EAST DELHI MUNICIPAL CORPORATION

419, UDYOG BHAWAN, PATPARGANJ, DELHI-92

TENDER DOCUMENT

East Delhi Municipal Corporation invites **'Sealed Bids'** for housekeeping services from reputed agencies fulfilling the criteria laid down in Techno-commercial bid format at Annexure-2. The job specifications and scope of work are given in Annexure-I. The format for Financial Bid at Annexure- 3. The contract period will initially be for a period of one year extendable on satisfactory performance and mutual consent on same terms and conditions for further one year .

The bids are to be sent in two parts – one sealed envelope super scribed as **Techno commercial Bid'** giving details in the format as per Annexure-2 and the second sealed envelope super scribed as **'Financial Bid'** in the format at Annexure-3. The two sealed envelopes as above will be placed in another sealed envelope super scribed as **'BID FOR HOUSEKEEPING SERVICES' AND 'NOT TO BE OPENED BEFORE 3:00 PM on 18.02.2016.** The bids shall be signed by a person duly authorized on behalf of the bidder firm and shall be sent to:-

AC(HQ),
EDMC(HQ),
Patparganj Indl. Area, Udyog Sadan
Delhi – **110 092.**

1. The tenders may also be dropped in the tender box kept in the chamber of Care Taker on or before 2 pm on date 18.02.2016.

2. The Tender form can be obtained from caretaker after paying Rs. 1000/- till dated 18.02.2016or can be downloaded from website (www.mcdonline.gov.in) .In case of downloading, A Demand Draft for an amount of equal to the cost of tender form (Rs.1000/-), drawn in favour of Commissioner, East Delhi Municipal Corporation to be enclosed along with the bid document without which the bid document will not be accepted and will be rejected.

3. The sealed bids will be received by EDMC up to 2.00 PM on 18.02.2016 Any bid received after the prescribed deadline shall not be considered. The Techno-Commercial bids will be opened on the same date at 3.00 PM in the presence of the representatives of the bidders present. Date of opening of financial bids of such firms which meet the prescribed techno commercial criteria will be notified separately.

4. Earnest Money Deposit (EMD) of **Rs.6,00,000 (Rupees Six Lacs only)** should accompany the **Techno-commercial bid document**. The EMD shall be paid in the form of Demand Draft/Banker Cheque from a nationalized bank/Scheduled commercial bank in favour of Commissioner, East Delhi Municipal Corporation payable at Delhi. Such EMD shall not carry any interest. Any bid not accompanied by requisite EMD shall be deemed to be invalid and will be rejected by EDMC.

5. The EMD shall be forfeited:
   a) If the bidder withdraws his bid during the period of bid validity.

   b) In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.

6. The EMD of successful bidder shall be retained towards making of the security for the performance of the contract and shall only be discharged after submission of the required Performance Guarantee.

7. The bid shall remain valid for a period of 180 days from the last date of receipt of the bid.

8. The Bidder should inspect the site before filling in and submitting the tender to get fully acquainted with the scope of work as no claim whatsoever will be entertained for any alleged ignorance thereof. Tender must be

submitted in original and without making any additions, alternations, and as per details given in other clauses given hereunder. The requisite details shall be filled in by the Bidder in the Tender Document wherever **applicable**.

9. RATES AND PRICES

9.1 Bidders should quote the rates in the format given at Annexure-3. Incomplete bids will summarily be rejected. All corrections and alterations in the entries of tender papers will be signed in full by the Bidder with date. No erasing or over writings are permissible.

9.2 Price quoted should be inclusive of all taxes except service tax. It shall be firm and any variation in rates, prices or terms during validity of the offer shall **entail** forfeiture of the EMD.

9.3 No additional freight or any other charges, etc, would be payable.

10. TERMS OF PAYMENT

Payment will be released on monthly basis after receipt of bill and certification by concerned department of EDMC, that the services provided during the month are satisfactory.

11. Duration of Contract

The contract shall be valid initially for a period of one year which is extendable upto one more year on mutually agreed period, Subject to satisfactory work completed by the company in the current year and the Department reserves the right to curtail or to extend the validity of contract on the same terms and conditions for such period as may be agreed for a maximum period of further One year.

12. Submission of Bids:-

12.1 The bidder shall submit the Pre-qualification Bid and Technical Bid in a separate sealed cover and the Financial Bid in another sealed cover duly super scribed and all these two sealed covers are to be put in a bigger cover which should also be sealed and duly super scribed. The technical bid should contain all technical information along with all supporting documents to qualify in the qualification criteria. No document will be taken on later stage.

12.2. The sealed cover of Pre-qualification Bid and Technical Bid should consist of the following documents:

(a) Bid Security (Earnest Money Deposit) for an amount of **Rs. 6,00,000/- (Rupees Six Lacs only)** shall be paid in the form of Demand Draft/Banker Cheque from a nationalized bank/Scheduled commercial bank in favour of Commissioner, East Delhi Municipal Corporation payable at Delhi. Such EMD shall not carry any interest. Any bid not accompanied by requisite EMD shall be deemed to be invalid and will be rejected by EDMC.

(b) Self attested one recent passport size photograph(s) of the authorized person(s) of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm/Joint venture, names addresses and telephone numbers of Directors/Partners also;

(c) Self attested copy of PAN No. card under Income Tax Act;

(d) Self attested copy of Service Tax Registration Number with return copy;

(e) Self attested copy of Valid Registration No. of the Agency/Firm;

(f) Self attested copy of valid Provident Fund Registration Number with return copy;

(g) Self attested copy of valid ESI Registration Number with return copy;

(h) Self attested copy of valid Licence and Number under Contract Labour Act And under any other Acts/Rules;

(i) Proof of Average Annual turnover as stated in Clause 7 from Annexure-2 supported by Audited Balance Sheet for the last three financial years (12-13,13-14 & 14-15).

(j) Proof of experience as stated in clause 8 from Annexure-2 supported by Documents from the concerned organizations;

(K) Bank Solvency Certificate of Rs. 1 Cr. Or More.

(L) at least one Experience of providing housekeeping /Sanitation work in a Hospital (Minimum 400 bed) in last 3 financial years.

(M) Duly filled and signed all Annexure.

12.3. The sealed cover of Price Bid should contain Price bid in original duly filled in figures & words.

12.4. All the sealed covers shall be addressed to the **AC (HQ), EDMC (HQ), Patparganj Indl. Area Udyog Sadan, Delhi-110092.** And will be put in the Tender Box.

12.5. The tender shall remain valid and open for acceptance for a period **of 180 days** from the last date Of submission of tender. Recent experience certificate/documents issued after the duration as mentioned in the table & before the date of NIT will also be considered.

13. LIQUIDATED DAMAGES:

EDMC reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory. EDMC has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by EDMC from Security Deposit or pending bill or by raising a separate claim.

14. Penalty/DEDUCTIONS FOR EXCEPTIONS

The deductions shall be made for the following jobs, if missed as exception. Such exceptions will duly be conveyed to the contractor by EDMC in writing.

14.1 Not properly carrying out the jobs as defined for 'daily' - 1% (each exception)

14.2 Not properly carrying out the job as defined for 'weekly - 2% (each exception) 'fortnightly' or 'monthly'.

14.3 If a Housekeeper/supervisor remains absent on any day, Rs 500/- per day per man will be deducted for such absence.

14.4 That in the event of any kind of loss occasioned to the hospital/EDMC (HQ)., as result of any lapse on the part of the Agency as may be established after an enquiry conducted by EDMC ,such loss shall be indemnified by the Agency up to the value of the loss. The decision of EDMC in this regard shall be final & binding on agency.

14.5 Any liability arising out of any litigation (including those in consumer courts) due to any act of Agency's personnel shall be directly borne by the Agency including all expenses/fines. The concerned Agency's representative shall be attending the court as and when required.

14.6 The event of default being made in the payment of any money in respect of wages of any person deployed by the Agency for carrying out of this contract and if a claim therefore is filed in the office of the labour Authorities and proof thereof is furnished to the said money by the Agency from to its bill or dues.

15. PERFORMANCE GUARANTEE

15.1 The successful bidder shall furnish a performance guarantee for an amount equal to five percent (5%) of the contractual value, within 20 calendar days from the date of acceptance of the bid for due and proper fulfilment of contract.

15.2 EMD of successful bidder shall be discharged after receipt and acceptance of the Performance Guarantee towards full Security Deposit in the valid format. EMD of unsuccessful bidders shall be discharged immediately after declaration of L-1.

15.3 The performance guarantee provided by the successful bidder may be in the form of a bank guarantee from a Nationalized Bank (as per format given in Annexure-4) which should be valid for the period of **tender** from the date of issue or Demand Draft in favour of Commissioner, East Delhi Municipal Corporation.

16. CONCILIATION/ ARBITRATION

16.1 If any dispute (s) or difference (s) of any kind whatsoever arise between the Parties, the Parties hereto shall negotiate with a view to its amicable resolution and settlement through a committee appointed by Commissioner, EDMC.

16.2 In the event no amicable resolution or settlement is reached between the parties within 30 days after receipt of notice by one party, then the disputes or differences are detailed above shall be referred to and settled by the Sole Arbitrator to be appointed by Commissioner, EDMC.

16.3 Notwithstanding the existence or any dispute or differences and/or reference for the arbitration, the Contractor shall proceed with and continue without hindrance the performance of the work under the contract with due diligence and expedition in a professional manner and the payment due to the Contractor shall not be withheld on account of such difference of arbitration proceedings unless such payment is a subject matter of the arbitration.

16.4 The arbitration proceedings shall be in accordance with the prevailing Arbitration and Conciliation Act, 1996 and Laws of India as amended or enacted from time to time.

16.5 The venue of the arbitration shall be Delhi, India. The fee & other charges of Arbitrator shall be determined by the arbitrator in terms of the Act.

17. FORCE MAJEURE

17.1 In the event of either party being rendered unable by Force Majeure to perform any obligation required to be performed by them under the contract, the relative obligation of the party affected by such Force Majeure shall be suspended for the period during which such cause lasts.

17.2 The term "Force Majeure" as employed herein shall mean acts of God, War, Civil Riots, Fire directly affecting the performance of the Contract, Flood and Acts and Regulations of respective government of the two parties, namely EDMC and the Contractor.

17.3 Upon the occurrence of such cause and upon its termination, the party alleging that it has been rendered unable as aforesaid thereby, shall notify the other party in writing, the beginning of the cause amounting to Force Majeure as also the ending of the said clause by giving notice to the other party within 72 hours of the ending of the cause respectively. If deliveries are suspended by Force Majeure conditions lasting for more than 2 (two) months, EDMC shall have the option of cancelling this contract in whole or part at his discretion without any liability at his part.

17.4 Time for performance of the relative obligation suspended by Force Majeure shall then stand extended by the period for which such cause lasts.

18. APPLICABLE LAW AND JURISDICTION

All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of Indian Courts at Delhi.

19. No alternative offer shall be considered.

20. EDMC reserves the right to annul the bidding process at any time prior to award of contract including rejection of any or all bids after the same have been received, without thereby incurring any liability to the affected bidder or any obligation to inform the affected bidder/s on the ground of EDMC action.

21. EDMC reserves the right to accept/reject any bid and to cancel the bidding process at any time and reject all bids, at any time prior to placement of order, without thereby incurring any liability.

22. Any clarification on the documents may be obtained from:-

AC(HQ), **EDMC(HQ),** **Patparganj Indl. Area, Udyog Sadan** **Delhi – 110 092.**	**Care Taker,** **EDMC(HQ),** **Patparganj Indl. Area, Udyog Sadan** **Delhi – 110 092.**

23. After award of LOA, the Contractor is required to enter into a Contract with EDMC on the terms and conditions as detailed in the tender document.

24. Provision of minimum wages act:

24.1. The rates quoted by the prospective bidder include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R&A) Act, service charges etc. Service tax will be paid after production of receipt.

24.2. That the Agency shall particularly abide by the provisions of Minimum Wages Act 1948 with rules, 1950 framed there under, as amended from time or on the rates /terms and conditions as approved by the Govt. of NCT of Delhi.

24.3.That the payment on account of escalation charges on account of revision in wages by the Govt. of NCT of Delhi, shall be payable by EDMC.

24.4The offers/bids, which are not in compliance of Minimum Wages Act and any other labour laws, should be treated as invalid.

24.5 The prospective bidder is registered with authorities, concerned of Labour Department under Contract Labour (R&A) Act 1970 and Delhi Works Contract Act (wherever applicable).

24.6 The contractors extend the various statutory benefits like coverage under ESI Act, PF Act, Payment of Bonus Act (wherever applicable) to their workmen deployed by them under their contract.

Annexure – I

1. JOB SPECIFICATIONS AND SCOPE OF WORK FOR EDMC HQ
A. AREA COVERAGE FOR HOUSEKEEPING SERVICES

1. **EDMC office premises at 419, Patparganj Indl. Area, Udyog Sadan, Delhi- 110092 (Basement, Ground Floor to 3rd Floor) whichever under the possession of EDMC.**

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping moping and wiping of floors, staircase on daily basis including Saturdays or as required by Officer-In-charge. Cleaning activity shall start in the morning at 6.30 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM.

2. Continuous moping to be done at reception floor and other floors during office hours (9.00 AM to 5.30PM)

3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.

4. Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.

5. Lifting, carrying and disposing the dead birds' animals, rats, insects etc. if found in and around the office building.

6. Clearing of any choking's occurring in the toilets situated in the premises of EDMC/HQ.

7. Removal of beehives and cobwebs/honey webs from the office building and its premises.

8. Cleaning and sweeping of open area including balconies and roof tops with brooms.

9. The bidder shall also be responsible for pest control in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects in carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.

10. The bidder must employ adult labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder must rotate the staff once in six months with prior written intimation to EDMC.

11. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the EDMC officer-in-charge at regular intervals and finally at the end of each month.

12. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borned by EDMC.

C. JOBS TO BE CARRIED OUT DAILY

1. Cleaning of general toilets at least thrice daily (at 8:00 AM , 12:00 Noon & 3:30 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing systems of all toilets are to be

checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.

2. Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.

3. Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.

4. Cleaning & moping of pantries and electrical rooms once in a day during office hours.

5. Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, ashtray, cupboards, air conditioners, filing almirah, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.

6. Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.

7. Cleaning of carpets by soft brush.

8. To clean glass panes on doors, windows & partitions with soap/cleaning agent.

9. Cleaning of choking of the toilets lines within premises as and when required.

10. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.

11. Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.

12. Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
13. Cleaning of carpets in rooms by vacuum cleaners.

14. Cleaning of lift walls with silver/brass liquid cleaner.

15. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.

16. Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito /cockroach killers shall be of ISI mark. Special scanted purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception conference halls lifts lobby, lifts etc.

D. JOBS TO BE CARRIED OUT WEEKLY

1. Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper/scrubbing machine to be used at least once in a week.

2. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherette upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.

3. Cleaning of brass letters by brass (polish).

E. JOBS TO BE CARRIED OUT FORTNIGHTY BASIS

1. Polishing of brass items with approved brass cleaning material.