency shall have no claim whatsoever against this Department.

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7. After the award of the contract the Agency will give an undertaking that persons deployed in the Ministry shall not claim any benefit/ compensation/ absorption/ regularization of services from/in this Department under the provisions of the Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970, or any other Act, Rules, Regulations, etc. applicable to them from time to time. An Undertaking to this effect individually from the outsourced persons shall be required to be submitted by the Agency to the Ministry.
8. The Agency's personnel shall not divulge or disclose to any person, any details of office, office-documents, operational process, technical know-how, security arrangements, administrative or organizational matters and all such matters which are of restricted/confidential/secret nature.
9. The persons deployed shall not be below the age of 18 years.
10. The Department may require the Agency to dismiss or remove from the site of work, any person or persons, employed by the Agency, who may be found incompetent, or for his/her misconduct, and the Agency shall forthwith comply with such requirements. The Agency shall replace any of its personnel, if they are unacceptable to the Department because of security risk, incompetence, conflict of interest, or breach of confidentiality, or improper conduct immediately upon receiving written notice from the Office.
11. The Agency shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, paan, smoking, loitering without work. Such personnel shall also be required to maintain overall cleanliness at and around the place of their deployment/duty. They ought to observe utmost care while handling office stores/equipment.
12. No wage/ remuneration will be paid to any person for the days of unauthorized absence from duty in excess of the six days paid leave annually.
13. The Agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, ESI Act etc. and the Department shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account any obligation.
14. The Agency shall strictly observe the instruction issued by the Department in fulfilment of the contract from time to time.
15. The Agency shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.

Accepted

16. The work/services will be accepted only after quality assurance are carried out by the person/team designated by this office.
17. The quality of works should be standard and mark of satisfaction of the department authorized officers. The non-standard work will not be accepted.
18. The contractor shall not charge any extra amount for transport expenses, and will not be entitled to get compensation for any damage or losses in the course of supply. No extra payment will be made by the purchaser for transportation of man/machines/material and losses due to other reasons etc.

Accepted

SCOPE OF WORK

CLEANING SERVICES:

The aim and objective is to provide a clean, hygienic and presentable look to the entire area. Pre-designated manager/supervisors of the successful bidder will supervise the awarded work. General Section will monitor the cleanliness of the entire work, staff deployed by the successful bidder. The successful bidder has to ensure that the staff deployed is well-dressed in neat and clean uniform and carrying photo identity cards displayed properly.

DAILY AND WEEKLY SERVICES:

Housekeeping/cleaning services should be done daily from Monday to Saturday. The working timings will be 8:30 am to 5:00pm daily and from 9.00 am to 2.00 pm on Saturdays. The cleaning in occupied area should be done, as and when, the halls/rooms/cabines are opened and in the presence of the officer concerned or and in the presence of his/her authorized representative twice in a day in addition on call basis by the officer concerned during office hours on all working days only. The in-depth cleaning of the entire area will be done by the successful bidder once in a week. The details of daily and weekly housekeeping services are given as under:

SCHEDULE OF HOUSEKEEPING SERVICES:

Sl. No.	Area & Activity	Frequency
1.	Office area:-All blocks, Open area and reception area	Daily
2.	Dustbin Cleaning	Daily
3.	Cleaning, Sweeping & Mopping of floors with Disinfectant cleaner of all the floors including staircases and all the rooms/halls	Daily/call based
4.	Cleaning, Sweeping & Mopping of common areas	Twice in a day/call basis
5.	Cleaning of partitions/cubical etc.	Weekly
6.	Removing of stains	Weekly
7.	Cleaning of electrical fittings	Weekly
8.	Cleaning of doors, windows, window glass and grills, window panes, furniture, fixtures, venetian blinds, window edges	Twice in a week on working days
9.	Stains, Spills, footmarks on floor	Immediately/Call basis
10.	Reception area	Daily
11.	Mopping of toilets	Thrice in a day
12.	Check working of exhaust fans	Daily
13.	Stair case cleaning, sweeping & mopping	Daily

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14.	Change/check of toilets papers/napkins	Hourly
15.	Removal of waste papers and any other garbage and blockage and choking from the entire area covered under the tender.	Daily
16.	Cleaning of baskets, wastepaper baskets, cobwebs and disposing off all collected refuse at designated site.	Daily
17.	Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Restock toiletries, which include Liquid hand soap, Toilet paper, air freshner, and Sanitary Cubes and Naphthalene balls in toilets after daily check-ups in the morning, afternoons and on call basis during daytime.	Daily
18	Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the tender.	Daily
19.	Cleaning, sweeping, dusting, mopping, scrubbing of canteen, reception, security rooms, committee room, conference room. Meeting rooms should be checked at regular intervals.	Daily
20.	The staff of the successful bidder will arrange the conference rooms and also remove garbage, wastages etc. immediately after the event in over.	Daily/call basis
21.	The wastage will be removed twice in a day from the office.	Twice in a day
22.	One Housekeeping personnel should always be present in front of every toilet.	Daily
23.	Thorough cleaning, sweeping, washing, mopping with disinfectant cleaners of all floors, staircases and toilets. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, cleaning of fans, cleaning of roofs, terrace etc.	Weekly
24.	Polishing and grinding with rubber thread of floor areas	Weekly
25.	Cleaning of all chrome fittings, glass frames, soap holders etc. to a shiny finish.	Weekly
26.	Successful bidder will provide duty register to DGCA	Weekly
27.	All other work which are not listed here	

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SANITIZATION (WEEKLY):

- a) Office desk paper bins would be cleaned and sanitized.
- b) All washrooms dustbins would be thoroughly cleaned and sanitized.
- c) All telephone instruments would be sanitized using disinfectants.
- d) Waste bins from pantry/canteen areas would also be thoroughly cleaned and sanitized with disinfectants.
- e) Thorough washing of all walls and doors of toilet with appropriate detergent and disinfectant.

POLISHING (WEEKLY):

- a) All the door/window handles/knobs, other brass fittings and items/statues, planners etc. are required to be polished and kept in shining condition.

OTHER TASKS:

- a) Sweeping, mopping, machine scrubbing of all specified floors.
- b) removing all garbage and replace cleaned bins. Garbage will be taken to the designated site from where the contractor will arrange for its disposal.
- c) Wipe/clean of all glass doors and windows regularly.
- d) Maintain high standards of cleanliness and hygiene at all assigned areas throughout the premises.

OTHER WORK:

- a) The Bidders supervisory staff should be available at site every day during office working hours. In case of emergency complaints, the Bidder is to ensure rectification of defects immediately
- b) The Bidder will immediately attend the complaint and complete the same on its receipt on the same day.
- c) All cleaning materials and equipments would be provided by the Department. However the bidders will have to maintain all types of records for consumption and receipt of material and instruction issued from time to time in this regard should be complied with by the bidder.

1. Tentative requirement of personnel for execution of the work per month:

Sl. No.	Particulars
1	30 (thirty) sweepers
2	01 (one) Supervisor

Deepthi

Location of offices where services has to be provided:

1. Office of Minister (SJ&E), Room No.202-C, C-Wing, ShastriBhawan, New Delhi.
2. Office of MOS (SJ&E), Room Nos. 249,250,251, A-Wing, ShastriBhawan, New Delhi.
3. Office of MOS (SJ&E), Room Nos. 301, A-Wing, ShastriBhawan, New Delhi.
4. Office of Secretary (SJ&E), Room No.604, A-Wing, ShastriBhawan, New Delhi.
5. Office of Additional Secretary (SJ&E), Room Nos. 617 and 603 A-Wing, ShastriBhawan, New Delhi.
6. Chambers of all Jt. Secretaries (Room Nos.610, 611, 612,613,616, 636 and 637), A-Wing, ShastriBhawan, New Delhi.
7. 08-Toilets at Offices of Minister (SJ&E), MOS(SJ&E), Secretary (SJ&E), and 6th and 2nd Floors, A-Wing ShastriBhawan, New Delhi. One or two toilets may be added to this list.
8. Corridors from Gate No.2 to Gate No.4 upto the end of the corridor at the 6th floor including lift areas and corridor at Gate No.6 at 2nd floor and corridor Gate No.1 to Gate No.2 (including lift areas at Gate No. 1 and 2) at 2nd floor, A-Wing, ShastriBhawan, New Delhi.
9. Record Room, Ground Floor, Trikoot-II Building, R.K. Puram, New Delhi.
10. 2 toilets, 07 rooms and 01 corridor at PREM(Statistics & Plan) Division, West Block -VIII, R.K. Puram, New Delhi.
11. 2 toilets, 06 rooms at Jeevan Prakash Building, New Delhi.
12. Residence office of Hon'ble Minister (SJ&E), Residence office of Hon'ble MOS(PBN), New Delhi.
13. All the Sections/Rooms of this Department at ShastriBhawan, New Delhi.
14. Other unforeseen works as directed by SO (Genl) as per requirement like shifting of furniture and other items from one room to other etc.

Deepa

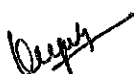
Tender Number: No. D-24012/1/2015-Genl.II
Government of India
Ministry of Social Justice and Empowerment
(Department of Social Justice and Empowerment)
TECHNICAL INFORMATION AND UNDERTAKING:

Sl.No.	Details of the Firm/Bidder	Page No.
1.	Name of Agency	
2.	Nature of the concern (Limited Company or Private Limited Company registered or Limited Liability Partnership Firm/Partner Firm)	
3.	Full Address of Reg. Office, Telephone No., Fax No. & e-mail address	
4.	Full Address of Operating/Branch Office in Delhi, Telephone No., Fax No. & e-mail address	
5.	Permanent Account Number (PAN) (attach a copy)	
6.	Service Tax Registration Number (attach a copy)	
7.	Firm Registration (attach a copy)	
8.	ESIC Registration Certificate	
9.	EPFO Registration Certificate	
10.	Income Tax Return last three (03) years (attach copies)	
11.	Turnover Certificate issued by Firms CA	
12.	Number of Manpower on roll	
14.	ISO Certificate – Number of years	
15.	SA8000 Certificate	
16.	OHSAS 18001 Certificate	
17.	Any other International Accreditation certificate	
18.	Details of Experience Certificate	
19.	Copy of manpower wages roll and EPFO Challan in support of available manpower.	
20.	Turnover (Last Financial year)	
21.	EMD	

Note:

1. Page number/serial number may be given to each and every page of Tender Documents and photocopies of the documents attached. Mention page number, wherever the copy(ies) of the document(s) are kept.
2. In case of non-fulfilment of any of the above information/document(s), the Tender will be summarily rejected without giving any notice.

Signature with date:
Name & address and contract no. of the firm



UNDERTAKING-I

1. That I/We have carefully studied all the terms and conditions of Tender Notice and shall abide by it.
2. That I/We shall supply the items of requisite quality.
3. That I/We undertake that the information given in this tender are true and correct in all respect and I/We hold the responsibility for the same.
4. That I/We undertake that sample of items will be kept ready for inspection by the Department. I/We shall be responsible for the cancellation of tender if samples are not up to the mark.

Signature with date:

Name & address and contract no. of the firm:

Deputy

UNDERTAKING-II

1. The Agency's persons shall not claim any benefit/compensation /absorption/regularization of services from/in this Department under the provisions of the Industrial Disputes Act., 1947 or Contract Labour (Regulation & Abolition) Act, 1970, or any other Act, Rules, Regulations, etc. applicable to them from time to time. In this regard the Agency will give undertaking to this effect individually from the outsourced persons to be deployed in the Department of SJ&E.

Signature with date:

Name & address and contract no. of the firm:

Deepak

ANNEXURE-III

Tender Number: No. D-24012/1/2015-Genl.II
Government of India
Ministry of Social Justice and Empowerment
Department of Social Justice and Empowerment

EVALUATION PARAMETERS

Bids should be evaluated on the basis of total tender value for 1 supervisor and required number of cleaning personnel as may be estimated.

Sl. No.	Particulars	Description	Housekeeping Personnel (Rates per person per month)	Supervisor (Rates per person per month)
a	b	c	d	e
1	Basic Pay + VDA	Minimum wages must be followed as per rules		
2.	Employees Provident Fund	12% of Basic plus VDA		
3.	Employees State Insurance Bonus	4.75% of Basic plus VDA		
4.	Bonus	Ceiling will be decided by the Vendor.		
5.	Total cost per employee	Sum of Sr No. 1 to 4		
6.	No. of employee	As per tender document		
7.	Total Cost	Sr. No. 5 x Sr. No. 6		
8.	Total Cost of 27 employee	Sr. No. 7 (d) and Sr. No. 7(e)		
9.	Service Charge in % (on Sr. No. 8 in %)			
10.	Sum Total	Sum of Sr. No. 8 & 9		
11.	Service Tax @.....%	On Sr. No. 10		
12.	Total Cost of Service per month	Sum of Sr. No. 10 & 11		
13.	Tender Value (One Year)	Sr. No. 12 x 12 months.		

Place:

Date:

Signature of tenderer / Authorized Signatory
Name of the tenderer _____
Seal of the tenderer _____

Deepa

Tender Number: No. D-24012/1/2015-Gen.II
Government of India
Ministry of Social Justice and Empowerment
Department of Social Justice and Empowerment

For Letter of Authorization for attending Bid Opening Events

(To be typed preferably on letter head of the company)

Subject: Authorization for attending Bid opening

I/ We Mr. /Ms. have submitted our bid for the
tender no. in respect of
..... (Item of work) which is due
to open on (date) in the O/o
.....

We hereby authorize Mr. / Ms. & Mr. / Ms....
..... (alternative) whose signatures are attested below, to attend
the bid opening for the tender mentioned above on our behalf.

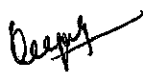
.....
Signature of the Representative
.....
Officer authorized to sign
Name of the Representative

Signature of Bidder/
on behalf of the Bidder

.....
Signature of the alternative Representative
.....
Name of the alternative Representative

Above Signatures Attested

- Note:1. Only one representative will be permitted to attend the Bid opening
2. Permission for entry to the hall where bids are opened may be refused in case
authorization as prescribed above is not received.



Instructions for Online Bid Submission:

The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app> .

REGISTRATION

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

SEARCHING FOR TENDER DOCUMENTS

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

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PREPARATION OF BIDS

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

SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
- 4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders

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coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

- 5) The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- 7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 6) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) Upon the successful and timely submission of bids (ie after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 8) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

- 1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
- 2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232. Bidder can also get help at +91-7878007972 & +91-7878007973.

Deepak

Annexure-V

TENDER ACCEPTANCE LETTER
(To be given on Company Letter Head)

Date:

To,

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: _____

Name of Tender / Work: -

Dear Sir,

1. I/ We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. _____ to _____ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. In case any provisions of this tender are found violated , then your department/ organisation shall without prejudice to any other right or remedy be at liberty to reject this tender/bid including the forfeiture of the full said earnest money deposit absolutely.

Deepak

Yours Faithfully,

(Signature of the Bidder, with Official Seal