

क्षेत्रीय जैवप्रौद्योगिकी केन्द्र

(एनसीआर-बायोटेक साइंस क्लस्टर)

Regional Centre for Biotechnology

(An institution of education, training & research)

NCR-Biotech Science Cluster,

3rd Milestone, Faridabad-Gurgaon Expressway,

Faridabad -121001 (Haryana)

TENDER DOCUMENT

Name of work:

Providing of Housekeeping Services at Regional Centre for Biotechnology (RCB) & Translational Health Science & Technology Institute (THSTI) in NCR-Biotech Science Cluster, at 3rd Milestone, Faridabad-Gurgaon Expressway, Faridabad -121001 (Haryana)

Tender No.RCB/BSC/NIT/31/2019-20/House-keeping

CLIENT:

EXECUTIVE DIRECTOR, RCB Faridabad

FLOATING TENDER ON BEHALF OF RCB & THSTI

REGIONAL CENTRE FOR BIOTECHNOLOGY
NCR BIOSCIENCE CLUSTER, FARIDABAD
NOTICE INVITING TENDERS (NIT)

Open Tender Notice NIT No : **RCB/NIT/31/19-20/House-Keeping**, On behalf of RCB & THSTI, Faridabad, online bids are invited in two bid system (Techno-Commercial Bid and Financial Bid) from eligible and qualified firms/manufacturer for providing Housekeeping Services at NCR Biotech Science Cluster, Faridabad.

SI No	Description	Amount of Bid Security/ EMD (in Rs.) through online mode only
(a)	Providing Housekeeping Services at NCR BSC Campus	Rs.2 Lakhs (Rupees Two Lakhs Only)

CRITICAL DATE SHEET

Publish Date & Time (Tentative)	07.01.2020 at 05:00 pm
Bid Document Download/Sale Start Date	07.01.2020 at 05:30 pm
Pre Bid Meeting date	17.01.2020 at 11:00 am
Seek Clarification End Date	20.01.2020 at 04:00 pm
Bid Submission Start Date & Time	21.01.2020 at 05:00 pm
Bid Submission End Date & Time	28.01.2020 at 03:00 pm
Bid Opening Date & Time	28.01.2020 at 03:30 pm

Instructions:

- Bids shall be submitted online only at the DBT E-Wizard Portal website: <https://dbt.euniwizarde.com>.
- The Bidder shall download the Tender Enquiry Document directly from the website <https://dbt.euniwizarde.com> and shall not tamper/modify it including downloaded Price Bid template in any manner. In case, if the same is found to be tempered/modified in any manner, Tender/Bid will be summarily rejected and EMD would be forfeited.

3. The complete bidding process is online. Bidders should be possession of valid Digital Signature Certificate (DSC) of class III for online submission of bids. Prior to bidding DSC need to be registered on the website mentioned above.
4. Bidders are advised to follow the instructions provided in the “Instructions for Online Bid Submission” in Para No. 11 of GIB of Tender Enquiry Document.
5. Bidders are advised to visit this website regularly to keep themselves updated, for any changes / modifications in the Tender Enquiry Document.
6. Intending bidder are advised to visit the DBT E-Wizard Portal website <https://dbt.euniwizarde.com> regularly till closing date of submission of bid, for any corrigendum.
7. The documents to be submitted in their bid may be scanned with 100 dpi with black and white option which helps in fast uploading.
8. The EMD/Bid Security shall be deposited through “**online mode only**” in favour of the Executive Director, RCB, Faridabad. till “Bid Submission End Date & Time” as mentioned in “Critical Date Sheet” failing which the bid shall be summarily rejected.

NOTICE INVITING TENDER FOR PROVIDING OF HOUSEKEEPING SERVICES AT REGIONAL CENTRE FOR BIOTECHNOLOGY(RCB) & TRANSLATIONAL HEALTH SCIENCE & TECHNOLOGY INSTITUTE (THSTI) AT NCR-BIOTECH SCIENCE CLUSTER, 3RD MILE STONE, FARIDABAD-GURGAON EXPRESSWAY, FARIDABAD -121001 (HARYANA)

Tender's Name- **Housekeeping Services**

Bidding Document No: - **RCB/BSC/NIT/31/2019-20/House-keeping**

All tender related queries may be addressed to admin@rcb.res.in; tender document available on DBT E-Wizard Portal website <https://dbt.euniwizarde.com> and also available from www.rcb.ac.in, www.rcb.res.in, and www.thsti.res.in

1. On behalf of two institute of RCB & THSTI, Executive Director, Regional Centre for Biotechnology, online tenders are invited from established, reputed and experienced agencies for providing **Housekeeping Services** in the respective institution at NCR Biotech Science Cluster, 3rd Milestone, Faridabad-Gurgaon Expressway, Faridabad -121001 (Haryana).
2. The bidder must read the prescribed terms & conditions and accept the same to proceed further to submit the bids.
After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents online as asked. Incomplete information may lead the bid to be summarily rejected. Bidder must unconditionally accept all terms and conditions stipulated in the original/downloaded tender document and submit the entire signed and stamped document.
3. All documents submitted should be self-attested with seal of the bidder.
4. All pages of the bid including all enclosures should be numbered (except printed leaflets/catalogue) and must be duly filled in, signed and stamped by the bidder or his authorized representative. Offers received without signature and seal on all pages are liable to be rejected.
5. The evaluation of the bid, as explained in detail later, will give 70% weight to technical bid and 30% to financial bid.

IMPORTANT INSTRUCTIONS TO BE NOTED CAREFULLY BY THE BIDDER/ AGENCY(S):

(a)	Institute	Regional Centre for Biotechnology, Faridabad
(b)	Name of Services required	Providing of Housekeeping Services in NCR-Biotech Science cluster, 3rd Milestone, Faridabad-Gurgaon Expressway, Faridabad -121001 (Haryana)
(c)	Date for start of full service	Within Fifteen (15) days of the Award of Contract, complete service as per scope of work.
(d)	Bid Security (EMD)	Rs. 2,00,000/- (Rupees Two lacs only) deposited through “ online mode only ” in favour of the Executive Director, RCB, Faridabad. till “Bid Submission End Date & Time” as mentioned in “Critical Date Sheet” failing which the bid shall be summarily rejected.

I. PROCEDURE FOR SUBMITTING TENDERS

Instructions for Online Bid Submission and Registration on DBT E-Wizard Portal:

- 1 The bidders shall submit their online bids as per the instruction given for online bid process. The bidders are required to submit soft copies of their bids electronically on the DBT E-Wizard Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the DBT E-Wizard Portal, prepare their bids in accordance with the requirements and submitting their bids online on the DBT E-Wizard Portal. More information useful for submitting online bids on the DBT E-Wizard Portal may be obtained at: <https://dbt.euniwizarde.com>.
2. Registration on the DBT E-Wizard.Portal:
 - i) Bidders are required to enrol on the e-Procurement module of the DBT E-Wizard Portal (URL: <https://dbt.euniwizarde.com>) by clicking on the link “Online bidder Enrolment” on the DBT E-Wizard.Portal which is free of charge.
 - ii) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
 - iii) 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 DBT E-Wuzard.Portal.
 - iv) 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.

- v) 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.
 - vi) 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.
3. Searching for Tender Enquiry Document on the DBT E-Wizard .Portal:
- i) There are various search options built in the DBT E-Wizard 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 DBT E-Wizard Portal.
 - ii) 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 EDBT E-Wizard Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
 - iii) 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.
4. Preparation of Bids for uploading on the DBT E-Wizard Portal
- i) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
 - ii) Please go through the tender advertisement and the Tender Enquiry 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.
 - iii) Bidder, in advance, should get ready the documents/BoQ to be uploaded as indicated in the Tender Enquiry Document and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Scanned documents to be uploaded may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document and resulting in fast uploading. It is the responsibility of the bidder to ensure that uploaded scanned documents are legible.
 - iv) 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 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 for uploading on the DBT E-Wizard Portal

- a) 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.
- b) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender Enquiry document.
- c) Bidder has to select the payment option as “online” to pay the Bid Security/ EMD as applicable and enter details of the instrument.
- d) Bidder shall pay the EMD through **online mode only** and update the account details one tender portal for refund of EMD to unsuccessful bidders. EMD in any other form will not be accepted. EMD of unsuccessful bidders will be refunded to the account from which the online payment was made.
- e) 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.
- f) 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.
- g) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers’ public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- h) The uploaded Tender/Bid shall become readable only after the tender opening by the authorized bid openers.

- i) 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.
- j) 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.
- k) Assistance to Bidders for uploading the DBT E-Wizard Portal:
 - i) Any queries relating to the Tender Enquiry 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 NIT.
 - ii) Any queries relating to the process of online bid submission or queries relating to DBT E-Wizard Portal in general may be directed to the 24x7 DBT E-Wizard Portal Helpdesk

BID OPENING

Opening of Bids

E- Bids will be opened online after due time and date and the bidders may check the status etc. on DBT E-Wizard Portal.

- a) The following documents along-with supporting documents, may be submitted online, before the last date and time of the closing of the bid as indicated in the Tender :-
 - i. Covering letter indicating the index / list of enclosures.
 - ii. Additional information of the Bidding Agency duly signed by the bidder or authorized representative of the bidder as per the Performa and format given in **Annexure-I**
 - iii. Bid Security (EMD) shall be deposited through “**online mode only**” along with declaration in **Annexure II**
 - iv. Original/downloaded tender document duly filled in, signed and stamped by the Bidder or his authorized representative and duly witnessed with name address & contact number of witness.
 - v. Declaration as per **Annexure-III** along with attested Copies of Income Tax Return for the last three years, Firm’s PAN Card., GSTIN Registration Certificate of the bidder/ Agency
 - vi. Undertaking at least 3 years of Experience in the field of Housekeeping Services shall be given in – **Annexure-IV**
 - vii. Undertaking to accept all Terms and Conditions of the Tender document and to comply with them as per **Annexure- V on a letter head duly signed and stamped by authorized signatories. Successful bidder** will submit the same on award on Non-

Judicial stamp paper of Rs. 50/- duly notarized and signed by the Bidder/ Agency or authorized representative of the Bidder/ Agency.

- viii. **Annexure VI:** List of present clients (at least three nos.) with whom annual billing for similar services shall not be less than Rs. 1.20 Crores per annum in each case.
- ix. Proof of successful execution of work along-with certified copies of the Award of Work/Agreement executed for providing of identical/similar Services in last five years.(as given in **Annexure IV & VI**)
- x. Solvency certificate from banker(s) for the value not less than Rs. 1.20 Crores.
- xi. **Annexure VII:** Undertaking to provide manpower as per the desired category, qualification, experience & and terms and conditions.
- xii. Technical bid to be submitted as per Para III of this tender document, however it must be noted that no price should be indicated in the technical bid or PQB evaluation.
- xiii. Each page of the tender should be numbered and signed by the Bidder/ Agency with the seal of the firm.
- xiv. **Annexure VIII:** Scope of work
- xv. **Annexure IX:** Area Details
- xvi. **Annexure X:** Service Level Agreement
- xvii. **Annexure XI:** Total Manpower Required
- xviii. **Annexure XII:** Prequalification Bid
- xix. **Annexure XIII:** Technical Bid
- xx. **Annexure XIV:** Financial Bid

II. Pre-Qualification Bid (Annexure XII)

A. Eligibility Criteria:-

1. The Tenderers must have an experience of handling the Housekeeping services in reputed organization including Govt. & PSUs for at least three years supported by documentary evidence and must have among list of big clients. at least one Govt./Semi-Govt./PSUs. Certificates of satisfactory performance from the client is also to be submitted along with tender.
2. The tenderer should have at least;
 - a) One similar work contract of Rs.2.40 Crores or more;

OR

 - b) Two similar work contracts of Rs.1.80 Crores or more;

OR

 - c) Three similar work contracts of Rs.1.20 Crores or more.

3. Total turnover of the agency should not be less than Rs.3.0 Crores for “**similar work**” during requisite years of experience as mentioned at (1) above.

4. “Similar work” means Housekeeping in large organization as defined in scope of work. Annexure-VII

B Following documents are required to be sent to the address mentioned in the stipulated time. The bid criteria as mentioned in table must be fulfilled and supported by relevant document as indicated below.

No.	Eligibility Bid Criteria	Document
1	Annexure I	Properly filled and duly signed and stamped.
2	Bid Security (EMD) of Rs. 2,00,000/- only	Shall be deposited through “ online mode only ” in favor of “ Executive Director, Regional Centre for Biotechnology ” payable at Faridabad, along with properly filled, signed and stamped Annexure II
3	Annexure III	Copy of IT return and acknowledgment of the Income Tax Department for the financial years 2016-17, 2017-18, 2018-19, GSTIN Regn. Certificate and photocopy of Firm’s PAN card Annexure III
4	Undertaking by Bidder/ Agency as mentioned in Annexure IV	On official letter head of Bidder/ Agency, duly signed and stamped by Bidder/ Agency..
5	Undertaking by Bidder/ Agency as mentioned in Annexure V	As explained above.
6	Financial Standing Solvency Certificate of Rs.1.20 Crore from a scheduled bank	Signed certificate from Bank manager/authorized official
7	List of Major Clients	List of at least three major clients with annual contract value for not less than Rs.1.20 Crore Per Annum in each Organization. Out of which at least one should be Govt./ PSU/Semi Govt./ Research institute/ university. (Annexure VI)

8	License under Private Housekeeping Services.	Only those who hold valid registration with the Labour Department shall be eligible to bid in response to NIT and if found successful the workmen shall need to get registered with the labour department. Photocopy of license duly signed and stamped by Bidder/ Agency
9	Experience of providing Housekeeping Services in at least one corporate or Government organization (Annexure -IV)	A certificate from the authorized official of the concerned organization.

B. Even though the applicants meet the above criteria, they are subject to be disqualified if they have:

- i) Made misleading or false representation in the form, statement and attachments submitted in and or
- ii) Record of poor performance such as abandoning the work, not properly completing the contract, inordinate delays in completion, litigation history, or financial failures, etc.
- iii) Found to have been black listed in any other works.

III. TECHNICAL BID:

Following are required to be submitted in the TECHNICAL Bid. In case of non-submission of requisite document(s) or providing incomplete technical details by the bidder, the bid is liable to be cancelled during the technical evaluation stage without any further reference, whatsoever.

1. Statement of average turnover in the last three years, along with copies of the audited statement giving the yearly turnover for last three years.
2. Information about total manpower on rolls with the agency in different categories, along with their qualification levels.
3. Information about the duration for which the Agency is in the facilities management services business, along with evidence for the same.
4. ISO/other certifications the agency has (please provide self attested copies of these certifications)

5. List of current clients and clients in the previous three years in the format given in **Annexure VI** of the tender document. For each client listed, proof of successful execution of the contract should be provided.
6. Information about training programs/tie up for the training of employees for Housekeeping Services, along with records of recent past trainings conducted.
7. The bidder will be required to make a short presentation to the expert committee on the plan it has for providing Housekeeping services to NCR Biotech Science Cluster, 3, Faridabad -121001 (Haryana).

IV. PRICE BID

Minimum required manpower is given in Annexure -XI. Centre reserves the right to increase or decrease the manpower as listed.

The Price Bids must be submitted in the prescribed format as per (**Annexure -XIV**) and nowhere else. ***(PLEASE NOTE THAT NO PRICES SHALL BE INDICATED IN THE PQB OR THE TECHNICAL BID OTHERWISE, THE BID WILL BE REJECTED OUTRIGHTLY WITHOUT ANY FURTHER CORRESPONDENCE)***

- A. The price bid is to be quoted strictly as per the format given in **Annexure -XIV**. There should be no cutting or overwriting.
- B. If price bid is not quoted as per the format in **Annexure -XIV**, the bid is liable to be rejected or the evaluation committee may make its own judgment regarding the total monthly cost of the price bid quoted by the bidder.

V. BID Evaluation Criteria:

- A. The bids shall be ranked on the basis of combined weighted score for quality and cost. The tender shall be awarded to the bidder obtaining the highest total combined score in evaluation of Technical bid and Price (financial) bid.
- B. The bids shall be ranked keeping in view the marks obtained on a scale of 100 marks during evaluation of bids. The technical and Price (financial) bids shall enjoy weightage in the proportion of 70:30 i.e. 70% for the technical bid and 30% for the financial bid.
The financial bids of only those successful bidders who obtain minimum 70% point i.e. 70/100 in Technical evaluation will be opened for evaluation.
- C. Combined scores of respective bidders shall be obtained by sum of their respective technical bid scores (out of 70) and their respective Price (financial) bid scores (out of 30).
- D. (i) Criteria for evaluation of the technical bid/performance of contractors for pre- eligibility

	Attributes	Evaluation
1.	Financial strength (i) Average annual (last three years) turnover Rs. 3.0 Crores /year 15 marks (ii) Solvency Certificate Rs.1.20 Cr. 05 marks	(10 marks) (i) 60% marks for minimum eligibility criteria (ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis for similar works.
2.	Experience in similar class of work (minimum three clients) i One similar works contract of Rs.2.40 Cr. or more ii or iii Two similar works contract of Rs.1.80 Cr. or more or Three similar works contract of Rs.1.20 Cr. or more	(20 marks) i)(60% marks for minimum eligibility criteria of works (ii) 100% marks for twice the minimum eligibility criteria or more In between (i) & (ii) – on pro-rata basis For similar works
3.	Performance on timely completion work minimum two such job. Kindly attach certificate from the minimum two clients (one of whom should be PSU/Govt. organization)	(05 marks) (i) 60% marks for minimum eligibility criteria of works (ii) 100% marks for twice or more the eligibility
		(iii) In between pro-rata

4.	ISO/ other certification of the firm	(05 marks) For certification 5 points Otherwise Zero(0)
5.	Performance of works (Quality) Based on report/visit/ presentation	(40 marks)
	(i) Very Good	40
	(ii) Good	30
	(iii) Fair	10
	(iv) Poor	0
6.	Personnel and Establishment	(Max. 10 marks)
	(i) Skilled	
	(ii) Semiskilled	
	(iii) Unskilled	
7.	Statutory compliance ESI/PF/Labour regulation	(Max. 10 marks) Evaluation by technical committee.

(ii) **Financial bid evaluation:-**

The bidder quoting the lowest rate will be awarded full points out of 30. Others will be awarded on pro-rata basis.

VI. TERMS AND CONDITIONS

Period of Contract: This contract shall be valid for an initial period of one year. Based on the satisfactory performance, the period may be extended on yearly basis for another 3 years, upto a maximum period of 4 years at the sole discretion of the Institute. Periodic increase in wages of workmen provided will be allowed in according with GOI H/o labour revisions from time to time as approved by the competent authority of the Institute.

Price: Quoted rates shall be valid for the entire period of the contract.

Payment: Payment shall be made on monthly basis within fifteen (15) days from the date of receipt of bill duly certified & recommended by designated officer in charge.

Workmen Employed:	The Bidder/agency shall be responsible for following all labour laws and statutory requirements, insurances pertaining to its employees. The agency shall indemnify RCB & THSTI against any Claim on this account. It must retain sufficient reserve of manpower to cater for situations like leave, weekly offs, medical problems, holidays or any other exigencies etc.
Performance:	The performance of the services will be continuously evaluated by the designated committee/user groups nominated by the Executive Directors of both institutes RCB & THSTI.
Delay in Payment:	In case of delay in monthly payment, the agency should make payment to its manpower & for consumables without affecting the work.
Arbitration:	Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996 (as amended from time to time), within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.
Replacement of Staff:	Any staff/employee may be required to be replaced immediately from the site without assigning any reason whatsoever.
Restrictions:	Smoking cigarette, bidi, chewing tobacco, pan, Gutkha or any other banned item is strictly prohibited inside the Institute's premises. Non-Compliance may lead to suitable penalty /termination of contract, to be decided by the Institute.
Attendance register:	Agency shall be responsible to maintain biometric & manual records of daily attendance of the staff deployed by it. However the Institute reserves the right to inspect the records & verify attendance as and when required or deemed fit.
Certification of bills:	Every bill forwarded for payment shall need to be certified by the nominated officer of the Institute.

VII. GENERAL TERMS & CONDITIONS

1. In the event of non-commencement or unsatisfactory performance of the work contract, the Institute reserves the right to cancel the contract agreement or to withhold the payment. In such eventuality, Institute RCB & THSTI further reserves the right to get the work done from some other agencies at the cost of bidding agency. The Agency will also be black listed by the Institute for a period of 5 years from participating in such type of tender and his earnest money/security deposit will also be forfeited.
2. It shall be presumed that the terms & conditions mentioned in the tender document including amendments/ corrigendum, if any have been read, understood and duly accepted by the bidder. The bidder shall have no right to modify/ alter/ amend/ delete any terms/ conditions mentioned in tender document.
3. Tender forms are not transferable. Only the original/downloaded complete tender form must be signed & stamped, and uploaded.
4. Each page of the tender should be numbered and signed by the bidder/ Agency or his authorized signatory and duly witnessed with the seal of the firm.
5. Furnishing of wrong information and false documents will make the bidder ineligible for bidding and liable to be debarred/blacklisted from participation in Tender enquiries/Open Tenders/Annual Rate Contracts by the Institute. The EMD amount will also be forfeited.
6. The bidder will have to furnish documents in support of the information given in the tender. Original documents shall be checked for verification as and when required.
7. In case of any attempt for cartelization by bidders with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted for 3 years and their bid security will be accordingly forfeited.
8. If any required information /documents are not submitted, then the bid of the concerned bidder will be rejected and shall not be considered. No representation in this regard will be entertained.
9. The bidders are expected to be present at the time of opening of bid; however, the bids will be processed even when no bidder /representative is present as per declared schedule.
10. The decision of the Institute regarding approval of bids shall be final and binding on all bidders.
11. A prospective bidder requiring any clarification of the Bidding Document shall contact the Institute through e-mail.

12. Any person who is in Govt. Service anywhere or an employee of the Institute should not be made a partner to the contract by the bidder directly or indirectly in any manner whatsoever.
13. The individual signing the tender document/ bids or any document forming part of the bid on behalf of bidder, shall be responsible to produce a proper power of attorney duly executed in his favor stating that he/she has authority to bind on behalf of such other person of the bidding agency as the case may be in all matters pertaining to the contract including the arbitration clauses.

In case the bidder, so signing, fails to provide the said power of attorney, the Institute may, without prejudice to other civil and criminal remedies, cancel the bid and hold the signatory liable to all costs and damages. In case of registered or unregistered partnership firm, all the partners should sign the bids. In case of change of any person signing the agreement on behalf of limited company or firm, he/she will produce a letter of authority /resolution passed by the company empowering him/her to sign the agreement on behalf of the Bidder/ company or firm.
14. The personnel, whose services are provided by the bidder, shall at all times and for all purposes be the employees of the Agency (Bidding agency) and on no account personnel so appointed and recruited by the agency (Bidder) will have any claim for appointment, continuous recruitment or regularization etc. against the Institute.
15. In every case in which by virtue of the Workman's Compensation Act, the Institute is obliged to pay compensation to such person employed by the Agency (bidder) in execution of the work, Institute will be entitled to recover from the Agency (bidder) the amount of compensation so paid.
16. The bidding agency shall be responsible for verifying the antecedents of its staff/employees working at RCB & THSTI in NCR Biotech Science Cluster, by police verification and will keep attendance and other relevant records at its cost and will produce these on demand of any authority. The list containing the names/addresses of the personnel appointed by the bidder/agency shall be made available to the Institute with their bio-data within 15 days from the date of deputation. The same shall also be provided in the form of CD giving out photographs and detail of the staff within one month of commencement of work.
17. The Bidder/ Agency shall obtain a license under Contract Labour (R&A) Act, 1970 and also submit an attested copy of such license to the Institute. The agency shall abide by all the necessary provisions of various other Labour Laws/Acts viz. ESI/Bonus, Workmen's Compensation and any other laws and rules applicable in this regard.

18. Only those who hold valid registration with the Labour Department shall be eligible to bid in response to NIT and, if found successful, the agency (workmen) shall need to get registered with the Labour Department.
19. The agency shall have necessary licenses/ authorizations for providing Housekeeping Services and/or obtain the same at its costs and expenses as and when required.
20. The successful bidder shall be required to file a copy of every contract appointment with detailed bank account to which wages of the workmen were to be credited by the successful bidder with the District Level Grievance Redressal machinery headed by the Deputy Commissioner (Revenue)
21. The Bidder/ Agency, himself, shall be responsible for any type of statutory/ mandatory claims or penalties in light of the default with reference to the above provisions
22. In case any person engaged by the Bidder/ Agency is found to be inefficient, quarrelsome, infirm, and invalid or found indulging in unlawful or union activities, the bidder/agency will have to replace such person with a suitable substitute at the direction of the competent authority at short notice.
23. The Institute shall not provide any sort of accommodation to the staff or person deployed by the bidding agency and no cooking/lodging will be allowed in the premises of the Institute at any time.
24. The deployed staff shall wear the prescribed neat and clean uniform according to season affixing thereon the badge mentioning on the same, his name and designation, provided by the Bidder/ Agency at his own cost.
25. All safety accessories and measures as required for the execution of the work shall be provided to the workers by the Service Providing Agency at its own cost.
26. The agency shall not engage any staff below the age of 18 years. All the staff deployed by the agency shall be medically fit and their antecedent be verified prior to the deployment in the Institutes.
27. If any complaint of misbehaviour and misconduct comes into the knowledge of the Institutes then all such responsibility shall be of the agency and any loss owing to negligence or mishandling by the staff, the Bidder/ Agency shall himself be responsible to make good for the losses so suffered by the Institutes.
28. The Agency shall not, at any stage, cause or permit any sort of nuisance in the premises of the Institute or do anything which may cause unnecessary disturbance or inconvenience to others working there as well as to the general public in the Institute premises and near to it.
29. No escalation of rates quoted will be allowed during the period of contract except due to revision of minimum wages or revised statutory provision. The agency will honor the Fall Clause in case it also gets business in any other establishment.

30. The agency shall not engage any sub-contractor or sublet/transfer the contract to any other agency/person in any manner.
31. The agency providing Housekeeping Services should ensure the following: -
 - That a daily report of its staff on duty and about their performance is furnished & maintained.
 - That its staff does not use mobile phones/ cameras/ recording devices or smoke/drink/abuse drugs at the place of work.
 - That any specific work related to Maintenance assigned to it by the Principal Employer or any officer authorized by him is carried out by him diligently and well in time.
 - The Principal Employer may also ensure that the salary wages shall be distributed in full as per Minimum Wages Act by the Bidder/ Agency to the deployed staff.
32. Tax deduction at source shall be governed by the prevailing Rules.
33. In case the agency fails to execute the job after signing the agreement /deed or leave the job before completion of the period of contract at their own accord, the Executive Director, Regional Centre for Biotechnology, Faridabad, shall have the right to forfeit the last payment due, irrespective of the duration of the contract.
34. The Executive Director, Regional Centre for Biotechnology reserves the right to:
 - A. Amend the scope and value of any contract under this project.
 - B. Reject or accept any application without assigning any reasons thereof and
 - C. Reject all applications and cancel the Tender.
 - D. The Institute/Employer/Consultant shall neither be liable for any such actions nor be under any obligation to inform the Applicants.

VIII. PENALTY CLAUSES

- 1) In case the agency fails to commence the work as stipulated in the agreement, after 2 weeks delay, the Institute reserves the right to cancel the contract, withhold the agreement and forfeit their EMD as applicable and get this job to be carried out from other source at the risk and cost of the Agency. The defaulting Bidder/ Agency will be blacklisted from participating in any tender of the Institute for next three years
- 2) During the execution of the contract, in case there is shortfall from the committed number of manpower, the Institute will deduct wages payable for the day for the missing manpower
- 3) For any other breach of contract, Designated committee or Authority or any person nominated by or on behalf of the Institute shall be entitled to impose a penalty up to Rs.5000/- for each event of breach, violation or contravention of any of the terms and

conditions contained herein brought to the notice of the Committee. The total penalty per month will be limited to Rs 50,000.

Some of the instances in which penalty would be imposed are enumerated below. (But these are not exhaustive and penalty may be imposed on any violation/breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities).

- I. If the personnel working are not found in proper uniform and displaying their photo identity card.
- II. If the personnel found using mobile phone/ recording device/ cameras or indulging in smoking/drinking/sleeping during duty hours.
- III. Penalty will also be imposed if the behaviour of personnel(s) found is discourteous to anyone in the institute.
- IV. If any personnel found performing duty by submitting a fake name and address, the services of such person shall be terminated and the agency will be held responsible for such lapse.
- V. If any personnel found on duty other than those mentioned in the approved list is supplied by the agencies to the Institute's authorities.
- VI. In the case of any loss/theft of RCB & THSTI in the NCR Biotech Science Cluster property, the committee of NCR Biotech Science Cluster will consider the circumstances leading to the loss and if the responsibility is fixed on the agency, the Institute will make good the losses by deducting the cost of loss from the next month's bill in one or more instalments.

IX. Bid Security (EMD):

- I. Each tender must be accompanied by Bid Security of Rs **2,00,000/- (Rupees Two Lac only)** deposited through **online mode only** favoring the "Executive Director, Regional Centre for Biotechnology" payable at Faridabad, and the same shall be done before closure of the bid.
- II. The Bid Security shall be valid and remain deposited with the Institute for the period of forty five days beyond the final bid validity period.
- III. In case of non submission of Bid Security, the tender would be rejected without assigning any reason whatsoever unless the bidder has uploaded valid exemption certificate as per subclause (v) given below.
- IV. No interest shall be payable by the Institute on the Bid Security.
- V. Bid Security shall be refunded immediately to the unsuccessful bidder on finalization of the tender and to the successful bidder it will be adjusted against security deposit.
- VI. The Bid Security is liable to be forfeited if the bidder withdraws or impairs or derogates the bid in any respect within the period of validity of this offer.

VII. **Performance security deposit:** - the successful tenderer will have to deposit the performance security deposit of Rs.30 lacs in the form of Demand Draft/ Banker's cheque/ BG/FDR of any scheduled bank drawn in favor of "Executive Director Regional Centre for Biotechnology" payable at Faridabad, valid for a period three months beyond the period of contract & subsequent renewals

X. **SUPERVISION & QUALITY CONTROL**

- 1) Institute management shall have the right to terminate the contract/reduce the scope of the services rendered by the agency, with one month notice, if services provided are not of the requisite standard.
- 2) Institute will have unfettered right to inspect the premise, process of **Housekeeping** at anytime and the agency will cooperate with the Institute. Institute will have overriding supervising power to give instructions and it must be complied with.

XI. **LIABILITIES OF SERVICE PROVIDER**

- 1) Man power engaged by Agency will be trained, young, smart and well mannered with proper uniform and as per the qualifications, experience and age as specified in **Annexure - VII**.
- 2) The Agency shall make available CV of the employees in hard copy and/or soft copy giving out the details of all the employees deployed at RCB & THSTI in NCR Biotech Science Cluster.
- 3) The shift of the staff would be adjusted periodically and a roaster would be maintained.
- 4) The staff would be changed with proper handing & taking over every month / week as per roster to avoid possible contacts/collusion for better operational point of view.
- 5) The agency shall pay its employees wages in to their respective bank account through ECS (mandatory requirement). The ECS statement of monthly salary payment duly verified by bank official would have to be submitted with bill for payment.
- 6) All liabilities such as wages, ESI, PF, Bonus and other statutory requirements of the staff on duty will be borne by agency. Agency will submit the proof of PF & ESI payments with ECS statement for salary payment with the monthly bill.
- 7) The agency shall be responsible to provide trained manpower in Housekeeping Services.
- 8) In the event of RCB & THSTI naming a worker as unfit/inefficient, he should be removed immediately from the work spot and provide reliever immediately.

- 9) Providing emergency services as needed on a twenty-four (24) hour, seven (7) days a week basis. The response time for attending to any emergency call shall be immediate and in no case it should exceed one hour.
- 10) Nobody will be appointed without interacting with RCB & THSTI officials
- 11) Working hours of outsourced employees would normally be eight (8) hours (excluding tea and lunch break). All quotes on eight hour duty roster. Normal duty hours will be from 8 am to 4.30 pm. However, one-fifth of total strength the duty hours will be from 9 am to 5.30 pm.
- 12) During winters staff should be equipped with woollen pullover (Sweaters), coats, woollen head cap & boot as per need.
- 13) The service provider shall also provide female staff as per Institutes' needs.
- 14) While working in the scientific laboratories, housekeeping staff may have a chance of exposure to microbes or chemicals in the laboratory. The institute will provide the basic training to carry out cleaning in the laboratory areas. Institute will however, not be responsible for any health ailment due to the negligence of the housekeeping staff or the service provider. No claims for any kind will be entertained by the institute. The service provider should be responsible for all the immunization of the housekeeping staff prior to the commencement of their work in consultation with a government(?) medical doctor.
- 15) The service provider will also provide a managing supervisor who will look over all the duties of their staff and co-ordinate with their staff for day to day activities at the Institute. This managing supervisor will oversee and be held responsible for any dereliction of duty by the staff. The supervisor must be available till 5.30 pm on all working days. This managing supervisor will coordinate with the supervisor of the institute for proper house-keeping. The managing supervisor will be the point of contact with the Institution admin responsible for house-keeping.

XII. CONTRACT TENURE (EXTENSION)

- (i) **CONTRACT TENURE: -**
 - a) The contract will be valid initially for **ONE YEAR** from the date of engagement of the agency.
 - b) After the completion of the assigned responsibilities during the tenure of the contract, Institute, at its sole discretion may extend the contract on year to year basis (maximum for three more years) based on satisfactory performance of the agency during the previous year(s) and successful meeting and exceeding of the SLAs.
 - c) Institute will decide the commencement of the service which will be duly notified at the time of Award of Tender.

XIII. PAYMENT TERMS

- 1) Given the fact that the contractor is under legal obligation to pay due wages as the requirements of law, the successful bidder shall be expected to make payment which may be verified by the two institutions. The contractor shall pay for all legal charges/contributions to statutory authorities. Besides that the contractor shall be obliged to satisfy empowered officer about continued labour law compliance as and when required by empowered officer.
- 2) The payment to the service provider shall be made as per actual and not exceed quoted price (supported by ECS statement duly verified by bank official). The deployment of manpower may vary as per need basis and would be assessed on dynamic basis. Monthly assessment and review shall be made.
- 3) The Agency shall raise bill by the first week of next month. The payment shall be made within Fifteen (15) days of submission of bill. Disputed amount or amount on which clarification is required may be held up till the time matter is sorted out. However, rest amount shall be released by due date.
- 4) Bill should be submitted to the Administrative / Estate branch before 5.00 p.m. otherwise bill will be deemed to be submitted on the next working day.
- 5) Payment from Institute shall be made by electronic fund transfer to the contractors account by NEFT or RTGS for which purpose agency is expected to submit their complete bank details.
- 6) Disputed amount on which clarification is required may be held up till the time matter is sorted out. However, rest of the amount shall be released by due date.
- 7) Here it is essential to note that while considering the attendance and availability of the staff, their working hours will also be considered for evaluation and non – compliance with the mentioned hours of work would be penalized.
- 8) Penalty would be in terms of part of the salary / payment, which would be deducted and reflected in month's payment.
- 9) Payment of bill for deployed manpower must be submitted with following documents for further processing of the bill:
 - a) Monthly Statement of ESI payment
 - b) Monthly Statement of EPF payment
 - c) Bonus payment to be reimbursed (as per actual subject to maximum as quoted in the price bid format) after submission of proof of credit in the bank account of employee.
- 10) The payment to the contractor shall be released on verification of the contracted service through a checking mechanism enforced by Designate Inspection Committee or Authority

or any person nominated by or on behalf of the Institute to assess the performance of the agency, both in terms of quantity and quality.

XIV. FORCE MAJEURE

- i. "Force Majeure" shall mean any event beyond the reasonable control of the Institute or the Bidder/ Agency, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected.
- ii. If either party is prevented, hindered or delayed from or in performing any of its obligations under the Contract by an event of Force Majeure, then it shall notify the other in writing of the occurrence of such event and the circumstances thereof within fourteen (14) days after the occurrence of such event.
- iii. No delay or non-performance by either party hereto caused by the occurrence of any event of Force Majeure shall
 - a) constitute a default or breach of the Contract
 - b) give rise to any claim for damages or additional cost or expense occasioned thereby
 - c) If and to the extent that such delay or non-performance is caused by the occurrence of an event of Force Majeure.
- iv. Notwithstanding clause (iii) above, Force Majeure shall not apply to any obligation of the Institute to make payments to the Agency herein.

XV. Risk Purchase:-

In the event of the Bidder/ Supplier's failure to supply the ordered services as per the contract, the Institute reserves the right to procure the services from any other source at the Bidder's risk and cost and the difference in cost shall be borne by the Bidder. Such cost shall be recovered from the bill of the agency. Further, the purchaser shall retain the right to take any other action(s) as deemed fit.

XVI. JURISDICTION:-

Notwithstanding any other court or courts having jurisdiction to decide the question(s) forming the subject matter of the reference if the same had been the subject matter of a suit, any and all actions and proceeding arising out of or relative to the contract (including any arbitration in terms thereof) shall lie only in the Court of Competent Civil jurisdiction in this behalf at Faridabad and only the said Court(s) shall have jurisdiction to entertain and try any such action(s) and/or proceeding(s) to the exclusion of all other Courts.

XVII. Fall Clause:-

If at any time during the contract period, it is noticed or brought to the knowledge of the Institute that the contractor/bidder has reduced/proposed to reduce the rates for such outsourcing of Housekeeping Services as are covered under this tender enquiry, to any organization (including any department of Govt. of NCT Delhi) at rate lower than the rates quoted under this contract, he shall forthwith reduce the rates payable under this tender for such services after the coming into force of such reduction, the rate of services shall stand correspondingly reduced. The Institute shall make payments based on such reduced rates only.

XVIII. Arbitration

- 1) Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists.
- 2) All disputes and differences arising out of, or in any way, concerning this agreement (except those, the decision whereof is otherwise, hereinbefore provided for) shall be referred for sole arbitration by any person to be nominated by the Executive Directors, RCB & THSTI. The venue of Arbitration shall be Faridabad, India. The award of the arbitrator so appointed shall be final and binding on both the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.
- 3) Indian laws shall govern this contract.
- 4) The existence of any dispute(s) or difference(s) or the initiation or continuance of the arbitration proceedings shall not permit the Parties to postpone or delay the performance by the parties of their respective obligations pursuant to this Contract.

The venue of the arbitration shall be Faridabad, India.

XIX. NOTICES

Any notice, request, or consent sought pursuant to the tender shall be in writing and shall be deemed to have been made when delivered in person to an authorized representative of the Party to whom the communication is addressed, or when sent by speed post, email, or facsimile to such Party i.e. the Institute or Bidder.

XX. TERMINATION

The Institute may terminate the Contract, by not less than thirty(30) days' written notice of termination to the Bidder/Agency, to be given after the occurrence of any of the events specified in paragraphs (i) to (iii) of this Clause and sixty (60) days' in the case of the event referred to in (iv) below :

- i. if the Bidder/Agency fails to meet the performance obligations under the Contract.
- ii. If the Bidder/Agency becomes insolvent or bankrupt;
- iii. If the Bidder/Agency, in the judgment of the Institute has engaged in corrupt or fraudulent practices in competing or in executing the Contract.
- iv. If as a result of Force Majeure, the Bidder/Agency is unable to perform a material portion of the Services for a period of not less than sixty (60) days.

For the purpose of this clause:

- i. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution.
- ii. "Fraudulent Practice" means a misrepresentation of facts in order to influence a selection process or the execution of a contract to the detriment of the Purchaser.

XXI. Exclusive Right of the Executive Director, Regional Centre for Biotechnology, Faridabad,

The Executive Director, Regional Centre for Biotechnology, Faridabad, has full and exclusive right to accept or reject any bid or tender and / or withdraw the work order without assigning any reasons, whatsoever.

Regional Centre for Biotechnology, Faridabad,

Signature of the Bidder/ Agency with stamp

Witnesses:-

1.

2.

Additional information of the Bidding Agency duly signed by the bidder or authorized representative of the bidder as per the Performa

1. Tender Enquiry No. RCB/BSC/NIT/31/2019-20/HOUSE-KEEPING.

Due for opening on: _____

2. Name & Address of Bidder:-

Please indicate

3. Details of Bank Account of the bidder/Agency.

i) Name of the Bank ii) Address of the Branch iii) Phone number iv) IFS Code No.

v) Bank Account No. vi) Type of Account

4. Business Name and constitution of the firm. Is the firm registered under?

i) The Indian Companies Act, 1956 ii) The Indian Partnership Act, 1932

iii) Any act, if not, who are the owners. (Please give full Names and Address)

5. For partnership firms state whether they are registered or not registered under Indian Partnership Act. 1932. Should the answer to this question by a partnership firm be in the affirmative please state further:

i) Whether by the partnership agreement authority to refer disputes

ii) concerning the business of the partnership to arbitration has been conferred on the

Partner who has signed the tender iii) If the answer to (a) is in the negative, whether there is any general power of attorney executed by all the partners of the firm authorizing the partner who has signed he tender to refer dispute concerning business of the partnership to arbitration\

Signature of witness

Full Name and Address of Witness

Signature of Bidder

Full name & address of the Person signing (In BLOCK LETTER)

Whether signing as Proprietor/ Partner

/ Constituted Attorney / duly authorized by the company

DETAILS OF EARNEST MONEY DEPOSIT

Tender Enquiry No.:- **RCB/BSC/NIT/31/2019-20/HOUSE-KEEPING.**

Due for opening on:

Bid Security (EMD) as required by this tender shall be deposited through “**online mode only**” favoring “Executive Director, Regional Centre for Biotechnology” payable at Faridabad, and duly discharged in his favor in advance.

1. Details of Bid Security attached (DD/Pay Order/FDR, Bank Guarantee) : _____
2. Instruments.No._____ Dated_____
3. Drawn on (Bank)_____
4. Address of Branch _____
5. Amount_____

Signature of the Bidder

Name & Address with stamp

INCOME TAX RETURN & PAN

Tender Enquiry No.:- **RCB/BSC/NIT/31/2019-20/HOUSE-KEEPING** Due for opening on:-

As required by this tender the copies of Documents as per details given below are being submitted:-

Details of IT Return: Copy of IT returns of F.Y. - 2016-17, 2017-18, 2018-19

PAN (Attach a photocopy of PAN Card):

Service Tax Registration No:

VAT Registration No.

Signature of the Bidder

Name & Address with stamp

UNDERTAKING - YEARS OF EXPERIENCE

Tender No. RCB/BSC/NIT/31/2019-20/HOUSE-KEEPING. For opening on:

Name of the Service_____

I/ We M/s _____ hereby declare that:

1. Our agency has been in business for a period of ----- years in Maintenance & Housekeeping Services for which the quotation/ tender are submitted.

2. We have served in similar works i.e. provided Housekeeping services in govt./institutes/or private corporate sector with over 200 users (employees, students, etc.) in the last 3 years as stated in relevant annexure.

3. We will be able to arrange for the required manpower, material, machine and other resources for the establishment of service as per the tender term within **15** days of award of tender **(A/T)/Letter of intent (LOI)**.

4. We declare that we have necessary infrastructure/tie up for the maintenance of the premises being used and enough manpower to cater to any additional need of Client on short notice (any increase in required manpower, duly paid), if any such need arises in the tenure of the contract.

Signature of the Bidder

Name & Address with stamp

UNDERTAKING

Tender Enquiry No :-~~RCB/BSC/NIT/31/2019-20/HOUSE-KEEPING~~ For opening on:

I/ We M/s _____ hereby declare that:

1. I/ we am/are agency engaged in business of providing Maintenance & H/K services have examined the above mentioned tender document including amendment/ corrigendum (if any) the receipt of which is hereby confirmed.
2. I/ we do hereby offer to provide Maintenance & H/K services at the prices and rates mentioned in the price bid.
3. I/we do hereby agree to provide/ abide by the Minimum Wages Act of NCR applicable to Central Govt. office & establishment.
4. I/we have quoted rates inclusive of all statutory taxes, charges & compliances i.e. EPF, ESI etc. as applicable.
5. I/ we agree to abide by my/our offer for a period of 180 days from the date of opening of the tender.
6. I/ we have carefully read and understood all the Terms and Conditions of the Tender and shall abide by them.
7. I/we agree for the all clauses and payment terms and conditions of this tender enquiry. In case any condition put forth by us is against the terms and conditions of tender, the same shall be treated as to be having no affect whatsoever and that the tender terms and conditions shall only prevail upon such conditions, if any.
8. I/ we have necessary licenses/ authorizations for providing the Maintenance & Housekeeping services and/or obtain the same at my/our costs and expenses as and when required.
9. I/ we also declare that in case of change constitution of our firm or for any other change, merger, dissolution, insolvency etc. the same shall be immediately brought to the notice of client, in such case continuing partner, successor or administrator or permitted assign shall be responsible for discharging all the liabilities under this contract/ tender.
10. The tender document has been downloaded from the official websites i.e. www.rcb.ac.in, www.rcb.res.in & www.thsti.res.in for bidding purpose is a true copy of the original.
11. Our firm or any other firm with similar type of operation with same or some/one of the partners/proprietors being same as of the tendering firm has not been black listed in the past 3 years by any Government/ private institution except as per the following details:-
(If there is any case please attach the details of the same)
12. I/we also certify that that there is no vigilance/ CBI case pending against the firm/ supplier/ or any other firm with similar type of operation with same or some/one of the proprietors being same as of the tendering firm except as per the following details:-

(If there is any case please attach the details of the same)

13. I/we also certify that there is no pending case for payment/ civil liability pending against us in any of the courts except as per the following details:-

(If there is any case please attach the details of the same)

14. I/we also certify that I have at least 03 clients with whom annual billing for similar services shall not be less than Rs.1.20 Crore in each case.

Signature of the Bidder

Name & Address with stamp

LIST OF PRESENT CLIENTS

List clients with whom annual billing for similar services not less than Rs.1.20 Crore /year in each case in the last three years.

S.No	Name of the client	Date of start	Date of completion	Area (in sq m) being serviced, and number of users	Scope of work	Number of manpower employed	Approx annual contract value providing similar for services	Reference of authorized official on clients side with contact number
1								
2								
3								
4								
5								

Note: Keep adding in the similar manner if the list is longer NOTE:

1. Clients mean the clients presently (on the last day of bid submission) being served by service provider or were serviced in the last three years..
2. Supporting documents in the form of award of work/completion should be submitted.
3. Please highlight the clients for which the total tenure of services is more than 3 years continuously. Certificate of continuity of services with all the clients where Maintenance & H/K Services have been provided for 3 or more years continuously should also be attached/proof of award of work in continuity to be attached.
4. If no proof of award of work, completion of work is submitted, the evaluation committee may make its own judgment and the Bidder/ Agency may be rated poorly on this count in technical evaluation.

Signature of the Bidder

Name & Address with stamp

Size, Category-wise Qualifications, and Experience of manpower with terms & conditions

1. Please provide information about the total size of manpower employed by you. Please also provide educational qualification levels for the different categories of manpower, and any other relevant information for assessing their quality.

Signature of the Bidder

SCOPE OF WORK

The following minimum scope of work is required at the locations / area as mentioned in the area details. Final scope of work would be jointly finalized by the selected service provider and RCB&THSTI.

- Housekeeping (Includes cleaning of toilets, houses, lab rooms, corridors, meeting rooms, cold rooms, windows, doors, roofs, Lifts, ACP Clading, Glazings and enclosures, roads, terraces, and solar panels services like mopping, cleaning, segregation & disposal of general waste)
- Lab attendant

HOUSEKEEPING

Standard Cleaning Services and Procedures as defined below. For these services all consumables (like brooms, cleaning cloth/sponges/wipes, mops, cleaning chemicals, etc.) will be provided by the vendor, except the following: toilet paper, paper towels, and soaps for toilets. Fixtures that remain in toilets, e.g., cleaning brushes for the w/c, will be placed in the toilets by the Institute. For cleaning chemicals/material, vendor has to use standard and widely used brands which will be approved by the Institute. **Proper records/documentation with regard to the cleaning services, including, vacuuming, glass surface cleaning, spot carpet cleaning, trash removal, dome/glazing of panoramic lifts' cleaning, polishing, etc., shall be maintained by the service provider, duly authenticated, signed by the Service Manager of the agency and counter-signed by the nodal representatives of the respective Institutes. The same records may be submitted, once in a quarter, to the administration for perusal.**

Sweep Clean

Sweep clean all floor areas including

- Damp Moping of Tiles, Vitrified floors, Kota / marble floors, staircases, elevators floor, sidewalls and podium entrance areas.
- Floors shall be free of dirt, mud, sand, footprints, liquid spills, and other debris.
- Chairs, trash receptacles, and easily movable items shall be moved to clean underneath.
- During all season, the frequency may be higher than once per day. When completed the floor and halls shall have a uniform appearance with no streaks, smears, swirl marks, detergent residue, or any evidence of remaining dirt or standing water.
- After sweeping all floors, areas would be machine scrub cleaned.
- Sweep Clean of debris from walkways and driveways and hose clean them during appropriate climatic and water use conditions.

Vacuuming

- Vacuuming all rugs and carpets runners and carpet protectors so that they are free of dirt, mud etc.
- Appropriate type of vacuum cleaner would be used to ensure adequate cleaning. When completed, the area shall be free of all litter, lint, loose soil and debris.
- Any chairs, trash receptacles, and easily moveable items, shall be moved to vacuum underneath, and then replaced in the original position.

▪ Washroom Cleaning

- Thorough cleaning and sanitization of toilets, bathrooms, wash basins and shower facilities, using suitable non- abrasive cleaners and disinfectants.
- All surfaces shall be free of grime, soap mud and smudges.
- Cleaning of mirrors, glass windows, etc.
- Replacement of paper towels, toilet paper, soap dispenser in all bathrooms shall be performed. At all times, paper towels and toilet rolls must be available in ALL restrooms. Soap dispensers must be always filled with appropriate soap solutions.
- A large trash bin must be present in each restroom for common trash

▪ Trash Removal

- Emptying all waste paper baskets, ashtrays (if applicable) from all floor areas, and washing or wiping them clean with damp cloth, replacing plastic wastepaper basket linings and returning items where they were located.
- All waste from waste paper baskets will be collected and deposited in the building's waste containers.
- Dry & wet garbage would be segregated and dumped into respective designated areas within the premises.

▪ Glass Surface Cleaning

- All glass at entrance doors of the premises would be cleaned with appropriate glass cleaning agent
- Glass tabletops, cabin doors, cabin partitions and glass accessories would also be cleaned.
- Removal of grease marks or fingerprints glass counters and partitions. This cleaning is to be done using approved all purpose cleaner and lint free cloth or paper towels.

▪ Spot Carpet Cleaning

- Spot clean carpets whenever necessary to remove spots, using appropriate product including shampooing.
- **Damp & Dry Cleaning**
 - Wipe clean all White boards of meeting rooms, Conference rooms, workstations, etc.
 - Wipe clean all table tops of workstations, cubicles and other furniture and fixtures.
- **Deep Cleaning**
 - Stairways, Surrounding Common Areas, Terraces, generator rooms, AHU Rooms, Car parking, etc.
 - Ceilings, Walls, Partitions, etc. (must always be clear of cobwebs, etc.)
 - Toilets and Washrooms.
- **Window Glass Cleaning/Dome/ Glazing of panoramic lifts and other glazing in various building**
 - Interior & Exterior glass will be cleaned on both sides with appropriate glass cleaning agent, throughout the building. Interior cleaning, once a week and Exterior, once a month. Safety devices to be used for cleaning at the heights
 - Exterior cleaning of the glasses where accessible / at reachable height, once a month.
 - Dusting window- sills and blinds, once a week.
- **Sanitizing**
 - Office Desk paper bins would be cleaned and sanitized.
 - All washroom dustbins would be thoroughly cleaned and sanitized.
 - All telephone instruments would be sanitized using disinfectants.
 - Waste Bins from Pantry and cafeteria areas would also be thoroughly cleaned and sanitized with disinfectants.
 - Thorough washing of all walls and doors of all toilets with appropriate detergent and disinfect.
- **Sweep Cleaning**
 - Sweep Cleaning external common areas like terrace, parking areas, pathways, walkways, compound wall sides, etc.
- **Dusting & Wiping**
 - Dusting & wiping light fixtures, when completed the light fixtures shall be free from dirt, grime, dust and marks.

- **Polishing**
 - Mansion Polish of furniture and other wooden fixtures where applicable as directed by the authorised person of the Institute.
 - Applying Metal polishes to accessories or door handles, hand railings, lift walls, etc. where applicable.
- Scrubbing**
 - with scrubbing machines.
- **Fire exit stairs & main stairs**
 - Fire exit stairs will be swept, mopped and dusted once a day.
 - Wall skirting, windows ledges and window glass (from inside) will be cleaned on a daily basis.
 - Handrails will be buffed on a daily basis.
 - Fire exit doors will be wiped and cleaned daily.
 - Fire extinguishers will be dusted on a daily basis
 - Ensuring that Fire exit routes are clear without stacking of any material
- **Common Areas**
 - Entrances, car parks, paving, paths, roads within the campus, grounds and the outside Premises must be maintained so that no graffiti, debris, litter cigarette ends, dirt or spillages are apparent after cleaning.
 - Regular cleaning of existing Solar Panels and to be installed subsequently
 - Cleaning of Terrace
 - Empty all waste bins and replace in their original locations
 - Clearing and cleaning of all storm water drains.
 - Litter picking, cleaning of signages to be carried out at regular intervals.
 - All hard paved areas to be cleaned periodically through appropriate mechanized machinery
 - Quarterly over head tank cleaning of all premises of cluster.
- **Inspection:**
 - The service provider will also provide a managing supervisor who will look over all the duties of their staff and co-ordinate with their staff for day to day activities at the Institute. This managing supervisor will oversee and be held responsible for any delerection of duty by the staff. The supervisor must be available till 5.30 pm on all working days. This managing supervisor will coordinate with the authorised representative of the respective institutes for proper house-keeping. The managing supervisor will be the point of contact with the Institution admin responsible for house-keeping.

- Supervisors should monitor activities of their staff to ensure that housekeeping is of the highest standard.
- Supervisors should develop an inspection checklist that is tailored to the individual work area.
- All deficiencies noted during the inspection should be documented in sufficient detail to allow the use of the checklist as a cleanup guide. A document in the shape of a register should be maintained for each floor at the reception.
- During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the facility manager who in turn, will notify RCB and THSTI.

GENERAL REQUIREMENTS

All the problems pertaining housekeeping will be logged either on telephone, in person or through email. For each type of problem, the response time would be defined and service provider will adhere to it.

This helpdesk will receive, log and track all calls related to the end users in the facility. For calls / services it is not directly responsible, these would be informed and escalated to the concerned RCB & THSTI personnel as decided and communicated to the helpdesk from time to time.

- While a standard Help-Desk needs to be manned and managed during office hours Monday to Saturday, emergency helpdesk will be provided on a 24/7 basis by qualified computer literate Help-Desk Operators.
- Helpdesk will be allotted a dedicated Telephone Extension No. by RCB & THSTI.
- An email ID will be provided for Help-Desk by RCB & THSTI.
- Any problem logged in Help Desk either telephonically or through mail will be registered by Help-Desk operator in a Complaint Register and allotted a Unique No. on that date.
- Work orders will be made by Help-Desk operator and handed over to respective attendant to attend to the problem
- Any Complaint Lodged in Helpdesk will be responded depending on nature of the problem but not later than as referred in SLA and resolved within 2 hours (routine Complaint) of logging the complaint.

Once the call is closed the respective attendant will get the signatures of the complainant on the work order. Helpdesk to counter check before closure of any problems assigned.

- Resolution of the problem will be reconfirmed by the Help-Desk operator with the complainant and then closed in the Register.
- At the end of each day, the unattended and pending problems will be carried forward to the next day and a report of such problems will be prepared and forwarded to the respective authorities in RCB & THSTI.

Escalations

- All Routine Problems, help-Desk related problems, Operations related problems, will be handled by the service provider without any intervention of RCB & THSTI.
- If any call is not resolved within the agreed timelines, it will be escalated to the concerned as per the escalation matrix.

Materials & Consumables

- The Service Provider will maintain inventories and follow up with suppliers for regular supplies of such material. Where material is to be provided by RCB & THSTI, requests will be raised in advance with prior necessary approvals from RCB and THSTI.
- Service provider would always keep minimum nos. of equipments (in working conditions) at site that are needed for housekeeping and other activities.

Personnel

- The Contractor would also ensure that all the employees wear appropriate uniforms and safety gear and adhere to the safety standards as laid down by RCB/THSTI and the industry norms.
- All staff would be in a neat, clean and well-groomed appearance
- All staff to carry proper ID cards as provided by the service provider.
- The staff will ensure wearing respective work masks, safety gloves and belts as and when required. The service provider is solely responsible for adhering of their staff to ALL safety norms. The service provider is also solely responsible for providing its employees all safety harness etc. for any cleaning that requires utmost safety.
- All legal & statutory compliances would be the responsibility of the service provider
- Continuous training of the employees would also be the responsibility of the service provider. All the Housekeeping staff must be adequately trained before they are deployed to perform cleaning in the labs.
- Attendance of all staff at site to be recorded on daily basis and a report of the same should be provided to RCB & THSTI on regular basis.

- **Safety guidelines**

- Service provider must know and follow their duties related to safety for all personnel.
- All Service Provider workmen should be provided with a uniform and shall work within RCB & THSTI premises in their prescribed uniform.
- The service provider shall ensure that no access (passages / access to emergency apparatus / exits) is blocked, unless so authorized by RCB & THSTI.

The service provider shall provide prior information to RCB & THSTI representative about any hazardous material being brought on the site and shall ensure secured /proper storage of such material.

- The housekeeping standards employed by service provider must be of highest degree in all respects.
- The service provider must leave work areas in a clean, tidy and safe condition at the end of each working period.
- No work may be carried out above the heads of people or over gangway or roads or near power cables unless all precautions have been taken to ensure the safety of the person below, and until permission is given by RCB and THSTI.
- The service provider must provide consumables, tools and equipment based on applicable regulations / codes / guidelines.
- The service provider should ensure that their personnel do not consume alcohol / do not smoke / do not take drugs in RCB & THSTI premises/do not loiter here and there without any reason.
- All workmen of the service provider must have valid identification/ cards verified by RCB & THSTI Security Department & shall display at all times during duty hours.

Background Check

Background check for all employees deployed at RCB & THSTI is mandatory. None should be deployed at RCB without police verification report seen and cleared by RCB & THSTI authorities.

Dos' for deployed staff

- Maintain personal hygiene by wearing clean clothes, gloves, shoes etc.
- Be well groomed with short & tidy hair, trimmed nails etc.
- Keep spare uniform available to change at short notice.
- Be always polite and courteous to staff, students and guest of RCB & THSTI.
- Answer telephone calls politely.
- All safety and security rules regulations of RCB to be strictly adhered by the staff.

Don'ts' for deployed staff

- Misbehaviour with any RCB & THSTI staff, student, Guest, other Contract personnel of any magnitude.
- Impoliteness, loud talking, inappropriate language, inappropriate gestures, any indiscipline
- Group gatherings, disturbance
- Involvement in any kind of activity at RCB&THSTI with malafide intentions (including theft), either directly or as a support to any third party
- Indulge in any sort of business/commercial activity inside the premises like chit fund, lending / borrowing of money on interest, etc.

Screening

- Service Provider will depute any personnel at RCB & THSTI only after screening and approval by RCB & THSTI authorities. Any change in any personnel will be at an intimation of at least 1 week to RCB & THSTI. The new personnel will also be screened and approved by RCB.

If any personnel needs to be changed by Service Provider due to some emergency which is beyond the Service Provider control, even then the new personnel will be screened and approved by RCB first.

- In case of rejection of any personnel by RCB & THSTI Service Provider will provide an option till the personnel is approved by RCB & THSTI.
- If Service Provider continues to provide sub-standard personnel which are not approved by RCB and the work suffers, RCB & THSTI will impose penalties as defined ahead.

Management, Co-ordination Reporting and Meetings.

- Service Provider will be responsible for managing the services as described in the scope of work, Liaison and reporting to RCB & THSTI, providing Value-Adds to RCB & THSTI and escalations.
- Service Provider has to do daily meetings, weekly meetings, and monthly review on 10th working day of every month. Quarterly review meeting to appraise RCB & THSTI about the FM activities and value-adds.

Managing the Services

- Service Provider will take ownership of all the Services as described in this Scope of Work and will work as an independent Unit. RCB & THSTI intervention should be only on major issues and not on routine/ operational issues.
- Service Provider will ensure that the Checklists are adhered to with utmost care and regularity.
- Service Provider will ensure that the problems are responded and resolved as per the Time frames decided for each type of problem.

- Service Provider Site in charge will brief RCB representative on operational proceedings on day to day basis.
- The staff should be trained on all the services mentioned in the RFP.
- There should be adequate off-site backup, trained, to ensure 100% service delivery.
- The Service Provider will liaise with external parties (government bodies) if required on behalf of RCB.
- The Service Provider shall ensure that all statutory compliances (PF, ESIC, Minimum wages, contract labour act, etc.) as applicable are adhered to for any person employed by them directly or indirectly. RCB & THSTI reserves the right to terminate the agreement in case there is any willful flouting of the law.
- The Service Provider shall co-ordinate the procurement of all consumables / material.

Statutory Compliance

The Service Provide shall comply with all the statutory acts, and shall on regular basis submit proof of compliance to RCB & THSTI

Liability

- The Service Provider shall indemnify and hold RCB & THSTI harmless from and against all claims, demands, suits, proceedings, damages, costs, expenses and liabilities, including without limitation, reasonable legal fees brought against or incurred by either of them for
 - Injury to persons, including death; and/or
 - Loss or damage to any property; and/or
 - Any other liability resulting from any acts or omissions of the indemnifying Party in the performance of this Contract.
 - Service Provider shall maintain in force and upon request give evidence of adequate insurance covering its potential liability.

Details of Area

(In Sq.mtr & No.)

Details of Area (in sqm)		THSTI					
		LG Floor	UG Floor	1st Floor	2nd Floor	3rd Floor	Total Area
Built up Area as / SGA		12644.00					
Carpet area		1074.50	2159.00	2110.00	2230.50	1641.00	9215.00
Staircase area		108.00	108.00	108.00	108.00	108.00	540.00
Toilet	Ladies	26.50	52.50	38.50	38.50	65.00	221.00
	Gents	27.00	60.00	47.00	47.00	27.00	208.00
	Handicap		4.50	4.50			9.00
Interaction/ Meeting Room		44.00	44.00	44.00	44.00	44.00	220.00
Pantries		26.00				18.00	44.00
Lab Area		123.00	1161.00	991.00	1340.00		3615.00
Corridor Area		315.00	416.00	416.00	416.00	295.00	1858.00
Office Area		247.00	35.00	228.00	35.00	983.00	1528.00
Lobby/ Foyer Area		32.00	108.00	63.00	32.00	32.00	267.00
Control Room		35.00					35.00
Equipment Room		18.00	122.00	122.00	122.00	22.00	406.00
AHU		48.00	48.00	48.00	48.00	48.00	240.00
Electrical Room		25.00					25.00

Detail of Area (in sqm)		RCB					
		LG Floor	UG Floor	1st Floor	2nd Floor	3rd Floor	Total Area
Built up Area as / SGA		10741.00					
Carpet area		1477.60	1679.90	1619.90	1619.90	1406.40	7803.70
Staircase area		71.50	71.50	71.50	71.50	71.50	357.50
Toilet	Ladies	27.20	27.20	27.20	27.20	54.40	163.20
	Gents	35.40	35.40	35.40	35.40	15.40	157.00
	Handicap	4.30	4.30	4.30	4.30		17.20
Interaction/ Meeting Room		44.00	44.00	44.00	44.00	44.00	220.00
Pantries		25.90					25.90
Lab Area		322.60	645.20	803.40	803.40	257.00	2831.60
Corridor Area		302.00	302.60	302.60	302.60	302.60	1512.40

Office Area		278.00	278.00			230.00	786.00
Lobby/ Foyer Area		32.30	108.30	32.30	32.30	32.60	237.80
Control Room		48.30					48.30
Equipment Room		215.90	109.20	245.00	245.00	245.00	1060.10
AHU		54.20	54.20	54.20	54.20	54.20	271.00
Electrical Room		15.40					15.40
Seminar Hall			85.30				85.30

		Detail of Area (in sqm)		SAF			
		LG Floor	UG Floor	1 st Floor	2 nd Floor	3 rd Floor	Total Area
Built up Area as / SGA		4940.00					
Carpet area		991.10	1015.80	1015.80			3022.70
Staircase area		43.80	43.80	43.80			131.40
Toilet	General	12.40	2.00	2.00			16.40
	Handicap	3.70	3.70	3.70			11.10
Lab Area		126.20	239.60	239.60			605.40
Washing Area		168.40					168.40
Animal Breeding			365.00	365.00			730.00
Store Room		218.60					218.60
Corridor Area		136.60	281.00	281.00			698.60
Office Area		109.00	25.00	25.00			159.00
Record/Other Area		123.80	11.00	11.00			145.80
Electrical Room		13.00					13.00
Services			9.10	9.10			18.20
AHU		35.60	35.60	35.60			106.80

		Detail of Area (in sqm)		PRB			
		LG Floor	UG Floor	1 st Floor	2 nd Floor	3 rd Floor	Total Area
Built up Area as / SGA		1865.00					
Carpet area		686.00	750.50	750.50	54.70		2241.70
Staircase area		46.80	46.80	46.80	23.40		163.80
Toilet	General	18.40					18.40
	Handicap	3.50					3.50
Lab Area		74.70	74.40	74.70			223.80
Quarantine Room		220.00					220.00

Animal room			366.20	416.00			782.20
Store Room		15.50	15.50				31.00
Corridor Area		116.90	98.10	98.10	19.50		332.60
Office Area		87.20					87.20
Other Area		103.00	149.20	190.00	11.80		454.00

Detail of Area (in sqm)		Library					
		LG Floor	UG Floor	1st Floor	2nd Floor	3rd Floor	Total Area
Built up Area as / SGA	4174.00						
Carpet area		1918.00	1097.40				3015.40
Staircase area		61.30	61.30				122.60
Toilet	Ladies	29.10	29.10				58.20
	Gents	31.00	31.00				62.00
	Handicap						0.00
Interaction/ Meeting Room		375.60					375.60
Pantries							0.00
Lab Area							0.00
Corridor Area		220.30	126.40				346.70
Office Area							0.00
Lobby/ Foyer Area							0.00
Control Room							0.00
Equipment Room							0.00
AHU		57.60					57.60
Electrical Room							0.00
Seminar Hall		302.40	191.20				493.60
Auditorium		540.7					540.70
Library/ computer lab			658.4				658.40

		Detail of Area (in sqm)			ESS			Total Area
		LG Floor	UG Floor	1 st Floor	2 nd Floor	3 rd Floor		
Built up Area as / SGA		1807.00						
Carpet area		986.00	571.50				1557.50	
Staircase area		46.80	46.80				93.60	
Toilet	General		9.10				9.10	
	Handicap						0.00	
AC Plant Room		414					414.00	
D.G Set Room		211.60					211.60	
LT Panel		200.00					200.00	
Transformer		91.00					91.00	
Store Area			85.00				85.00	
Office Area			423.00				423.00	
Staff Room/Other Area		22.60	7.10				29.70	

*** Phase - II Bldgs.**

Building Wise Area

	THSTI	RCB	SAF	PRB	LIBRARY	ESS	OoC	BSL3	Hostel Extn.
Built up Area as /Architect	12644	10741	4940	1865	4174	1807	4068	1233	2508
Carpet area	9215.00	7803.70	3022.70	2241.7	3015.40	1557.5	3598.23	110.10	2266.68
Staircase area	540.00	357.50	131.40	163.8	122.60	93.6	320.72	112.26	240
ToiletLadies	221.00	163.20			58.20		46.64	15.20	
Gents	208.00	157.00			62.00		40.73	16.96	
Handicap	9.00	17.20	11.10	3.5			3.40		
General			16.40	18.4		9.1	53		264
Interaction/ Meeting Room	220.00	220.00			375.60		37.93		
Pantries	44.00	25.90					96.10		
Lab Area	3615.00	2831.60	605.40	223.8			258.22	357.65	
Corridor Area	1858.00	1512.40	698.60	332.6	346.70		725.93	63.82	275.28
Office Area	1528.00	786.00	159.00	87.2		423	295.65		
Lobby/ Foyer Area	267.00	237.80					321.98	11.6	390.9
Control Room	35.00	48.30					7.72		
Equipment Room	406.00	1060.10					365.16		
AHU	240.00	271.00	106.80		57.60			357.65	

Electrical Room	25.00	15.40	13.00				17.72		
Seminar Hall		85.30			493.60				
Auditorium					540.70				
Library/ computer lab					658.40				
Quarantine Room				220					
Washing Area			168.4						
Animal Breeding			730.00						
Store Room			218.6	31		85			
Services			18.2						
Animal Room				782.2					
Record/Other Area			145.8	454					
A.C Plant Room						414	43.04		
D.G Set Room						211.6			
LT Panel						200			
Transformer						91			
Staff Room/ Other Area							29.7		
Workshop							308.2		
Server Room							39.44		
Dining Hall							266.48		
Entrance Ramp & Steps							8.33	68.99	
Incubator Room							292.84		
Lab. Service Area							20.29		
Guest Room							231		
Balcony							68		267
Radio-Active Room								107.16	
Hostel Room									828.6
Building-wise total Area	18431.00	15592.40	6045.40	4558.2	5730.80	3114.5	7466.75	1221.39	4532.46

Frequency of Cleaning :

Periodicity of the areas to be swept at regular intervals (sweeping moping as applicable)		
Sno	Details of identified areas	Freq. of Cleaning
A. General Rooms		
a	Office / Class / Lecture Room	Once Per Day
b	Committee Room	Once Per Day
c	Reception Room	Thrice Per Day
d	Record Room/ Stationary Room	Once Per Week
e	Labs/Workshops of Inst.	Once Per Day
II. Verandah / Stair Cases Etc.		
a	Verandah	Thrice Per Day
b	Stair Cases	Twice Per Day
III. Open Space		
a	Roads	Once Per Day
b	Court yards	Twice Per Week
c	Garages	Once Per Week
IV. Other Areas		
a	Lawn	Twice Per Week
b	Playground	Once Per Week
c	Solar Panels	Weekly
d	Terrace	Weekly
V. Walls with tile work		
a	Verandah with wall tiles	Once Per Day
b	Rooms with wall tiles	Once Per Fortnight
c	Glass Walls / window panes/Dome/ lifts glazing etc.	Once Per Fortnight
B. Items to be swept regularly		
1	Latrines / bathroom	Thrice Per Day
2	Urinal Pots	Thrice Per Day
3	Mirror / Wash Basin	Thrice Per Day
4	Other Areas	Once Per Day

Service Level Arrangements (SLAs)

Chart 1: Severity Levels and time allowed for attending to the problems under each level of severity.

Severity Levels	Impact of Severity	Response Time	Recovery Time*	Status Update to the authorities of the institute during continuance of the problem
Severity 1	Severe impact on operation of the institute - unable to operate	Immediate- on logging of the problem	Within 60 minutes	every hour

Minimum Manpower Required

Three categories of manpower are required

1. **Manager / Supervisor:** Supervisor – 2 nos,

2. **Housekeeping Services –**

64 nos. to manage Housekeeping, However, the manpower requirement is tentative and may be increased or decreased during the tenure of the contract depending upon the actual requirement.

Notes :

- The manpower numbers indicated are the minimum which will have to be deployed. In case to meet SLAs, additional manpower is required, the same can be included in the bid.
- The Institutes normal working hours will be from 9.00 am to 5.30 pm. However, the staff of House Keeping services will be deployed on staggered hours (i.e., 4/5th of Housekeeping Staff shall be deployed from 8 a.m. to 4.30 p.m. and 1/5th of Housekeeping staff shall be deployed from 9 a.m. to 5.30 p.m.) to support for the staff working late hours. However, the Institute reserves the right to the change the slot time as per requirement from time to time.
- The service provider to ensure that every person who has been deployed gets weekly off.

Prequalification BID

Sl.	Documents asked for	Page number at which document is placed
1	Bid Security (EMD) of Rs. 2,00,000.00 (Rupees Two lacs only) shall be deposited through “ online mode only ” in favour of <i>Executive Director, Regional Centre for Biotechnology, payable at Faridabad</i> , valid for 45 days beyond the Tender validity period.	
2	One self-attested recent passport size photograph of the Authorized person of the firm/agency, with name, designation, address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.	
3	Undertaking on the letter head of Rs.100/- (Rupees one hundred only) as per format prescribed in Annexure-IV).	
4	Self-attested copy of the PAN card issued by the Income Tax Dept. with copy of Income-Tax Return of the last financial year.	
5	Self attested copy of GST Registration No	
6	Self attested copy of valid Registration number of the firm/agency	
7	Self attested copy of valid Provident Fund Registration number.	
8	Self attested copy of valid ESI Registration No.	
9	Self attested copy of valid License No. under Contract Labour (R&A) Act, 1970.	
10	Proof of experiences of last three financial years.	
11	Annual returns of previous three years supported by audited balance sheet.	
12	Any other documents, as required.	

Annexure XIII Technical Bid (Total points: 70)

Sl. No.	Criteria
1	Annual Turnover (in Lakhs) (average of last 3 consecutive years)
2	Total Manpower on roll, no. of Trained Supervisory staff on roll, quality of manpower.
3	No of years in providing Housekeeping Services
4	ISO/ Other Certifications of the firm
5	Experience in similar organizations, the nature of past and current customers, recommendations from clients
6	Training of manpower – training methods deployed, upgradation of manpower, infrastructure/tie up for the training of employees for Housekeeping Services
7	Plan for providing facilities management service to NCR-Biotech Science cluster, 3rd Milestone, Faridabad-Gurgaon Expressway, Faridabad.

Annexure XIV Financial Bid (Total: 30 points)

Please provide in this table the categories of manpower you plan to use at NCR-Biotech Science Cluster, Faridabad. The manpower must be grouped in two categories given above – manager/supervisor, and Housekeeping Services to use at RCB & THSTI in NCR-Biotech Science Cluster, Faridabad, and for each category their general qualifications, the number you plan to use, their salary, and the total cost. After listing the manpower cost, list the cost of consumables and any other charges by the agency (if any). The total cost should be clearly stated in the last line.

S.No.	Category of Employee	Qualifications	Number to be deployed	Salary PM	Total Cost (incl agency charges)
1.	Manager/Supervisor		2		
a	RCB		1		
b	THSTI		1		
2.	House Keeping		64		
	Trained Housekeeping staff		64		
a	RCB		34		
b	THSTI		30		
	Cost of all consumables as detailed in scope	n/a	n/a	n/a	
	Other charges (if any)	n/a	n/a	n/a	
	TOTAL				

Note:

1. Salary must include ESI & PF as applicable.
2. Agency Charges should include Uniform allowance, etc.
3. Wages should not be less than minimum wages as prescribed by minimum wages act prescribed by Central Govt.
4. Bonus payment to be reimbursed annually (as per actual payment subject to prevailing Govt. Bonus rate criteria and other terms & conditions as revised and applicable from time to time) after submission of proof of credit in the bank account of employee

A. To be provided by institute:

All dust bins and coloured waste disposable bags will be provided by the institute.

B. The contractor has to provide the followings:

1. All the cleaning material, soap solutions, room fresheners, naphthalene balls, disinfectants, deodorants, any other articles/solution/chemical as mentioned in this tender document will be provided by the contractor.
2. All the manpower, equipments, tools and tackles, their accessories /refills pertaining to housekeeping services will have to be provided by the contractor.
3. The contractor has to provide supervisory and management support by his own staff to get the maximum output from the house keeping force deployed at the institute. Teaching and training to the Housekeeping staff has to be done by the contractor. ***The man and all materials needed for the management of the house keeping staff will be the responsibility of the contractor. The institute will only pay the management fee or service charges.***
4. Following equipments, tools and tackles are minimum and mandatory to be provided to the housekeeping staff by the contractor. These numbers, however, can be increased as per requirement but payment will only be done as per financial bid. Minimum No. of Equipments, tools, tackles etc have to be maintained in the institute at all times. A record of all these items should be kept by the Supervisor. All these equipments may be inspected by designated centre official at any time. A surprise check with regard to the availability of equipments and tools as mandated and provisioned in the agreement may be carried out by a competent authority or its representative in every quarter.

INDICATIVE LIST OF EQUIPMENTS, TOOLS & TACKLES

S. No.	Description	Number required (Mandatory)
1.	Scrubbing machine Size	6
2.	Wet/ dry vacuum cleaner	6
3.	High pressure jet	3
4.	Wringer trolley	15
5.	Caddy basket	20
6.	Glass cleaning kit	10
7.	Wet mops kentacky	Minimum 15
8.	Wet mops round(for bath rooms)	Minimum 15
9.	Sweeping brushes (dry dust control mops)	Minimum 15
10.	Hard brooms for ground sweeping	Minimum 35

11.	Nylon scrubbers, dusters, hard and soft brooms, buckets, squeezers	As per requirement
12.	Equipments for pest control and rodents control	As per slandered guide lines
13.	Aluminum ladder 18', 12' & 4'	3 Nos. each

The minimum Numbers of items given above is to be kept maintained by replacement whenever required. In case if these equipments are not able to ensure an effective. Efficient and timely housekeeping management in the institute the Contractor will have to increase the numbers as per the requirement, no payment whatsoever will be made for these additional quantities.

5. The following quantities of cleaning material and aids for a month shall be procured by the Contractor and shall be stored in the store room and issue to the staff on daily basis as per requirement. The Consumables to be used are to be got approved by Centre Authorities. Records shall be maintained which shall be opened to the inspection by Centre Authorities.

LIST OF CLEANING MATERIALS & AIDS

Sr. No.	Items	Qty.	Sr. No.	Items	Qty.
1	Dust Control Refill	30 Nos.	10	Cleanzo/ Phenyl	80 Ltr
2	Kent Mop Refill	900 Nos.	11	R1 (Bathroom Cleaner)	100 Ltr
3	Detergent	100 Kg	12	R2 (Bathroom Cleaner)	100 Ltr
4	Vim	100 Kg	13	R4 (Furniture Cleaner)	100 Ltr
5	Multi Cleaner Solution	60 Ltr	14	R6 (Toilet Cleaner)	100 Ltr
6	Room Spray (Premium)	100 Bottles	15	Colin Dispenser	6 Nos.
7	Odonil	200 Nos.	16	D7 (Stainless Steel Polish)	15 Ltr
8	N. Balls	10 Kg.	17	Dettol Anti Septic	100 Ltr
9	Brasso	2 Ltr			

Note: Aforesaid quantities are not exhaustive and may vary depending on requirement. If the above articles are not able to ensure an effective, efficient and timely housekeeping service management in the institute, the Contractor will have to provide additional items as per requirement. No extra payment whatsoever will be made for these additional quantities.

6. Uniforms of housekeeping staff, I-Cards, Covered trolleys, dustpans, mops, buckets, wipers, gloves, dusters, scrubbers, sponge, brooms, brushes, safety gear etc. to be provided by the Contractor as per requirement.

7. **MAN POWER REQUIREMENT:**

S. No.	Manpower Description	Number
1	Trained Housekeeping Staff in uniform and I – card	64* Including relievers
2	Trained Housekeeping supervisor in uniform and I-card	2* Including relievers

***There may be increased requirement of manpower, for which payment will be made as per the rate quoted against Manpower charges in the Financial Bid of this Tender document, however, no payment will be made for any increase in consumables, Tools & equipments.**

**REGIONAL CENTRE FOR BIOTECHNOLOGY FINANCIAL BID FOR HOUSEKEEPING SERVICE AT
NCR-BIOTECH SCIENCE CLUSTER, 3RD MILESTONE, FARIDABAD-GURGAON EXPRESSWAY,
FARIDABAD**

I / we the authorized signatories, on behalf of the (registered name of the Agency) in response to tender of the Institute for “Housekeeping Services” NCR-Biotech Science Cluster, Faridabad Campus hosted on its web-site and as per “Scope of Work” contained in the tender document quote our best rates as below. Manpower (Annexure XV of the Tender Document) wise rate quotation is attached.

S. No.	Service	Cost (All inclusive)	Remarks
1	Services of personnel, as per Annexure XV of the Tender Document, on all working days as per the specified time.		Quote here total cost of providing services of personnel as per requirement indicated in the tender document. Enclose a separate personnel wise cost sheet as per Annexure-XIV of the Tender Document
2	Per hour unit cost of providing services on off-days / holidays		Quote here total average per hour cost of providing services of all personnel. Enclose a separate personnel wise cost sheet as per Annexure XV of the Tender Document
3	Overtime rates on per hour basis, if retained after office hours or called before office hours		Quote here total average per hour cost of providing services of all personnel. Enclose a separate personnel wise cost sheet as per Annexure-XV of the Tender Document
4	Cost of providing tools and equipments, wherever applicable.		Quote here equipment wise cost of tools and equipments proposed to be applied in providing the services.

Cost quoted for “2”, “3” and “4” above will not be a deciding factor for evaluating the financial bid. However, the bid shall be summarily rejected if the same is not quoted. The decision of the Institute in this regard shall be final and not subject to any review.

Name and Complete Address of the

Bidder with official seal

Contact Number with e-mail ID

Date:

Place: