

REQUEST FOR PROPOSAL

**FOR PROVIDING THE HOUSE KEEPING SERVICES TO NATIONAL MISSION
ON MONUMENTS AND ANTIQUITIES (NMMA) AT GE BUILDING, RED FORT,
DELHI-110006.**

REFERENCE NO. F.No.18-12/2017-NMMA



**GOVERNMENT OF INDIA
MINISTRY OF CULTURE
ARCHAEOLOGICAL SURVEY OF INDIA
NATIONAL MISSION ON MONUMENTS AND ANTIQUITIES**



Section-1

Table – A: Time and Work Frame

FOR PROVIDING HOUSE KEEPING SERVICES TO NATIONAL MISSION ON MONUMENTS AND ANTIQUITIES (NMMA) AT GE BUILDING, RED FORT, DELHI-110006.

Manual bids shall not be accepted.

CRITICAL DATE SHEET

1.	Date of Issue of Tender	22.06.2017
2.	Bid Document Download / Sale Start Date	22.06.2017 from 5.30 PM
3.	Date of Pre Bid Conference- For clarifying issues and doubts, if any, about specification of material and services projected in Bid document.	-
4.	Start date for submission of filled-in tender document.	23.06.2017 from 10.00 AM
5.	Bid Submission End Date	10.07.2017 from 2.50 PM
6.	Date of opening of Technical bid	11.07.2017 on 3.00 PM
7.	Date of meeting with Bidders post Technical Bid opening for presentation and Document Verification	
8.	Validity of Bid	120 days from the date of opening.



Dear Sir,

1. The Archaeological Survey of India invites Online Bids in the prescribed form under the Two Bid System Technical Bid and Financial Bid for providing House Keeping to National Mission on Monuments and Antiquities (NMMA) at GE Building, Red Fort, Delhi-110006.
2. The system of e-tendering shall be adopted, comprising of Technical Bid and the Financial Bid.

Document Download: Tender documents may be downloaded from CPP site <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET.

Technical Bid should, inter alia, contain all technical details of services and solutions to be provided along with such documentary proofs. Financial Bid should, inter alia, indicate item-wise price and other commercial / financial terms against the items mentioned in the Technical Bid.

3. Bid Submission:

Applicants/ intending or interested Bidders are invited to submit their online proposal after carefully reading the Request for Proposal (RFP) by providing (a) Technical Bid, and (b) Financial Bid, separately, clearly mentioning (i) 'Technical Proposal', and (ii) 'Financial Proposal' respectively. Such proposals are to be submitted online within the stipulated date and time as mentioned in the Bid document as given in CRITICAL DATE SHEET.

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

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

4. Earnest Money Deposit:

The Hard Copy of original instruments in respect of cost of earnest money must be delivered to the Joint Director General, NMMA, Archaeological Survey of India on or Bid opening date/ time as mentioned in critical date sheet. Tenderer shall likely to be liable for legal action for non-submission of original payment instrument like DD etc. against the submitted Bid.

The offer without EMD will be rejected summarily. EMD is to be supplied by all the bidders except those who are registered with Central Purchase Organization, National Small Industries Corporation (NSIC) or Ministry of Culture.

Tender inviting authority is the Jt. DG, (Museum and NMMA) Archaeological Survey of India (ASI), Janpath, New Delhi – 110011

Purchase Order shall be for a period of one year and the same may be extended for further two years depending upon satisfactory performance on yearly basis.



5. Estimated Cost Of Tender:

The estimated cost of the tender is approximately Rs. 9.00 lakhs (Rupee nine lakhs)

Address for communication, are as given below: -

Contact Details:

Contact Person	Dr. Urmila Sant Jt. Director General (Museum & NMMA)
Address for communication	G.E.Building,Red Fort Complex, Delhi -110006




F.No.18-12/2017-NMMA
Archaeological Survey of India
National Mission on Monuments & Antiquities
GE Building, Red Fort Complex, Red Fort, Delhi- 110006

Dated: 22nd June, 2017

NOTICE INVITING TENDERS

Online Tenders on behalf of the President of India are invited in two bids system from established, reputed, experienced firms for providing Housekeeping services (four unskilled workers) in the premises of National Mission on Monuments and Antiquities GE, Building , Red Fort Complex , Delhi -110006 for a period of **One year**, from date of award of contract, which is extendable for two more years on yearly basis.

2. Complete Tender Documents can be accessed from CPP Portal
<https://eprocure.gov.in/eprocure/app>.
3. No tender shall be entertained after this deadline under any circumstances whatsoever. The Technical Bid of tenders will be opened at 3:00 p.m. on 11.07.2017 in the presence of authorized representative of Bidders as may wish to be personally present.
4. The NMMA reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason. The decision of the DG, ASI in this regard shall be final and binding on all.


(Dr. Urmila Sarkar)
Jt. Director General (Museum & NMMA)

Copy to:

- a. Notice Board
- b. Website of this Department
- c. All Ministries/Departments



SCOPE OF WORK AND GENERAL INSTRUCTIONS FOR TENDERERS

1. The Jt. D.G., NMMA, ASI, G.E. Building, Red Fort, Delhi - 110006 requires quotations from reputed, well established and financially sound Housekeeping /manpower Companies /Firms / Agencies for providing Housekeeping Services (**four unskilled workers**) to its office at G.E. Building, Red Fort, Delhi-110006.
2. The contract will be for a period of **One year** from the date of award of contract. The period of contract may be further extended for two more years depending upon satisfactory work on yearly basis, **unless it is curtailed or terminated by this office owing to deficiency in service or any other reason.**

1. The housekeeping job will include cleaning & upkeep of premises occupied by NMMA at G.E. Building, Red Fort Complex, Delhi-110006 including office rooms(23) conference room, store room, corridors, toilets (6), lobby area, road facing G.E. Building, Parking area etc. The selected firm shall be responsible to undertake the activities mentioned above by using the environment friendly bio-degradable material of high standard quality (ISI/BIS Standard).

2. Inside the building premises excluding toilets:

- a. The firm shall perform dusting, sweeping and mopping jobs of all areas, including corridors, reception, visitors waiting areas, office rooms, conference room, etc. and so on with the best quality environmentally friendly chemicals once every day, and shall ensure that scrubbing/cleaning/dusting etc. should make the areas free of dirt, stain, odour, mud, sand, and other kinds of solid particles, including paper and napkins, footprints, liquid spills and other debris.
- b. All movable items; chairs, dustbins etc shall be removed to clean underneath in the manner aforesaid.
- c. Daily cleaning of tables, chairs, side racks, cup boards, other furniture and fixtures, wood paneling etc. with detergents and removal of hard stains like inks etc. as and when noticed/ instructed. Trash removal/emptying of dustbins twice daily.
- d. Once a week surface cleaning of all electrical & fire fighting equipments (lights, fans, AC grills, etc.), computer peripheries, keyboard. Drawers, printers, telephone instruments, fax machines, copiers, using the right chemicals & brush.
- e. Daily cleaning of the glass surfaces internal and windows on the inside and glass panes inside and outside the office rooms and conference rooms etc.
- f. Removal of cobwebs, fungus etc. from wall/corridor of the building and premises, as and when noticed/instructed.
- g. Twice a month cleaning of paintings/artifacts



3. Toilets

Continuous scrubbing, cleaning and refreshing of the toilets including disinfectant treatment of toilets seats and bowl, water closets, urinal blocks and wash basins. Non abrasive chemicals shall be used. Continuous replenishment of the toiletries viz. paper rolls, tissue papers, liquid soap, etc. as per instructions. Cleaning of all mirrors to make them spotless. Scrub clean all the vents and window sills to take out all dirt and marks. Emptying the dustbins in the toilets and disinfecting the dustbins. Cleaning the doors of the toilets. Cleaning of all window glass panes & exhaust fans.

4. Outside the building premises within the periphery of the building.

Daily picking up the dry leaves, paper waste, plastic waste etc. in the periphery and disposing off the same properly. Daily sweeping of the road & parking in front of the G.E. Building.

5. To carry out the above works, the firm shall depute the sufficient manpower (four persons). Initial cleaning work including cleaning of Rooms, is to be completed by 9.00A.M. and thereafter, all the manpower will remain deployed for cleaning/maintenance of corridor, toilets, roads for carrying out work as per scope of work. However, during 1 to 2 PM when there are maximum footfalls in the toilets, thorough cleaning of toilets will be ensured more frequently.
 6. On Saturdays and Gazetted holidays, entire manpower will report in the morning itself and shall carry out work including cleaning of the office rooms which are opened, as per the scope of work.
 7. On Sundays and national holidays, services will be closed, however, depending upon requirement, firm may be required to carry out services for which no extra payment will be made.
 8. Misc. work like shifting of goods, office furniture will also be carried out to keep the premises free from all encumbrances, any other miscellaneous official work, as required from time to time, as per instructions of the officer –incharge.
 9. The firm shall arrange and provide all sanitary consumables and equipments to carryout its services as per scope of the work viz. floor dusters, vacuum cleaners, floor cleaning machines, brooms, brushes, buckets, mugs, wipers, steel wool, etc. as per the instructions of the Officer-incharge and to the satisfaction of NMMA.
13. The interested Companies/Firms/Agencies may deposit /submit the Earnest Money Deposit (EMD) for Rs.50,000 (Rupees fifty thousand only) in the form of Demand Draft /Pay Order drawn in the favour of PAO, ASI HQ Janpath New Delhi, at office of Jt. D.G., NMMA, G.E. Building, Red Fort, Delhi-110006.



14. The crucial dates relating to "Tender for Providing Housekeeping Services" are cited as under:

Last date and time for submission of Quotation (Technical & Financial, in separate sealed covers	10.07.2017 at 2.50 PM
Date and time for opening of Technical Bids	11.07.2017 at 3.00 PM
Date and time for opening of Financial Bids	Shall be indicated separately

15. The Earnest Money Deposit (EMD) of **Rs.50,000 (Rupees fifty thousand only)** refundable (without interest) should be necessarily kept in the sealed cover containing Technical Bid of the agency, failing which the tender shall be rejected summarily.
16. The successful tenderer will have to deposit Performance Security Deposit of 10 % of order value in the form of Bank Guarantee or Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the PAO, Office of DG, ASI , New Delhi covering the initial period or Demand Draft in favour of PAO, office of DG, ASI , New Delhi. The FDR will have to be accordingly renewed by the successful tenderer.
17. The tendering Companies /Firms/Agencies are required to enclose photocopies of the following documents along with the Technical Bid, failing which their bids shall be summarily/out-rightly rejected and will not be considered any further:-
- (a) Registration certificate.
 - (b) Copy of PAN/GIR card.
 - (c) Copy of IT return filed for the last three financial years.
 - (d) Copies of the EPF and ESI Registration certificates.
 - (e) Copies of the Service Tax registration certificate.
 - (f) Copy of registration with labour Department.
 - (g) Proof of annual turnover of the firm for the last 3years ending on 31/03/2016(Certificate from the Statutory authority)
 - (h) Declaration regarding black listing as per format attached.
18. Conditional bids shall not be considered and will be out rightly rejected in the very first instance .
19. All entries in the tender form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, corrections, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender bids.



15. In case of any of the above provisions are violated, the Company shall be liable to be blacklisted from the Government of India.
16. The Technical Bid of tenders shall be opened at 3:00 p.m. on 11.07.2017 in Chamber of Jt. Director General (Museums & NMMA), Archaeological Survey of India, Janpath, New Delhi-110011 in the presence of the authorized representatives of the Companies/Firms/Agencies, if any, who are present on the spot at that time.
17. The **DG ASI** reserves the right to cancel any or all the bids without assigning any reason.



**TECHNICAL ELIGIBILITY REQUIREMENT FOR THE TENDERING
COMPANY/FIRM/AGENCY.**

The tendering housekeeping/ manpower Company/Firm/Agency should fulfill the following ELIGIBILITY requirement and furnish self attested copies of documents with technical bid.

SL. No.	REQUIREMENT	COPY OF RELEVANT DOCUMENT	ENCL OSE D YES/ NO	PAGE NO.OF BID DOCUMENT
1	The Registered Office or one of the Branch Offices of the Company/Firm/Agency should be located either in Delhi/New Delhi or NCR region of Delhi.	Proof of Address		
2	The Housekeeping/ manpower Company/Firm/Agency should be registered with the appropriate registration authority, viz. EPF, ESIC, Labour Department, Service Tax, etc.	Copies of Registration Certificates		
3	1. The Company/Firm/Agency should have at least Three years' experience in providing housekeeping services to reputed Private Companies/Public Sector Companies/Banks and Government Department on the last date of submission of bid. 2. Out of above three years experience, at least one year experience is essential in Central Ministries/Government offices/ Government organizations on the last date of submission of bid.	1.Copy of work orders. 2.Copy of work order.		
4	Copy of PAN card	Copy of PAN		
5	Income Tax Returns for the last three years	Copies		
6	The Annual Turn Over of the company should not be less than Rupees 20 lakh in last 3 years i.e. 2013,2014-15 and 2015-16	Certificate from Statutory Auditor		



APPLICATION FOR TENDER

1. Name of Tendering Company/Firm/Agency
(Attach certificate of registration)
2. Name of proprietor/Director of Company/Firm/Agency:
3. Full Address of Regd. Office: _____

Telephone No:
Fax No:

E-Mail Address:
4. Full address of Operating Branch: _____

Telephone No:

Fax No:

E-Mail Address:
5. (a) Banker of Company/Firm/Agency
(Full Address) _____
(b) Telephone Number of Banker _____
6. PAN/GIR No. _____
(Attach attested copy)
7. Service Tax Registration No./GST registration, _____if
any (Attach attested copy)
8. E.P.F. Registration Number, if any _____
(Attach attested copy)
9. E.S.I. Registration Number, if any _____
(Attach attested copy)



10. Financial turnover of the tendering Company/Firm/Agency for the last three Financial Years with documentary proof thereof. (Attach Certificate from Statutory Auditor):

Financial Year	Annual Turn over Amount (Rs. Lakhs)	Remarks, if any
2013-14		
2014-15		
2015-16		

11. Give details of the major similar contracts handled by the tendering Company/Firm/Agency during the last three years in the following format:

Sl. No	Details of client along address, telephone and FAX numbers	Amount value of Contract (Rs. in Lakhs)	Duration of Contract	
			From	To
1.				
2.				
3.				

(If the space provided is insufficient, a separate sheet may be attached)

12. Additional information, if any (Attach separate sheet, if required)

Signature of authorized person

Date:

Name:

Place:

Seal:



DECLARATION

1. I, _____ Son/Daughter of Shri _____ signatory of the agency/firm mentioned above, is competent to sign this declaration and execute this tender document:
2. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them:
3. My agency has not been blacklisted/debarred from participating in tender of any Ministry/Department of Government of India and Government of India undertaking in the last Three Years as on date of opening of this Tender.
4. The information/documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
5. I/we am/are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law:

Signature of authorized person(s)

Date:

Full Name:

Place:

Seal:



APPLICATION FOR TECHNICAL BID FOR PROVIDING HOUSE KEEPING SERVICES.

Name of tendering Company/Firm/Agency: -----

SL. No.	REQUIREMENT	COPY OF RELEVANT DOCUMENT	ENCLOSED YES/NO	PAGE NO. OF BID DOCUMENT
1	The Registered Office or one of the Branch Offices of the Company/Firm/Agency should be located either in Delhi/New Delhi or NCR region of Delhi.	Proof of Address		
2	The Housekeeping/ manpower Company/Firm/Agency should be registered with the appropriate registration authority, viz. EPF, ESIC, Labour Department, Service Tax, etc.	Copy of Registration Certificates		
3	1. The Company/Firm/Agency should have at least Three years' experience in providing housekeeping services to reputed Private Companies/Public Sector Companies/Banks and Government Department on the last date of submission of bid. 2. Out of above three years experience, at least one year experience is essential in Central Ministries/Government offices/ Government organizations on the last date of submission of bid.	1. Copy of work orders. 2. Copy of work order.		
4	Copy of PAN card	Copy of PAN		
5	Income Tax Returns for the last three years	Copies		
6	The Annual Turn Over of the company should not be less than Rupees 20 lakh in last 3 years i.e. 2013, 2014-15 and 2015-16	Certificate from Statutory Auditor		



Application for financial bid for providing housekeeping services(four unskilled workers) and material required

Name of the Firm _____

(All figures in Rupees)

Sl. No.	Component of Rate	Amount in Rs. per person/ per day.
i.	Daily Wage Rate including existing Dearness Allowance (in accordance with Minimum Wage Act, 1948)for unskilled worker	
ii.	Employees Provident Fund@13.16 %of(i) above (if applicable)	
iii.	Employees State Insurance@4.75 %of(i) above (if applicable)	
iv	Contractors Service Charge % of i above.	
v	Total of i+ii+iii+iv above	
vi.	Service Tax@15 %of v above or as applicable	
vii.	Total of v+vi above	
viii	Total rate per person per month (26X vii above)	
ix	Total rate for four persons per month	
x	Cost of material including consumables per month inclusive of all taxes (viz. floor dusters, vacuum cleaners, brooms, Brushes, buckets, mugs, wipers, steel wool, room fresheners, phenyl, liquid soap, colin, odonil, phenyl balls, detergent powder, vim etc.)	
xi	Total of ix + x above per month	



(The housekeeping job will include cleaning & upkeep of premises occupied by NMMA at G.E. Building, Red Fort Complex, Delhi-110006 including office rooms(23) conference room, store room, corridors, toilets (6), lobby area, road facing G.E. Building, Parking area etc.)

Date:

Signature of authorized person

Place

Full Name:

Seal

EVALUATION CRITERIA

1. The bidder who fulfills Technical Eligibility Requirement mentioned under Technical Eligibility Requirement shall be declared technically qualified and financial bid in respect of only technically qualified bidder shall be opened.
2. The bidder who quotes lowest rates for providing housekeeping services (including manpower and material) per month mentioned in (xi) of Application for financial bid will be declared L1.
3. In case of tie in lowest rate, the Company/Firm/Agency who has completed more work orders in last 3 years for providing house keeping services in Ministries/Government offices/ Government organizations shall be declared L1 . Copies of Order and completion certificate from employer shall be provided along with Technical Bid.
4. The work shall be awarded to L1 bidder.

Notes:

1. In cases where the bidder has submitted "NIL" Service Charges, the bid shall be treated as unresponsive and will not be considered in terms of the provisions of Ministry of Finance, Department of Expenditure OM NO. 29(1)/2014-PPD dated 28th January, 2014.



Terms and conditions of contract

General

1. The contract may be extended, on the same terms and conditions for a further period of two years on yearly basis of satisfactory performance.
2. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract .
3. The tenderer will be bound by the details furnished by him/her to this office, while submitting the tender or at subsequent stage. In case, any document furnished by him/her is found to be false at any stage, it would be deemed to be a breach of terms of Contract making him/her liable for legal action besides termination of contract.
4. NMMA reserves right to terminate the contract during initial period also after giving three days' notice to the contracting agency in case of breach of terms of contract or any other reason.
5. All the personnel deployed for providing housekeeping services in this Office will be paid their wages on monthly basis by the Company/Firm/Agency through individual bank accounts and documentary evidence will be submitted to NMMA before the end of each month. NMMA shall verify the actual payment of statutory payments periodically and if not satisfied shall withhold the payments due to the service provider, besides other legal action.
6. Whenever minimum wage is revised by the Government of NCT of Delhi, the rate in the contract and the consequential statutory payments shall automatically get revised keeping the Contractors Service Charge and cost of material including consumables unchanged.

Scope of Work

7. The housekeeping job will include cleaning & upkeep of premises occupied by NMMA at G.E. Building, Red Fort Complex, Delhi-110006 including office rooms(23) conference room, store room, corridors, toilets (6), lobby area, road facing G.E. Building, Parking area etc. The selected firm shall be responsible to undertake the activities mentioned above by using the environment friendly bio-degradable material of high standard quality (ISI/BIS Standard).



Inside the building premises excluding toilets:

8. The firm shall perform dusting, sweeping and mopping jobs of all areas, including corridors, reception, visitors waiting areas, office rooms, conference room, etc. and so on with the best quality environmentally friendly chemicals once every day, and shall ensure that scrubbing/cleaning/dusting etc. should make the areas free of dirt, stain, odour, mud, sand, and other kinds of solid particles, including paper and napkins, footprints, liquid spills and other debris.
9. All movable items; chairs, dustbins etc shall be removed to clean underneath in the manner aforesaid.
10. Daily cleaning of tables, chairs, side racks, cup boards, other furniture and fixtures, wood paneling etc. with detergents and removal of hard stains like inks etc. as and when noticed/ instructed. Trash removal/emptying of dustbins twice daily.
Once a week surface cleaning of all electrical & fire fighting equipments (lights, fans, AC grills, etc.), computer peripheries, keyboard. Drawers, printers, telephone instruments, fax machines, copiers, using the right chemicals & brush.
11. Daily cleaning of the glass surfaces internal and windows on the inside and glass panes inside and outside the office rooms and conference rooms etc. Removal of cobwebs, fungus etc. from wall/corridor of the building and premises, as and when noticed/instructed.
12. Twice a month cleaning of paintings/artifacts

Toilets

13. Continuous scrubbing, cleaning and refreshing of the toilets including disinfectant treatment of toilets seats and bowl, water closets, urinal blocks and wash basins. Non abrasive chemicals shall be used. Continuous replenishment of the toiletries viz. paper rolls, tissue papers, liquid soap, etc. as per instructions. Cleaning of all mirrors to make them spotless. Scrub clean all the vents and window sills to take out all dirt and marks. Emptying the dustbins in the toilets and disinfecting the dustbins. Cleaning the doors of the toilets. Cleaning of all window glass panes & exhaust fans.

Outside the building premises within the periphery of the building.

14. Daily picking up the dry leaves, paper waste, plastic waste etc. in the periphery and disposing off the same properly. Daily sweeping of the road & parking in front of the G.E. Building.
15. To carry out the above works, the firm shall depute the sufficient manpower (minimum four persons). Initial cleaning work including cleaning of Rooms, is to be completed by 9.00A.M. and thereafter, all the manpower will remain deployed for cleaning/maintenance of corridor, toilets, roads for carrying out work as per scope of work. However, during 1 to 2 PM when there are maximum footfalls in the toilets,



thorough cleaning of toilets will be ensured more frequently.

16. On Saturdays and Gazetted holidays, entire manpower will report in the morning itself and shall carry out work including cleaning of the office rooms which are opened, as per the scope of work.
17. On Sundays and national holidays, services will be closed, however, depending upon requirement, firm may be required to carry out services for which no extra payment will be made.
18. Misc. work like shifting of goods, office furniture will also be carried out to keep the premises free from all encumbrances, any other miscellaneous official work, as required from time to time, as per instructions of the officer –incharge.
19. The firm shall arrange and provide all sanitary consumables and equipments to carryout its services as per scope of the work viz. floor dusters, vacuum cleaners, floor cleaning machines, brooms, brushes, buckets, mugs, wipers, steel wool, etc. as per the instructions of the Officer-incharge and to the satisfaction of NMMA.

LIABILITIES. CONTROL ETC. OF THE PERSONS DEPLOYED.

20. The contracting agency shall ensure that the individual manpower deployed is physically fit to discharge duties of Housekeeping.
21. The contracting Company/Firm/Agency shall furnish the following documents in respect of the individuals who will be deployed by it in this office before the commencement of work.
 - a. List of persons deployed:
 - b. Certificate of verification of antecedents of persons by local police authority.
 - c. Identity Cards bearing photograph.
22. In case the persons employed by the successful Company/Firm/Agency commits any act omission/Commission which amounts to misconduct /indiscipline/incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary/legal action against such persons, including their removal from site of work, if required by the Department.
23. The tendering Company/Firm/Agency shall replace immediately any of its personnel who are found unacceptable to this Department because of security risks, incompetence, conflict of interest, improper conduct etc. on instructions of this Department.
24. The person deployed by the housekeeping/ manpower Agency shall have to mandatorily log-in his/her attendance on Aadhaar-Enabled Biometric Attendance System (AEBAS) for which prior
25. Aadhaar enrolment is a mandatory condition. In case, person deployed is absent on a particular day or comes late/leaves early on three occasions, one-day wage shall be deducted.
26. The agency shall depute a coordinator who would be responsible for immediate interaction with NMMA so that optimal services of the persons deployed by the agency could be availed without any disruption.



27. The selected agency shall immediately provide a substitute in the event of any person absenting from duty on any day or leaving the job due to personal reasons.
28. It will be the responsibility of the service providing agency to meet transportation, food, medical and any other requirements in respect of the persons deployed by it (agency).
29. The Service-providing Agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed.
30. This Department shall not be responsible for any damages, losses, claims, financial or injury to any other person deployed by service providing agency in the course of their performing the functions/duties, or for payment towards any compensation.
31. The tendering agency shall maintain all statutory registers under the applicable law. The agency shall produce the same, on demand, to the concerned authority of this Department or any other authority under law. A compliance certificate in this regard will be submitted along with the bills every month.
32. The tendering agency will be responsible for compliance of all statutory provisions relating to minimum wages, Service tax, Provident Fund and Employees State Insurance etc.
33. The Tax at Source (TDS) shall be deducted as per the provisions of the Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Department.
34. Conditional bids shall not be considered and will be rejected in the first instance.
35. The contract shall commence within 10 days of date of receipt of acceptance of the work order or within 15 days from the date of issue of work order whichever is earlier, by the Company/Firm/Agency.
36. In case the Company/Firm/Agency is asked to provide a substitute and it fails to do so within 3 (three) days, then a penalty equal to 10% of the daily remuneration of the worker will be imposed on the agency, besides deduction of daily remuneration.
37. The contracting Company/Firm/Agency shall not be allowed to transfer, assign, pledge or subcontract its rights and liabilities under this contract to any other agency without the prior written consent of NMMA. The circumstances for change will be submitted in writing to ASI for approval in the first.
38. All assigned manpower will wear Identity Card provided by NMMA while performing all duties at the arranged place of work.
39. The contracting Company/Firm/Agency shall not indulge in malpractices like charging of



registration or consultation fee from the manpower deployed in NMMA under the contract. Any such malpractice shall render the contracting Company/Firm/Agency liable for termination of contract.

40. The tenderer will be bound by the details furnished to the NMMA while submitting the tender or at subsequent stage. In case, any of such documents furnished is found to be false at any stage, it would be deemed to be a breach of terms of Contract, making it liable for legal action besides termination of contract and forfeiture of Performance Security.
41. Authority reserves right to terminate the contract during the period of contract after giving a month notice to the agency.

LIABILITIES, CONTROL ETC. OF THE PERSONS DEPLOYED

42. In case, the person employed by the successful Company/Firm/Agency commits any act/omission that amounts to misconduct/indiscipline/incompetence, the successful Company/Firm/Agency will be liable to take appropriate disciplinary action against such persons, including their removal from the site of work required by the NMMA.
43. The tendering Company/Firm/Agency shall replace immediately any of its personnel who are found unacceptable to the NMMA because of security risks, incompetence, conflict of interest, improper conduct etc. upon receiving a notice from the NMMA.
44. Vendor shall be required to maintain daily attendance/leave report in the format as prescribed by NMMA. If a deployed resource is on leave then the vendor shall provide a suitable substitute.
45. The agency shall depute a coordinator who would be responsible for immediate interaction with the competent authority so that optimal services of the persons deployed by the agency are availed without any disruption.
46. It will be the responsibility of the vendor to meet transportation, medical and any other requirements in respect of the persons deployed by it in the NMMA. The NMMA will have no liability in this regard.
- 47.. The Service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The NMMA shall, in no way be responsible for settlement of such issued whatsoever.
48. The NMMA shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by service providing agency in the course of their performing the functions/duties, or for payment of any compensation towards this.

LEGAL

49. Vendor will be responsible for timely payment to the supplied manpower and statutory authorities and compliance of all statutory provisions relating to minimum wages/specified contract amount etc. in respect of the person deployed by it in the NMMA. The Agency has to submit copy of deposit of EPF/ESI with concerned authorities every month as an evidence of payment in the accounts of persons deployed.



50. The tendering agency shall also be liable for depositing all taxes, levies, cess etc. on amount of service rendered by it to the NMMA to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
51. The provisions of The Information Technology Act (IT Act) as amended from time to time will be applicable to the vendor and the assigned employees to NMMA.
52. **FORCE MAJEURE**

Force majeure clause will mean and be limited to the following in the execution of the contract/purchase order placed by NMMA:-

"If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by reason of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to 'events') provided, notice of the happening of any such event is given by either party shall be reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against the order in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the DG ASI as to whether the deliveries have been so resumed or not, shall be final and conclusive, provided further that if the performance in whole or part or any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 30 days, either party may at its option terminate the contract".

53. **ARBITRATION**

NMMA and the selected vendor shall make every effort to resolve amicably, by direct negotiation, any disagreement or dispute arising between them under or in connection with the work order. If any dispute arises between parties on aspects not covered by this agreement, or the construction or operation thereof, or the right, duties or liabilities under these except as to any matters the decision of which is specially provided for by the general or the special conditions, such dispute shall be referred to the arbitrator as appointed by DG ASI and the award of the arbitration, as the case may be, shall be final and binding on both the parties. The arbitrator with the consent of parties may modify the time frame for making and publishing the awards. Such arbitration shall be governed in all respects by the provision of the Indian Arbitration Act, 1996 or later and the rules thereunder and any statutory modification or re-enactment, thereof. The arbitration proceeding shall be held in New Delhi, India.

53. **APPLICABLE LAW**

The Work Order will be governed by the laws and procedures established by Govt. of India, within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.



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 enrol 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 Enrolment" 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 / 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.

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.
- 5) 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 are required to download the



BOQ file, open it and complete the white 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.

- 6) 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 opener's public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized Bid openers.

- 8) The uploaded tender documents become readable only after the tender opening by the authorized Bid openers.
- 9) Upon the successful and timely submission of Bids (I e 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.
- 10) 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 Mobile Number - +91 8826246593 Tel: The 24 x 7 Help Desk Number 0120-4200462, 0120-4001002.



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/ organization to have also been taken into consideration, while submitting this acceptance letter.

5. I/ We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I/ We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organization shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract, without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)