No.31/1/2016 - Admn.
Government of India
Ministry of Mines

*******

Shastri Bhavan, New Delhi.
Dated the 2nd September, 2016.

TENDER DOCUMENT

For outsourcing of housekeeping services for cleaning of toilets, corridors, rooms and other common areas in the premises occupied by the Ministry in Shastri Bhawan & CGO Complex.

BRIEF INFORMATION ON BID DOCUMENT

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Tender No.</td>
</tr>
<tr>
<td>2.</td>
<td>Duration of Contract</td>
</tr>
<tr>
<td>3.</td>
<td>Last date and time of submission</td>
</tr>
<tr>
<td>4.</td>
<td>Date of Opening of Bid</td>
</tr>
<tr>
<td>5.</td>
<td>EMD</td>
</tr>
<tr>
<td>6.</td>
<td>Cost of Tender document</td>
</tr>
<tr>
<td>7.</td>
<td>Address and Venue for the submission of Tender document</td>
</tr>
</tbody>
</table>
TENDER DOCUMENT

HOUSE KEEPING JOB

Sealed tenders are invited from reputed, experienced and financially sound Manpower Companies/Firms/Agencies for outsourcing of housekeeping services for cleaning of toilets, corridors, rooms and other common areas falling under the control of the Ministry of Mines (including rooms, toilets, lift lobbies, stairs, corridors etc.) at Shastri Bhawan & CGO Complex, New Delhi for a period of one (1) year.

2. The complete Tender Document can be downloaded from the website of this Ministry (http://www.mines.nic.in) and http://eprocure.gov.in/cppp.

3. The interested service providers/firms have to submit the tenders in single bid format.

4. The Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rs. One lakh only), refundable (without interest), should be necessarily accompanied with the Bid of the agency in the form of Demand Draft/Pay Order drawn in favor of “Pay & Accounts Officer, Ministry of Mines, New Delhi”, (failing which the tender shall be rejected summarily) along with other requisite documents has to be submitted in the Tender Box kept at the Information & Facilitation Centre, Ministry of Mines, Garage No.23, Shastri Bhawan, New Delhi.

5. The last date of receipt of tender is 23.09.2016 AT 1500 HOURS.

6. The bids will be opened by the Tender Opening Committee of the Ministry on 26.09.2016 at 1100 hours.

(M.S. Kasottia)

Under Secretary to the Government of India
INSTRUCTIONS TO THE BIDDERS

1. GENERAL INSTRUCTIONS

1.1 For the Bidding/Tender Document Purposes, the Ministry of Mines shall be referred to as 'Client' and the Bidder/Successful Bidder shall be referred to 'Contractor and/ or Bidder or interchangeably.

1.2 The tender document can be downloaded from the websites of this Ministry and [http://eprocure.gov.in/cppp](http://eprocure.gov.in/cppp)

1.3 While all the efforts have been made to avoid errors in the drafting of the tender documents, the Bidders are advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.

1.4 All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are liable to be rejected.

1.5 For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter sent by registered post with acknowledgement due to the Ministry of Mines. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.

1.6 The contract shall be awarded to the selected bidder on fixed rates for maintenance repair of various electrical items for a period of one year from the date of the award of the contract. However, the contract may be extended further for a period of one year, if mutually agreed by both the parties.

2. MINIMUM ELIGIBILITY CRITERIA

2.1 The following shall be the minimum eligibility criteria for selection of bidders:

(a) Registration: the Bidder/Bidding Firm must be registered with the Income Tax and having a valid PAN card in respect of individual/firm as the case may be and also registered under the Labour Laws/Rules, Employees Provident Fund Organization, Employees State Insurance Corporation. The proof/self-attested copies in support shall be attached with bid document.

(b) Experience: The Bidder shall have experience in the similar field of providing housekeeping services for cleaning of toilets, corridors, staircases, rooms and other common areas in the premises and other housekeeping job in the
Government Ministries/Departments/Public Sector (Central or State) in at least 3 Ministries/Departments for the last three consecutive years.

2.2 Documents supporting the Minimum Eligibility Criteria:

(1) In proof of having fully adhered to minimum eligibility criteria at 2.1(a), following documents shall be acceptable with the bid documents:

(a) Self-attested copy of registration certificate of agency for providing manpower;

(b) Self-attested copy of PAN Card in respect of individual/firm as the case may be;

(d) Self-attested copy of Service Tax registration;

(e) Self-attested copy of the P.F. Registration certificate;

(f) Self-attested copy of the E.S.I. Registration certificate;

(g) Details of agreement made by Company for the last 3 years along with proof in respect of 3 Ministries/Departments of Govt. of India;

3. EARNEST MONEY DEPOSIT:

3.1 The Bid should be accompanied with an Earnest Money Deposit (EMD), refundable, of Rs.1,00,000/- (Rupees One lakh only) in the form of Demand Draft / Pay Order drawn in favor of “Pay & Accounts Officer, Ministry of Mines, New Delhi” failing which the tender shall be rejected out rightly.

3.2 The EMD in respect of the agencies which do not qualify shall be returned to them without any interest.

3.3 No request for transfer of any previous deposit of Earnest Money Deposit or Performance Security Deposit or adjustment against any pending bill held by the Ministry in respect of any previous work shall be entertained.

3.4 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.

3.5 No claim shall lie against the Government/Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit i.e. no interest will be payable in EMD.

3.6 The bid security may be forfeited:

(i) If the bidder withdraws his bid during the period of validity of the bids specified by the bidder in the bid form; or

[Signature]

MAN SINGH KASOTTIA / MAN SINGH KASOTTIA
Under Secretary
Ministry of Mines
New Delhi
(ii) In case of successful bidder, if the bidder
(a) Fails to sign the contract in accordance with the terms of the tender
document;
(b) Fails to furnish required Performance Security Deposit in accordance
with the terms of Tender Documents within the time frame specified by
the client; or
(c) Fails or refuses to honour his own quoted prices for the services or part
thereof.

4. **VALIDITY OF BIDS**

4.1 Bids shall remain valid and open for acceptance for a period of 120 days from
the last date of submission of bids;

4.2 In case, client call the bidder for negotiation then this shall not amount to
cancellation or withdrawal of original offer which shall be binding on the bidder;

4.3 The client may request for extension for another period of 60 days, without any
modifications and without giving any reasons thereof.

5. **PREPARATION OF BIDS**

5.1 **Language:** Bids and all accompanying documents shall be in English or in
Hindi.

5.2 **Bid:** Bid should be prepared as per the instructions given in the Tender
Documents along with all required information, documents in support of the
minimum eligibility criteria, valid EMD of requisite amount.

a. Bid Submission Form duly signed by the Competent Authority;

b. Earnest Money Deposit of Rs.1,00,000/-

c. All self-attested supporting documents in proof of having fully adhered to
minimum eligibility criteria as referred in Section -2 above.

5.3 **Bid:** Bidder shall prepare the financial Bid in the Price Schedule as provided
in the Tender Document.

6. **SUBMISSION OF BIDS**

6.1 The Bidding Firms have to submit the tenders in one bid system in the
prescribed proforma. The interested agencies are advised to submit sealed
envelope super-scribing "Tender for Annual Job Contract for cleanliness
and general maintenance in the Ministry of Mines" and drop the same in
the Tender Box kept at the Information & Facilitation Centre, Ministry of Mines,
Garage No.23, Shastri Bhawan, New Delhi.
6.2 The Earnest Money Deposit (EMD) of Rs.1,00,000/- (Rupees One lakh only), refundable (without interest), should be necessarily accompanied with the Bid of the agency in the form of Demand Draft/Pay Order drawn in favor of Pay & Accounts Officer, Ministry of Mines, New Delhi failing which the tender shall be rejected summarily.

6.3 The Bid shall be submitted not later than 1500 hours of 23.09.2016 addressed to “Under Secretary (Administration), Ministry of Mines, Shastri Bhawan, New Delhi. Bids must be submitted within date and time stipulated in the Tender Document.

6.4 No Bid shall be accepted after the specified date and time. However, the Competent Authority in the Ministry of Mines, reserves right to extend the date/time for submission of bids, before opening of the Bids.

7. BID OPENING PROCEDURE

7.1 Bids shall be opened on 26.09.2016 at 1100 hours by the Tender Opening Committee in the presence of such bidders, who may wish to be present themselves personally or through their representatives.

7.2 Absence of bidder or their representative shall not impair the legality of the opening procedures.

7.3 Bids shall be declared as valid or invalid based on the preliminary scrutiny, i.e. verification of EMD, by the Tender Opening Committee. However, detailed evaluation shall be done only in respect of valid Bid.

7.4 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, and time remaining unaltered.

8. CLARIFICATION ON BID EVALUATION:

8.1 The Bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation and comparison of the bids, and qualification of the bidders, the client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the client shall not be considered. The client’s request for clarification and the response shall be in writing.

8.2 If a bidder does not provide clarifications of its bid by the date and time set in the client’s request for clarification, its bid may be rejected.

8.3 Client also reserves the right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder as per clause 2.2.
9.  **BID OPENING PROCEDURE**

9.1 The Bids of all the bidders shall be opened on the appointed date and time in the presence of the qualified bidders/their representatives, who choose to be present at the time of opening of the bids.

9.2 Absence of bidders or their representatives shall not impair the legality of the process.

9.3 The financial bid price, as indicated in the bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.

9.4 If there is a discrepancy between words and figures, the amount in words shall prevail.

10. **RETURNING OF EARNEST MONEY DEPOSIT (EMD)**

10.1 The Earnest Money Deposit of the unsuccessful bidders shall be returned after award of the contract to the successful bidder.

10.2 The Earnest Money Deposit of the unsuccessful bidders shall be returned on award of contract to the successful bidder.

10.3 The Earnest Money Deposit (EMD) of all the bidders shall be returned, in case of cancellation of Tender.

(GENERAL CONDITIONS OF CONTRACT)

1. **PERFORMANCE SECURITY DEPOSIT (PSD)**

1.1 The successful Company/Firm/Agency will have to deposit a Performance Security of Rs.2,50,000/- (Rupees two lakh fifty thousand only) in the form of Fixed Deposit Receipt (FDR) made in the name of the Company/Firm/Agency but hypothecated to the Pay & Accounts Officer, Ministry of Mines, New Delhi within fifteen days of the award of the Contract. The PSD shall remain valid for a period of 15 (12+3) months from the date of commencement of the contract. The PSD would be refundable only after successful completion of the contract. In case, the contract is further extended beyond the initial period, the FDR will have to be accordingly renewed by the successful tenderer.

1.2 The Performance Security Deposit (PSD) will be forfeited by order of the competent Authority in the Ministry of Mines in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance.
2. SERVICES REQUIRED BY THE CLIENT

2.1 The contract shall be providing housekeeping services in the client’s premises as per the details given herein, or any other location as required by the client to be read with the Special Conditions of Contract, Assignment instructions and Schedule of Requirements.

2.2 The contractor shall provide housekeeping services in the client’s premises to its entire satisfaction and it is the sole responsibility of the contractor that the work is executed in all respects in accordance with the contractor’s obligations.

3. COMMENCEMENT OF SERVICES

The contract shall become legally binding and in force only upon:

4. Submission of Performance Security Deposit

5. The contractor shall commence housekeeping services for cleaning of rooms, corridors, toilets and other common areas in the premises occupied by the Ministry of Mines in Shastri Bhawan and CGO Complex from the date of award of the Contract.

4. CONTRACTOR’S OBLIGATIONS

4.1 The contractor shall provide housekeeping services for cleaning of rooms, corridors, staircases and toilets, and other common areas in the premises occupied by the Ministry of Mines in Shastri Bhawan and CGO Complex as per Schedule of work/Requirements which may be amended from time to time by the client during the contractual period and it shall always from part and parcel of the contract. The contractor shall abide by such assignments as provided by the client from time to time.

4.2 The contractor shall provide housekeeping services through its uniformed and trained personnel for the performance of its services hereunder and these personnel deployed shall be employees of the contractor only and the client shall not in any manner be liable and all statutory liabilities (such as ESI & PF and after statutory dues etc.) shall be paid for by the contractor.

4.3 The contractor shall submit to the client the details of amount deposited on account of EPF, ESI etc. in respect of the deployed personnel to the concerned authorities from time to time.

4.4 The Client shall have the right, within reason, to have any personnel removed, who is considered to be undesirable or otherwise and similarly the contractor reserves the right to remove any personnel with prior intimation to the client, emergencies, exempted.
4.5 The contractor shall cover its personnel for personal accident and death whilst performing the duty and client shall own no liability and obligation in this regard.

4.6 The contractor shall exercise adequate supervision to reasonably ensure proper performance of Housekeeping Services in accordance with Schedule of Requirements.

4.7 The contractor shall issue identity cards/identification documents to all its employees who will be instructed by the contractor to display the same.

4.8 The personnel of the contractor shall not be the employees of the client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this contract.

4.9 The contractor shall also abide by and comply with the Labour Laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income Tax Laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act), 1970 and the Rules made thereunder for the time being in force, or any other law.

4.10 The contractor shall provide minimum of two sets each of summer and winter uniforms to its personnel at its own cost.

4.11 The contractor shall cover all its personnel under the relevant laws of EPF, Labour ESIC etc. Proof of the same should be submitted by the contractor quarterly basis.

4.12 The contractor shall submit a copy of wages sheet showing monthly wages paid to its personnel.

4.13 The contractor shall not employ any person below the age of 18 years old. Manpower so engaged shall be trained for providing the services.

4.14 The contractor shall at all times ensure that it has sufficient, suitable and qualified personnel to supervise the client premises at the client’s site and in sufficient number to undertake the responsibility imposed upon the contractor under the contract and to provide full attention for executing the work thereof.

4.15 The personnel engage by the contractor shall be dressed in a neat and clean uniform.

5. CONTRACTOR’S LIABILITY

5.1 The contractor shall completely indemnify and hold harmless the client and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the contractor or any of its employees and engaged in the provision of the housekeeping services to the client.
5.2 The selected Company/Firm/Agency shall be responsible for the conduct/ integrity of his personnel and shall also be responsible for any act of omission and commission on their part. He will vouch for their character and integrity. He shall submit the photographs and detailed particulars of the staff provided to the Ministry. Any type of loss by thefts or damage by the Labourer shall be recovered from the selected Company/Firm/Agency from his bills/ Performance Security.

5.3 The contractor shall not sub-contract or sub-let, transfer or assign the contract or any other part thereof. In the event of the contractor contravening this condition, the client shall be entitled to place the contract elsewhere on the contractors risk and cost and the contractor shall be liable for any loss or damage, which the client may sustain in consequence or arising out of such replacing of the contract.

5.4 The service providing agency shall be solely responsible for the redressal of grievances / resolution of disputes relating to person deployed. This Ministry shall, in no way, be responsible for settlement of such issues whatsoever.

6. CLIENT’S OBLIGATIONS

6.1 For all intents and purposes, the service providing agency shall be the “Employer” within the meaning of different Labour Legislations in respect of personnel so employed and deployed in this Ministry. The persons deployed by the bidder in the Ministry shall not have claims of any Master and Servant relationship nor have any principal and agent relationship not have any principal and agent relationship with or against Ministry of Mines.

6.2. This Ministry shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by bidder in the course of their performing the functions/duties, or for payment towards any compensation.

6.3. The persons deployed by the bidder shall not claim nor shall be entitled to pay, perks and other facilities admissible to casual, ad hoc, regular / confirmed employees of this Ministry during the currency or after expiry of the contract.

6.4. In case of termination of this contract on its expiry or otherwise, the persons deployed by the bidder shall not be entitled to and will have no claim for any absorption nor for any relaxation for absorption in the regular / otherwise capacity in this Ministry of Mines.

7. VALIDITY OF CONTRACT

The contract is likely to be for period of one (1) year. The period of the contract may be further extended provided the requirement of the Ministry persists at that time or may be curtailed/ terminated earlier owing to deficiency in service or substandard quality of manpower deployed by the selected Company/Firm/Agency. The Ministry, however, reserves right to terminate this initial contract at any time after giving one week notice to the selected service providing Company/ Firm/ Agency.
8. PAYMENTS

8.1 The initial cost of the contract shall be valid for a period of one year. No price escalation, other than minimum wages revision, shall be entertained by the client during the period.

8.2 After expiry of the initial period of the contract of one year and if the contract is renewed by the client, the contractor shall claim increase in the contract cost only on account of increase in the minimum wages, as and when increased by the Government.

8.3 All payments shall be made in Indian currency by means of Electronic Clearance Service (ECS) or Cheque only.

8.4 The successful bidder will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance and any other mandatory provisions of law in respect of the persons deployed by it in this Ministry.

8.5 Successful bidder shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to Ministry of Mines to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

8.6 The successful bidder shall maintain all statutory registers under the applicable Law. The bidder shall produce the same, on demand, to the concerned authority of this Ministry or any other authority under Law.

8.7 The claims in bills regarding Employees State Insurance, Provident Fund, and Service Tax etc. should be necessarily accompanied with documentary proof pertaining to the concerned month bill. The each monthly bill must accompany the list of employees with their date of engagement. A requisite portion of the bill / whole of the bill amount shall be held up till such proof is furnished, at the discretion of this Ministry.

8.8 The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax Department, as amended from time to time and a certificate to this effect shall be provided to the agency by this Ministry.

8.9 In case, the successful bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the Ministry is put to any loss / obligation, monitory or otherwise, the Ministry will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the bidder, to the extent of the loss or obligation in monitory terms.

8.10 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.
9. TERMINATION

9.1 In case of breach of any of terms and conditions of the contract by the contractor, the competent Authority of the client shall have the right to cancel the contract without assigning any reason thereof, and nothing will be payable by the client in that event and the Performance Security deposit in the form of Fixed Deposit Receipt shall be forfeited and encashed. The decision of the Joint Secretary (Admin.), Ministry of Mines in this regard shall be final.

9.2 The contractor does not provide housekeeping services satisfactorily as per the requirements of the client or/and as per the Schedule of Requirements.

9.3 The contractor goes bankrupt and becomes insolvent.

10. GOVERNMENT LAWS AND SETTLEMENT OF DISPUTE

10.1 Any claims, disputes and or differences (including a dispute regarding the existence, validity or termination of this contract) arising out of, or relating to this contract including interpretation of its terms shall be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period of 30 days, then the matter will be referred for adjudication of the arbitration of a sole arbitrator to be appointed by the Ministry of Mines in accordance with the provisions of the Arbitration and conciliation Act 1996 and Rules made thereunder including any modifications, amendments and future enactments thereto. The venue of the arbitration will be New Delhi and the decision of the arbitrator shall be final and binding on the parties.

10.2 Jurisdiction of Court: This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the Courts in Delhi.

(SCHEDULE OF WORKS/ REQUIREMENTS)

In this Schedule of Requirements, the details of area of operation, service requirements to be provided by the contractor and also other information instructions of the client and instructions of the client and instructions to the contractor’s employees deployed at the Clients’ site and all such other aspect of the contract are to be mentioned.

A. Operations to be carried out daily at regular intervals throughout the day, as many times as deemed necessary, to achieve acceptable standards of cleanliness:

a) Cleaning of premises including toilets, office rooms, Conference Room, Canteen, lift lobbies by sweeping/mopping; cleaning of wooden floor/carpets in areas covered with carpets or having wooden floor or toilets. The detail of area occupied by the Ministry of Mines is as follows:-

i. Ground Floor: - Facilitation Centre, Reception Office
ii. First Floor:-
Room No. 101-D [four rooms]
Room Nos. 101-C, 102-C & 108-C [Chamber of Hon’ble Minister of Mines (MOM) (including toilet) & offices of MOM & Corridor within the rooms and 1st floor, F Wing, Shastri Bhavan.

iii. Third Floor:-
Room Nos. 301-D to 305-D & 306-D to 315-D wing & corridor within the rooms and Departmental Canteen.

3 toilets - one officers’ toilet [A-wing] and two toilets [one Gents & one ladies] opposite to room no. 338-A. Toilets in Secretary(M)’s chamber & Minister’s chamber are also to be attended.

iv. Fourth Floor:-
Room No.402, 403 & 415, B wing [Chamber of Hon’ble Minister of State for Mines (including toilet) & offices of MoS & Corridor within the rooms

v. 5th Floor, Block 10, CGO Complex
Room No.521 to 528 (including Record Room) & corridor within the rooms, Lift lobby area and 2 toilets [one Ladies & one Gents].

b) Dusting and cleaning of doors, windows, fans, furniture, ventilators, blinds, benches and removing of cobwebs etc.

c) Removal of garbage from the buildings daily and ensuring its appropriate disposal.

d) Mopping minimum twice a daily of all areas specified above.

e) Cleaning of toilets

(i) Sweeping, washing and mopping of floors, washing of glazed tiles on walls, urinal pots, W.C. pans, sinks, wash basins and all other fittings and fixtures using disinfecting material like phenyl, vim detergent powder, acid liquid soap etc., after every hour from 8.00 AM to 6.30 PM daily. [Cleaning material will be supplied by the Ministry]. Soap containers need to be kept filled at all time and naphthalene balls in urinal pots and air freshener/naphthalene ball/toilet paper etc. also needs to be provided as per requirement. Cleaning staff should be available on all working days and Saturdays unless otherwise instructed.

f) Dusting and cleaning of looking mirrors, stone meshes, doors windows, ventilators etc. and removal of cobwebs on daily basis.

[Signature]

Manohar Prakash, Under Secretary
Ministry of Mines
Govt. of India
New Delhi
g) Blockage of drain/pipe/sinks will be reported immediately by deployed staff to Administration Section and also to CPWD.

h) The selected Company/Firm/Agency will carry out all the above on daily basis on all working days and Saturdays or as required by this Ministry

(ii) Operation to be carried out on weekly basis:

(a) Cleaning of water coolers, cleaning glasses of doors, windows, ceiling fans, blinds, carpets and ventilators of all areas specified above by liquid soap/chemical/detergent.

(b) The selected Company/Firm/Agency firm shall also be required to perform spraying/fumigation of disinfectant/insecticide all rooms in the Ministry of Mines. The firm will have to make all necessary arrangements like machines, disinfectant/insecticide by itself. The work will be carried out on weekly basis or as and when Ministry desires.

(c) Deep cleaning of floor and surface area on weekends

The cleaning procedure/technique is illustrative only. The successful bidder/firm may adopt the modern technology/method for the said purpose.

B. SCOPE OF WORK – GENERAL INSTRUCTIONS

1. The initial sweeping and mopping of all the areas shall be completed by 8.30 a.m. on all working days, failing which a monetary penalty of Rs.500/- per day shall be recovered from the contractor’s bill. The corridors/staircases will be swabbed at least twice a day i.e. by 8.30 AM and 2.30 PM.

2. The toilets will be cleaned at every hour from 8.00 A.M. to 5.30 PM daily. The contract should provide 1 (one) full time worker, who should be available throughout the day. The contractor would ensure that 1(one) dedicated worker (male worker for gents toilets and female worker for ladies toilet) is always available in Gents toilet & Ladies toilet from 8.00 A.M. to 6.30 P.M., and he/she will ensure the cleanliness of toilets at regular intervals, failing which a penalty of Rs.100/- on each occasion per day shall be levied and the same would be deducted from the monthly bill.

3. In general, the services are to be provided on all working days and Saturdays except Sundays and national holidays.

4. The contractor shall depute manpower in such a way that at least one person is always available in each toilet for gents and ladies separately from 8.00 A.M. to 5.30 P.M. on all working days including Saturdays (except Sundays and National Holidays). As far as possible, the contractor shall not frequently change the personnel deployed on cleanliness etc. A penalty @ Rs.100/- on each occasion for each person shall be recovered from the contractor’s bill, if
any worker is found missing/absent from his/her duty. An attendance sheet will be signed by worker and supervisor in the morning & evening daily. They will also attend to deficiencies, if any, pointed out to them by the Administration Section.

5. The contractor has to arrange attendance register for his staff, which will also be checked by this Ministry. Copy of this shall be submitted along with monthly bill.

6. The contractor shall be responsible for the conduct/integrity of persons deputed for cleaning works in the building and will also be responsible for any act of omissions or commissions on their part. He will watch for their character and integrity.

7. The contractor shall supply fresh sets of uniforms, identity cards, gumboots to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform a penalty @ Rs.500 per person per day shall be recovered from contractor's bill.

8. The contractor shall not appoint any sub-contractor for the work under any circumstances.

9. A Tenderer shall be deemed to have full knowledge of the site whether he inspects it or not and no extra charges consequent on any misunderstanding or otherwise shall be allowed. The interested parties can inspect the premises at any time from 4.00 P.M. to 5.00 PM on any working day from 05.09.2016 to 20.09.2016 to assess the job requirement/quantum of work involved. For the purpose, Section Officer (Admn.) may be contacted on telephone No.23381631 during office hours on any working day. The Tenderer shall be responsible for arranging and maintaining at his own cost, all tools, safety gadgets, equipment (except electricity and water which will be supplied free of cost) and all other services required for executing the work.

C. OTHER GENERAL TERMS & CONDITIONS

1. The contractor shall perform the housekeeping services in the manner and as per the instructions of the client.

2. The contractor shall ensure that all personnel deployed by the firm are fully conversant with the premises and with the client’s business activities and its related requirements.

3. The client shall have the right to have any person removed, who is considered to be undesirable or otherwise and similarly the contractor reserves the right to remove the personnel with prior permission of the client, emergencies, exempted.

[Signature]
3. **DEPLOYMENT AND MINIMUM REQUIREMENT OF MANPOWER:**

3.1 The minimum requirements of manpower in each of the category shall be as under:

<table>
<thead>
<tr>
<th>S.No</th>
<th>Area</th>
<th>Unskilled worker</th>
<th>Supervisor(Matriculate)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Shastri Bhawan</td>
<td>15*</td>
<td>01</td>
</tr>
<tr>
<td>2.</td>
<td>CGO Complex office</td>
<td>02</td>
<td>-----</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>17</td>
<td>01</td>
</tr>
</tbody>
</table>

*There should be one female for cleaning services of ladies toilet.

4. **SUPERVISION:**

i. The contractor shall depute one full time Supervisor in Shastri Bhawan, who shall ensure that all the duties as assigned to the firm by this Ministry must be performed by them in the desire manner, failing which it shall invite penalties as prescribed in the following paragraphs.

ii. The contractor's Supervisor shall be the first line of contact for client, who shall report to the designate officers of this Ministry for all requirements.

iii. The contractor shall ensure that all statutory/mandatory requirements either related to wages disbursements or related to deposition of EPF/ESIC with concerned authorities or providing ESIC facilities to the manpower are fulfilled through Contractor or its Supervisor.

5. **PENALTIES**

In addition to the penalties

(a) Whenever and wherever it is found that the assigned work is not performed up to the complete satisfaction of this Ministry, it will be brought to the notice of the contractor by this Ministry and if no action is taken immediately, penalty of Rs.500/- per day will be imposed.

(b) The Contractor has to maintain adequate number of manpower as per the contract and also arrange a pool of standby manpower/supervisor. If the required number of workers/ supervisor are less than specified number as mentioned in the contract, a penalty of Rs.500/- per absentee per day shall be deducted from the bill(s).

(c) Contractor staff shall always be disciplined, properly dressed and be presentable all the time during duty. The persons deployed by contractor shall be properly trained, have requisite experience and skills for carrying out a wide variety of work.

(d) Be it private or public areas, the contractor's employees shall be liable to be frisked/ checked by the security personnel at client premises or on duty at any time during performance of their duties.

[Signature]

मनोज सिंह कासोटिया / MAN SINGH KASOTTIA
उप अर्थात्त / Under Secretary
मंत्रालय / Ministry of Mines
भारत गृहकर / Govt. of India
नई दिल्ली / New Delhi
(e) Contractor’s employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.

(f) Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons/property at the premises on account of acts of omission and commission by the staff deployed by him.

6. CODE OF CONDUCT:

The Contractor shall strictly observe that its personnel:

i. Are always smartly turned out and vigilant
ii. Are punctual and arrive at least 15 minutes before start of their duty time.
iii. Take charges of their duties properly and thoroughly.
iv. Perform their duties with honesty and sincerity.
v. Read and understand their post and site instructions and follow the same.
vi. Extend respect to all Officers and staff of the Ministry.
vii. Shall not drink liquor on duty, or come drunk and report for duty.
viii. Will immediately report in any untoward incident/misconduct or misbehavior occurs, to Contractor and this Ministry.
ix. When in doubt, approach concerned person immediately
x. Get themselves checked by security personnel whenever they go out
xi. Do not entertain visitors
xii. Shall not smoke in the office premises.
xiii. The deployed staff shall be instructed by the Firm strictly not to misuse the telephones in the facility of this Ministry.

PATROLLING PROCEDURES

1. The Supervisor will keep taking round of the premises and keep a watch over the deployed staff.

2. Patrolling should be done on an hourly basis and it should be ensured that strict cleanliness is maintained.

3. The Supervisor will keep a watch on the activities of the deployed staff.

4. If he finds anything unusual/untoward, a written report must be given to the Administration Section, Ministry of Mines.

ORDER FOR ARRANGEMENT OF DOCUMENTS BE SUBMITTED BY THE SUCCESSFUL AGENCY BEFORE DEPLOYMENT OF CASUAL LABOUR

List of short listed by bidder for deployment in Ministry of Mines containing full details i.e. date of birth, marital status, address etc.

1. Bio-data of all persons.
2. Character certificates from at least one (1) Gazetted Officer of the Central/State Government in respect of all persons;
3. Certificate of verification of antecedents of all persons by local police authority.

(M.S. Kasottia)
Under Secretary to the Government of India

(Handwritten date: 29/11)

मलिनल सिंह कासोटिया / M.S. KASOTTIA
आदेश की आदेश / Under Secretary
मंत्रालय शेखर / Ministry of Mines
भारत सरकार / Govt. of India
नई दिल्ली / New Delhi
## APPLICATION - BID

1. **FOR PROVIDING SEVENTEEN (13) NUMBERS OF CASUAL LABOURS TO MINISTRY OF MINES FOR CLEANING AND HOUSEKEEPING SERVICES.**

2. **Name of Tendering Company/Firm/Agency (Attach Certification of Registration)**

3. **Name of proprietor/Director of Company/Firm/agency**

4. **Full Address of Registered Office**

5. **Telephone numbers (i) Office**
   - (ii) Mobile No.
   - (iii) Fax No.
   - (iv) E-mail Address

6. **Full address of Operating/Branch Office**

7. **Telephone No.**
   - Fax NO.
   - E-mail Address

8. **Banker of Company / Firm / agency with full address (Attach certified copy of statement of A/c for the last three years)**

9. **Telephone Number of Banker**

10. **PAN / GIR No. (Attach attested copy)**

11. **Service Tax Registration No. (Attach attested copy)**

12. **E.P.F. Registration No. (Attach attested/certified copy)**

13. **E.S.I. Registration No. (Attach attested/certified copy)**

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

<table>
<thead>
<tr>
<th>Details of client along with address, telephone and FAX numbers</th>
<th>Amount of Contract (in Rs)</th>
<th>Duration of Contract From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

15. **Signature**

   **Man Singh Kasottia / MAN SINGH KASOTTIA**
   
   **Under Secretary / Ministry of Mines**
   
   **Govt. of India / New Delhi**
13. Additional information, if any  
(Attach separate sheet, if required)  

14. Details of Earnest Money Deposit: Rs.1,00,000/- (Rupees one lakh only)  
D.D./P.O. No. & date: ____________________________  
Drawn of Bank: ____________________________  
Signature of authorized person  
Name: ____________________________  
Date: ____________________________  
Place: ____________________________  

DECLARATION  

1. I, ____________________________, Son/ Daughter/ Wife of Shri ____________________________, Proprietor/Director/authorized 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 for providing Casual Labour to Ministry of Mines, New Delhi and undertake to abide by them;  

3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. 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  
Date: ____________________________  
Place: ____________________________  
Full Name: ____________________________  
Seal: ____________________________  

[Signature]  
Manish Kasaottia [MAN SINGH KASOTTIA]  
Under Secretary / Under Secretary  
Ministry of Mines  
Government of India  
New Delhi
APPLICATION – FINANCIAL BID

1. OUTSOURCING OF THIRTEEN (13) NUMBERS OF CASUAL LABOURS + ONE SUPERVISOR TO MINISTRY OF MINES FOR HOUSEKEEPING SERVICES.

2. Name of tendering Company/Firm/Agency:

3. (a) Total No. of Persons required: 17 + 1 Supervisor

**Rate for Supervisor/per month:-**

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Component of Rate</th>
<th>Amount (in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Monthly Wages for Supervisor (minimum 10th Pass) [as per Minimum Wages Act of the Govt. of NCT]</td>
<td>Employees contribution</td>
</tr>
<tr>
<td>2.</td>
<td>Employees Provident Fund @ ________% of 1 above</td>
<td>Employees contribution</td>
</tr>
<tr>
<td>3.</td>
<td>Employees State Insurance @ ________% of 1 above</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Service Tax Liability @ ________% of ________</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Service Charge</td>
<td></td>
</tr>
<tr>
<td>Total (Column 1 to 5)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Rate for Labour per person/per month:-**

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Component of Rate</th>
<th>Amount (in Rs.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Monthly Wages for labour per person deployed [as per Minimum Wages Act of the Govt. of NCT]</td>
<td>Employees contribution</td>
</tr>
<tr>
<td>2.</td>
<td>Employees Provident Fund @ ________% of 1 above</td>
<td>Employees contribution</td>
</tr>
<tr>
<td>3.</td>
<td>Employees State Insurance @ ________% of 1 above</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Employees Provident Fund @ ________% of 1 above</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Employees State Insurance @ ________% of 1 above</td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Service Tax Liability @ ________% of ________</td>
<td></td>
</tr>
<tr>
<td>5.</td>
<td>Service Charge</td>
<td></td>
</tr>
<tr>
<td>Total (Column 1 to 5)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.</td>
<td>Monthly charges for insecticide/fumigation</td>
<td></td>
</tr>
</tbody>
</table>

Quoted rates should not be less than the Minimum Wages as laid down in the Minimum Wages Act, 1948 as applicable in the NCT of Delhi. As Col. No.1,2 & 3 is as per extant orders/rules, the tender will be awarded on the basis of service charge quoted by the bidder. Service charge quoted should not be less than TDS deducted at source.

Signature of authorized person

Date:

Place:

Name:

Seal:

Notes:

[Signature]

MAN SINGH KASOTIA
Under Secretary
Ministry of Mines
Government of India
New Delhi
1. The rates quoted by the tendering agency should be inclusive of all statutory/taxation liabilities in force at the time of entering into the contract.
2. The payment shall be made on conclusion of the calendar month only on the basis of no. of working days for which duty has been performed by each manpower.

[Signature]

मानसिंह कालोटिया / MAN SINGH KASOTTIA
Under Secretary
Ministry of Mines
Government of India
New Delhi