

TENDER NOTICE FOR HOUSEKEEPING SERVICE

NOTICE INVITING TENDER/QUOTATION FOR PROVIDING HOUSEKEEPING SERVICES AT DELHI AND DISTRICT CRICKET ASSOCIATION ARUN JAITLEY STADIUM NEW DELHI-110002.

Time schedule for tender process:

Date of publication of tender notification on official website	19/09/2022
Last date for receipt of duly filled in tenders	27/09/2022 at 17:00
Date and Time of the opening Technical and Financial Bid	27/09/2022 at 17:30

Note: This tender document contains 19 pages (total no. of pages including Annexures) and tenderers are requested to sign on all the pages.

NOTICE INVITING TENDER:

The DDCA invites sealed tenders under "**TWO BID SYSTEM**" for selection of an expert agency for the purpose of hiring housekeeping services at the Arun Jaitley Stadium in order to maintain the proper housekeeping services at DDCA premises.

The details of the tender are given below: -

- a. Closing date & time for submission of bids **27/09/2022 (05:00 pm)**
- b. Date & time of opening of Bid:
 - i. Technical bid: **27/09/2022 (05:30 pm)** (in presence of the tenderers or their authorized representatives.
 - ii. Financial bid: After evaluation of Technical Bid
 - iii. Bid validity upto: 90 days from the date of opening of financial bid
- c. Correspondence Address: Tender and Purchase Committee, Arun Jaitley Stadium New Delhi

"**TWO BIDS SYSTEM**" shall be followed for this tender. Tenderer should take due care to submit the tender in accordance with requirement in sealed covers. Bids received shall be evaluated as per the Criteria prescribed in the tender document. DDCA will not entertain any modifications subsequent to opening of bids and bids not conforming to tender conditions shall be liable to be rejected. Therefore, bidders are advised to submit their bids complete in all respects as per requirement of tender document specifying their Acceptance to all the clauses of Bid Evaluation Criteria, General terms and conditions and compliance to the Scope of Work requirement etc.

The tender document can be downloaded from the DDCA's official website www.ddca.in. The tenderers who have downloaded the tender document from the website should send a Demand Draft of Rs. 1000/- (non-refundable) drawn in favour of DDCA, New Delhi towards the cost of tender document in Technical Bid.

The tender fee and the EMD draft should be kept in the Technical Bid Cover. The Technical bid and the financial bid should be sealed by the tenderer in separate covers duly super scribed as "**Technical Bid**" and "**Financial Bid**" respectively. Both these sealed covers should then be kept in a bigger cover which should also be sealed & duly super scribed as "**Tender for Housekeeping Services at DDCA**".

Terms and Conditions:

1. Sealed Tenders are invited from established Housekeeping Agencies for "**HOUSEKEEPING SERVICES**" to **DDCA** as per the requirements and details enclosed from contractors or agencies who have carried out similar work at least for one year during the period of contract.
2. The Earnest Money in the form of Demand Draft/Pay Order should be after the date of publishing of tender date, payable in favour of "**DDCA**".
3. DDCA shall have the authority to cancel the tender process if DDCA does not find a suitable

tender. DDCA shall have the right to call for fresh tender in such circumstances, wherein tenderers who have bid in the previous tender, shall have the right to participate in the fresh process. The tenderers shall have no right to challenge the authority and decision of DDCA to cancel the tender process for the reasons deemed fit by DDCA.

4. The site can be inspected any time during working hours on any working days. No extra money shall be payable by DDCA for non-awareness of the site conditions and constraints.

Submission of Bids

- A. The interested contractor/agencies should submit their tender and the bids along with copies of all the relevant certificates, documents, etc. in support of their technical & price bids on or before **27.09.2022 up to 05:00 P.M.**
- B. Tender documents is also available on the “tenders” link of the DDCA website i.e. <http://www.ddca.in>.
- C. The Firm should ensure that it complies with the requirements as per works before applying for tender. Also, the interested Firms should submit a hard copy of the application with all relevant supporting documents by **27.09.2022 up to 5:00 P.M.** non-submission of hardcopy as directed will lead to rejection of the tender application.
- D. The sealed hard copy of the tender shall be submitted in one big envelope superscripting “**Tender for Housekeeping Services at “DDCA” containing two separately sealed small envelopes, one for "Technical Bid" and another for "Financial Bid" superscripting as such and addressed** to The Tender and Purchase Committee, DDCA. The hard copies of sealed tender’s documents must be dropped in the tender box kept at DDCA , on or before **27.09.2022 by 05:00 P.M.**
- E. The technical bid envelope must contain the technical bid in prescribed Performa as per **Annexure-IV** along with a demand draft of **Rs. 1,000/-** (Rupees Five Hundred only) towards cost of tender (non-refundable) and Earnest Money Deposit which is (refundable but non-interest bearing) of **Rs. 1,00,000/-** (Rupees One lakh Only) in favoring DDCA and payable at New Delhi with all relevant documents in support of eligibility and experience criteria. The financial bid envelope must contain only the financial bid (**Annexure V**). DDCA will not accept any claim other than mentioned in financial bid.
- F. The technical bid will be opened at DDCA, on **27.09.2022 at 05:30 P.M.** in the presence of the bidders/ their authorized representatives who wish to be present. The Financial bid will be opened on the date which will be communicated to only those bidders who are found to be technically qualified after evaluation of technical bids.
- G. The interested firms are advised to **read carefully the entire tender document before submitting their tender** and the tender documents should in prescribed format and if found incomplete in any respect shall be summarily rejected.

- Earnest Money Deposit: Rs 1,00,000/-
- Cost of tender document Rs 1000/-
- Commencing date of Tender: 17.09.2022
- Last date of Submission: 27.09.2022 up to 5:00 PM
- Date of opening of Tender (Technical Bid): 27.09.2022 at 5:30 PM

A. GENERAL TERMS AND CONDITIONS:-

1. Tender shall be submitted in official tender form only. If submitted in any other form the same

shall be summarily rejected.

2. Tenders received without prescribed Earnest Money shall not be considered.
 3. The schedule issued with the form of tender listing the services to be rendered must not be altered by the tenderer. Any modifications / alterations of the schedule considered necessary by the tenderer should be in the separate letter accompanying the tender.
 4. No paper shall be detached from the tender.
 5. The name and address of the tenderer shall be clearly written in the space provided and no overwriting, correction, insertion shall be permitted in any part of the tender unless duly countersigned by the tenderer. The tender should be filled in and submitted in strict compliance with the instructions laid down herein; otherwise the tender is liable to be ignored.
 6. The tender is liable to be ignored if complete information is not given there-in, or if the particulars and date (if any) asked for in the schedule to the tender are not filled in.
 7. Individual signing the tender or other documents connected with the tender must specify whether he signs as
 - i) A sole proprietor of the concern or constituted attorney of such sole proprietor.
 - ii) A partner of the firm if it is a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firms. Director or Principal Officer duly authorized by the Board of Directors of the company.
 - iii) In case of (ii) a copy of the Partnership Agreement or General Power of Attorney, in either case attested by a Notary Public should be furnished or an affidavit on stamp paper duly shown or affirmed by all the partners admitting execution of the partnership agreement or the General Power of Attorney should be furnished. The copy of the certificate of registration of firm should be attached along with the tender papers. In case of partnership firm, where no authority to refer dispute concerning the business of the partnership has been conferred on any partner, the tender and all other related documents must be signed by all the partners of the firm. In case of the person signing the tender should be authorized by a resolution attested by the Principal Officer should be attached.
- 8. The Tenders should be submitted in Two Sealed Covers:**
- i) The first sealed cover should be superscribed as ***“Technical Bid”*** duly filled in with supporting documents, the Acceptance of Terms and conditions and Demand Draft for E.M.D.
 - ii) The second sealed cover superscribed as ***“Financial Bid”*** should contain only rates to be quoted.
 - iii) Both the sealed covers should be placed in the main sealed envelope bearing name & address of the bidder and superscribed with ***“Tender for Housekeeping Services at DDCA”***. This should be addressed to the Tender and Purchase Committee DDCA ***The Tender Box is available at DDCA. Tenders can be submitted on or before 27.09.2022 at 05:00 P.M. and Technical bid will be opened at 05:30 P.M. on the same day.***
 - iv) Late tenders (i.e. tenders received after the specified time of opening), delayed tenders (i.e. tenders received before the time of opening but after the due date and time of receipt of tenders) and post tender offer should not be considered at all.

- v) Financial Bid of qualified tenderers in technical bid will be opened later and the date will be informed accordingly.
9. A Demand Draft of **Rs. 1,00,000/- (Rupees One lakh Only)** is required to be deposited as Earnest Money Deposit in favour of **DDCA**. The Earnest Money Deposit of the successful Tender shall be liable to be forfeited if he does not fulfil any of the following conditions:
- i) An Agreement is signed by him in the prescribed form within 10 (Ten) days of the receipt of letter awarding the contract.
 - ii) The agency is liable to obtain necessary permissions or approval for engaging the House Keeping Supervisors & House Keepers from the competent authority at their own cost.
 - iii) The House Keeping Services will commence within 10 (Ten) days of the receipt of the letter awarding the contract or as decided by the Competent Authority.
10. The bids should be valid in the case of all the tenders for at least 90 days from the date of opening of the tender and if any tenderers withdraw or alters the terms of the tender during the period, the Earnest Money Deposit shall be forfeited.
11. Corrections, if any must be attested.
12. In case of any accident to the personnel employed by the agency during the 24 Hours, the agency alone is liable to pay workmen's compensation and any other statutory dues or payments and the DDCA is not liable for any payment of such kind.
13. The contractor shall be responsible for engaging adequately trained manpower required for providing good House Keeping service in institute and its hostel.
14. The agency should deploy energetic and experienced housekeeping personnel between the age group of 20-40 and preferably English/Hindi speakers. If any person is not suited to the duty, the house keeping agency must replace such person immediately.
15. The employees of the contractor should possess sound health and be free from any diseases, especially contagious and frequently recurring diseases and they should be in uniform while on duty.
16. The Contractor will, prior to the commencement of the operation of contract, make available to DDCA, the particulars of all the employees who will be employed, such particulars inter-alia should include age, date of birth and permanent address of the employees should be enclosed.
17. The Contractor shall obtain adequate insurance policy/policies in respect of his workmen to be engaged for the work, towards meeting the liability of compensation arising out of death/injury/disablement at work etc.
18. The Contractor shall be responsible for the safety and security of the Personnel deployed for duty in the office.
19. The Housekeeping Contract shall remain valid for a period of **One Year** and it may be

renewed on mutually acceptable terms and conditions for one more year. The contract once awarded can be terminated by either party after giving one month notice to the other party. Nevertheless, DDCA may terminate the contract of the contractor without any notice in case the contractor commits a breach of any of the terms of the contract. DDCA's decision that a breach has occurred will be final and shall be accepted without demur by the Contractor.

20. The Contractor shall be liable with regard to compliance of all the laws regulation, rules and directions given by any statutory authority with regard to safety, labour laws or any other laws both **Central & State in force in the State of Delhi** including registrations with Contract Labour Regulation Act, Workmen's Compensation Act, Minimum Wages Act, Payment of Wages Act, Provident Fund Act, Employees State Insurance (ESI) Act, GST Registration, Municipal Registrations etc., copies of all such statutory registrations shall be enclosed to the tender.
21. The Contractor shall, keep necessary books of accounts and other documents for the purpose of this condition as may be necessary and shall allow inspection of the same by a duly authorized representative of DDCA.
22. The Contractor shall be responsible to maintain the equipments and other articles supplied by the DDCA in good condition. In case of any damage, he shall be responsible to carry out the repairs without any delay to avoid any interruption in service. Cost of repairs shall be borne by the Contractor him-self. The decision of the Designated Officer shall be final and binding on the contractor.
23. DDCA shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify DDCA in case of any damage or liability, which may arise on account of action of contractor.
24. Services to be provided by contractor are indicated in the *Annexure-I* attached.
25. Tender shall be accompanied by the relevant documents including the following: -
 - i) Certificate in support of experience for having undertaken this kind of business along with a list of organizations where the Contractor is currently providing / has provided House Keeping Services.
 - ii) Work-plan indicating the requirement of staff and the deployment pattern of staff proposed and other details for the efficient satisfactory performance of the contract.
 - iii) Certificates in support of all statutory registrations.
26. On termination of the agreement, the contractor will hand over all the equipments / articles as supplied by the DDCA in good working condition back to DDCA.
27. The work shall be carried out so as to keep the premises ready by the office opening time and keep the office clean till and after the closing time of office. (Normal working hours are 10:30 a.m. to 6:30 p.m. for selected group of housekeeping staff).
28. Care must be taken to ensure while carrying out the work so that no fittings, fixtures, furnishings are damaged. Any damages done to the same or any other property will have to be repaired / replaced by the contractor, failing which the same will be got done at his risk and cost. The decision of the DDCA shall be final and binding on the contractor.

29. If any theft or loss of property is reported by any Department / Section due to the negligence or improper action of any trespass of unauthorized persons, the house keeping agency shall be responsible and the DDCA shall have the right to recover damages from the payment dues & the Security Deposit of the agency.
30. All work shall be carried out with due regard to the convenience of DDCA. The orders of the concerned authority shall be strictly observed.
31. The Contractor will work in close co-operation and co-ordination with other agencies working at site.
32. The Contractor has to deploy and work during holidays, late hours and Sundays as well according to the requirement and convenience of DDCA and the occupants, while ensuring weekly offs of his / her employees as per statutory requirements.
33. The contractor will not charge the additional payment to provide the cleaning services on holidays, Sunday and odd hours during DDCA functions.
34. All the material to be used shall be got approved by DDCA before starting the work.
35. The Contractor shall be fully responsible about the conduct of his employees and shall ensure that their behavior with the residents, supervisors, officers is always good and cordial. If it is found that the conduct or efficiency of any person employed by the contractor is unsatisfactory, the contractor shall have to remove the person concerned and engage a new one within (48) hours of intimation. The decision of the DDCA in this regard shall be final and binding on the contractor.
36. DDCA is not bound to provide any mode of transport in respect of men or material required for the contract.
37. The Contractor shall submit to DDCA, along with the monthly bill, copies of attendance register duly certified by the DDCA in-charge officer. Copies of previous month's wage register as well as PF challans and ESI deposits should also be submitted with every bill. Photo copies of annual insurance policy under the Workmen's Compensation Act should be submitted in the first month of award of contract.
37. The payment of wages shall be disbursed by the contractor to his workmen **before 5th of every succeeding month**. No amount shall be deducted from the wages of the workmen by way of commission of any sort. Wages will be disbursed in the presence of DDCA Official or through ECS mode.
38. For attendance purpose Housekeeping Staff have to enter the attendance as per DDCA Attendance system.
39. The contractor shall at all times indemnify and keep indemnified the Principal Employer the Head of the Office and its Officers Servants and Agents for and against all third party claims whatsoever (including time not limited to property loss and damage, personal accident, injury or death of / or property or person of any sub-contract and or the servants or agents of the contractor any sub-contractor(s) and or the owner and the contractor shall at his own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act / Fatal Accident Act, Personal Injuries, Employees State Insurance Act, PF Act and / or their

Industrial Legislation from time to time in force.

40. The payment shall be released on monthly basis after satisfactory completion of the job and for the work actually done on submission of bills in duplicate by the contractor. The bills should be accompanied by same certificate as DDCA may prescribe from time to time. Income Tax (TDS) as applicable at prevailing rate will be deducted at source. Payments are required to be made within 45 days of the submission of any bill. However, in the event there is any query, objection or dispute with regard to any bill or a part thereof, the contractor shall not be entitled to any interest to be paid for late payment till such time that the query, objection or dispute is resolved. The contractor will be entitled for payment of amount as agreed by DDCA per month after deducting TDS as per the existing rates including the cost of men and material for performance of the duties mentioned in this contract of one year beginning from the date of awarding the service contract. The payment shall be made by DDCA every month of the related amount on presentation of bill for such payment by the contractor in the first week of each succeeding month. The payment due to the contractor will be released on monthly basis after satisfactory completion of the job and for the work actually done on submission of bill in duplicate by the contractor. The bills should be accompanied by such certificates as DDCA may prescribe from time to time.
41. The contractor shall deposit **Rs.2,00,000/-** (Rupees Two lakh Only) towards Security Deposit with DDCA. No interest shall accrue on this deposit, which will be returned after the successful completion of contract and after adjusting dues if any of the Contractor to DDCA. The EMD of successful tender will be converted as security deposit and balance security amount will be deposited within the 07 days after receiving the work order. The EMD of unsuccessful tenders will be refunded within a reasonable time after finalization of the contract.
42. The said EMD submitted by the contractor along with the bid shall be forfeited if he does not fulfil any of following conditions:
- i) This Agreement/Awarding Letter is to be signed by him in the prescribed form within 10 (Ten) days of the receipt of letter awarding the contract.
 - ii) The Housekeeping service is to be commenced within 10 (Ten) days of the receipt of the letter awarding the contract.
43. As per DDCA policy payments and receipts to Government and Semi Government, Agencies would be rounded off to the nearer higher rupee and in other cases the rounding off will be to nearest i.e. paise 50 or above will be rounded off the near higher rupee and paise less than 50 will be ignored.
44. The workmen employed by the contractor shall be directly supervised and controlled by the Contractor and shall have no relation whatsoever with National Institute of Fashion Technology. DDCA shall have no power to control or supervise such workmen or to take any action against them except as permissible under law. Such workmen shall also not have any claim against DDCA for service or regularization of services by virtue of being employed at DDCA against any temporary or permanent posts at DDCA.
45. The work executed shall be to the satisfaction of the Director of DDCA.
46. The contractor shall ensure that either he himself or his representative is available for proper Administration and supervision at the works.
47. The contractor undertakes to deposit all statutory payments such as EPF, ESI, Service Tax and

other dues within the stipulated time as required by law and comply with all other provisions. The agency should give EPF, ESI Cards immediately and shall submit EPF, ESI & Service Tax Challans relating to the previous month to the Indenting Office exclusively along with its bill for the current month and Form-10 and Form-5 shall be filed regularly with PF authorities.

48. All the workers engaged by the Contractor for carrying out tasks under this contract, shall be deemed to be the employees of the contractor's agency. The Agency shall be solely responsible for their wages, fringe benefits, conduct, duty roster, leave-records, relievers etc., The Agency shall also provide its Workers photo -identity cards which shall be checked by the DDCA officials as and when necessary.
49. DDCA shall not be responsible for the release of benefits, such as Provident Fund, ESI, Pension benefits or allowances. Any changes in the minimum wages act or in any other labour legislation or other statutory obligations during the validity period of the contract shall be the responsibility of the Contractor.
50. DDCA shall in no way be responsible for any default with regard to any statutory obligations and the contractor will indemnify DDCA in case of any loss or damage or liability, which may arise on account of action of the contractor.
51. The Housekeeping contractor shall ensure that the staff engaged by him shall not smoke beedis, cigarettes or take alcoholic drinks and nor they are allowed to chew pan, tobacco items etc.
52. The staff of the contractor should possess sound health and be free from any diseases, especially contagious and frequently recurring diseases. They should be in uniform while on duty.
53. DDCA reserves the right to award contract for the above services either to one party or more than one party. He also reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any or all the tenders without giving any notice or assigning any reason and not bound to accept the lowest. In case L-1 is more than one, then the past performance of the Tenderer will be the criteria for selection and it would be at the discretion of the Service Contract Committee, as constituted by DDCA. The recommendations of the Committee and the decision of DDCA shall be final in all respects and will be acceptable to all the tenderers.
54. Any attempt at negotiation direct or indirect on the part of a tenderer with the authority to whom he has submitted the tender or the authority who is competent finally to accept it after he has submitted his tender or any endeavor to secure any interest for an actual or prospective tenderer or to influence by any means the acceptance of a particular tender will render the tender liable to exclusion from consideration.
55. **In case of default**, Contractors who violate the terms of the contract and whose contracts are terminated, should be considered for blacklisting by the Competent Authority for a significant time before they are considered again.
56. The decision of the DDCA in any matter relating to this contract shall be final.

57. If any relative of the tenderer is an Member, relative, employee of the DDCA the name, designation and relationship of such Member, relative, employee shall be intimated to the DDCA, in writing while submitting the tender.
58. The contractor shall be responsible for the payment of wages and allowances as per **Government of Delhi Minimum Wages Act.**
59. Sub-contracting of the contract is strictly prohibited.
60. Any other payments likewise Uniform, Shoe, Leave Salary, Bonus, etc., should be met by the contractor only. DDCA has no liability towards the above.

JOB SPECIFICATIONS AND SCOPE OF WORK:

A. AREA COVERAGE FOR HOUSEKEEPING SERVICES

1. Rendering continuous service in DDCA as per the area indicated below including Buildings corporate boxes, Old Club House, New Club House, Practice Pitch area 1 and 2, lawn, Block A, B & C area at once or twice in the month or when required on priority.

B. BROAD DETAILS OF SCOPE OF WORK:

1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Saturday or as required by Officer-In-charge. Cleaning activity shall start in the morning at 7:30 AM so as to complete all the dusting/ cleaning/ moping work before 10:00 AM. During Domestic matches timing sheet be change in morning as per requirement.
2. Continuous moping to be done at reception floor and other floors during office hours.
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, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
5. Lifting, carrying and disposing the dead bird's animals, rats, insect's etc. if found in and around the office building.
6. Clearing of any choking's in the drainages, manholes etc.
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. Maintenance of lawns & surroundings, cutting of hedges, cutting/shaping of plants by mali and removal of garbage from the office building and its premises.
10. The bidder must employ adult and skilled 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 DDCA.
11. Proper registers/records (Attendance, Wages, etc.) 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 DDCA officer-in-charge at regular intervals and finally at the end of each month.

12. The Contractor shall submit to DDCA a list of all workers engaged to carry out the contract work, indicating name, age, home address, qualifications, etc., and would also intimate as and when any change takes place.
13. Maintenance of the shrubs, trees and other plants will include watering them daily or when necessary depending upon the season keeping the lawn area around trees and shrubberies free of weeds, earthing up the basins, trimming of the tree and shrubs depending on the seasons as directed, top dressing with manure, fertilizers and need cake on a routine basis. Monthly once sprays shall be given to all garden areas.
14. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by DDCA.

C. JOBS TO BE CARRIED OUT DAILY

- i) Cleaning of general toilets at least twice daily (at 8:30 AM & 12:00 Noon) 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 system of all toilets is 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.
- ii) 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.
- iii) Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- iv) Cleaning & moping of pantries and electrical rooms once in a day during office hours.
- v) Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- vi) Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
- vii) Cleaning of carpets by soft brush.
- viii) To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- ix) Cleaning of chokage in sewer and pumping lines within premises as and when required.
- x) Cleaning gulley trap and manholes within and surrounding of premises as and when required.
- xi) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xii) Cleaning of chokage in sewer and pumping lines within premises as and when required.

- xiii) Cleaning gulley trap and manholes within and surrounding of premises as and when required.
- xiv) Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- xv) Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- xvi) Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- xvii) Cleaning of carpets in rooms by vacuum cleaners.
- xviii) Room fresheners in all office area to be used daily in the morning. Room freshener should be of standard Make.
- xix) Maintenance of lawns & surroundings, cutting of hedges, cutting / shaping of plants by mali and removal of garbage from the office building and its premises.

D. JOBS TO BE CARRIED OUT WEEKLY

- a. 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.
- b. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.

E. JOBS TO BE CARRIED OUT FORTNIGHTLY BASIS

- i) Polishing of brass items with approved brass cleaning material.
- ii) Cleaning of carpets in rooms by vacuum cleaners without damaging the carpet.
- iii) Dusting of false ceiling etc. with soft broom and cloth.
- iv) Cleaning of sofa sets with soap water/ vacuum cleaners.
- v) Washing and cleaning of driveways, parking areas and roads within the office premises.
- vi) Lift lobby and all toilets floors and other areas, as may be directed by Officer In-charge, shall be cleaned with floor scrubbing machine.

F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:

- 1. All floors in common area floors including staircases shall be cleaned thoroughly with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.

G. PROVIDING WORKFORCE;

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge. Tentative requirement of workforce to be deployed is given hereunder:-

a) House Keepers – 15 Nos

The bidder must employ adult and skilled 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 may rotate the staff once in six months with prior written intimation to DDCA.

The bidder shall ensure that all the workforce deployed wear uniform while on duty.

H. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Municipal Corporation.

I. SUPPLY OF MATERIAL AND CONSUMABLES:

All materials/consumable's other related item is to be provided by the Agency have to be of reputed brands or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at DDCA on fortnightly basis.

ANNEXURE-II**List of Housekeeping Materials:**

S. No.	Particulars	Quantity/per month
1.	DETTOL HAND WASH	12 Packs
2.	HARPIC	05 bottle
3.	ACID	2 lts
4.	COLIN	5 bottle
5.	GARBAGE BAGS	As per Requirement
6.	PRESSER PUMP	06 Nos
7.	TOILET BRUSH	6 Nos
8.	URINAL CUBES	As per Requirement
9.	NEPTHLIN BOLLS	1 Kg
10.	SOFT BROOM	12 Nos
11.	WIPER (BIG & LONG SIZE)	2 Nos
12.	ODONIL (ORIGINAL)	08 Pics
13.	WET MOPS	02 Nos
14.	WHITE DUSTER	24 Nos
15.	ROOM FRESHNER	04 Nos
16.	SCOTCH BRITE	12 Nos
17.	HIT (RED)	02 pacs
18.	HIT (BLACK)	02 pacs
19.	VIM/RIN/SURF	05 Kg
20.	DUST PAN (Supali)	03 Nos
21.	DRY MOPS	02 nos
22.	BATHROOM WIPER	02 Pics
23.	GLASS DUSTER	06 Nos
24.	MISTER TOLL BRUSH	02 Nos
25.	HARD BROOM	24 Nos
26.	SMALL PRESHER PUMP	02 Nos
27.	HARD BROOM WITH BAMBOO	04 nos
28.	CHUNA	1 Kg
29.	FLOOR CLEANER LIQUID	03 lts
30.	HAND GLOVES	06 Pair
31.	MASK	06 Nos
32.	CENI CUBES (Cent Cubes)	02 Pkts
33.	Any other item	As per actual.

Name & Signature of House Keeping Contractor:

Address: _____

Seal of Agency _____

UNDERTAKING BY THE HOUSE KEEPING CONTRACTOR

I/We have carefully gone through the various terms and conditions listed in the above for provision of Contract for Housekeeping Services at DDCA on monthly basis. I/We agree to all these conditions and offer to provide Housekeeping Services at DDCA. I/We are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. I/We have acquainted ourselves with the tasks required to be carried out, before making this offer. I/We hereby sign this undertaking in token of our acceptance of various conditions listed above.

Name & Signature of House Keeping Contractor:

Address: _____

Seal of Agency _____

Phone No. (O): _____

I: _____

(M): _____

Place: _____

Dated: _____

Annexure IV

TECHNICAL BID FOR PROVIDING HOUSEKEEPING SERVICES

1. **Name of the Tenderers firm** : _____
2. **Office Address** : _____
: _____
: _____
Telephone No. Fax : _____
No. : _____
E-mail Address : _____
: _____
3. **Name & Design. Of authorized representative(s) with Ph. No.** : _____
: Proprietor/ Private Ltd. / Public Ltd. / Cooperative /
NGO / PSU (Please tick and enclose copy of
Memorandum / Articles of Association / Certificate of
Incorporation)
4. **Type of Firm** : _____
: _____
5. **Registration Certificate (Please enclose photo copies)** : _____
- i) E.P.F. Regn. No. : _____
- ii) E.S.I. Regn. No. : _____
- iii) GST Regn. No. : _____
- iv) Labour License (Central) Regn. No.
- v) PAN CARD / GIR No.

6. Annual Gross Turnover during the last 2 consecutive years should be minimum 50 Lakh in each financial year i.e. 50 Lakh in 2019- 2020 & 50 Lakh in 2020-2021 and 2021-22. The Organisation should provide required documentary proof in support thereof such as IT Return, Audited Balance Sheet for the above:

Financial Year	Turnover	
	Nos.	Figures
2019-2020		
2020-2021		
2021-2022		

(Please enclose copies of ITR/Audited Balance Sheet and P&L A/c. etc.)

7. Earnest Money Deposit of Rs. _____ only is enclosed vide DD No. _____ dated _____ drawn on _____ bank.
8. Letters of satisfactory performance from 2 of your biggest reputed clients must be attached for providing House Keeping Services certify that the services are professional.
9. Details of minimum two years of experience of similar works in Government / Public Sector undertaking / Registered Societies / Universities / Research Institutions / Educational Institutions / IT Industries as per the attached format (**Please use separate sheet, if required**). Out of that the agency is having at least one housekeeping related work currently in his hand.

(Pl. submit copies of evidence i.e. Work Orders, corresponding satisfactory job, completion certificates from clients specifying value and period of work order enclose) (Pl. specify) (**MANDATORY**).

Year	Name of the Employer, Address, Contact Person Name with Tel. No. & Mobile No.	Type of Institution / Industry	Details of Experience, Similar works period of Contract with dates of Commencement and Termination covering last 3 years	Total No. of Supervisors	Total No. of Cleaners / Sweepers	Nature of Work (House Keeping Works Only)

1. Validity:

The Tender shall be valid for a period of 90 days from the date of opening of the tenders for the purpose of evaluation of tender.

2. Additional information, if any (attach separate sheet if required):

Signature of Authorised person of the Firm/Agency with stamp

Dated: _____

Place: _____

FINANCIAL BID
(CONTRACT FEES FOR HOUSE KEEPING SERVICES)
(should be sealed in separate covers dully superscripted)

S. No.	Particulars	Amount in Rs
1.	Please indicate below break-up details of lump-sum contract fees per month quoted by the Agency, to enable DDCA to ascertain the viability of the bid without compromising quality of service:- a. Minimum wages as per Delhi Govt. norms per shift (8 hour shift) per person of Housekeeping staff. b. Agency's contribution towards provident fund @13.16 %. c. Agency's contribution towards ESI @ 4.75% for workers per month. d. Lump-sum service charges of the House Keeping Agency (%)	
2.	Charges for use of housekeeping materials, i.e., brooms, dusters, scrubbers, liquid soap, phenyl tablets, detergents, baygon, towels etc., (As per Annexure- II attached)	
3.	Total	
4.	Taxes if any as applicable	

Note: a. Any other payments likewise Uniform, Shoe, Leave Salary, Bonus and etc., should be met by the contractor only. DDCA has no liability towards the above.

b. Goods & Services Tax (GST) as per prevalent rules shall be paid by DDCA if applicable
I accept the above terms & Conditions

(Full Signature of Contractor)