



United Nations  
Educational, Scientific and  
Cultural Organization

# REGIONAL CENTRE FOR BIOTECHNOLOGY

an institution of education, training and research

Established by the Dept. of Biotechnology, Govt. of India  
Under the Auspices of UNESCO  
180 Udyog Vihar Phase 1, Gurgaon - 122016, India

## **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 Village Bhankri, Gurgaon-Faridabad  
Expressway, Faridabad -121004 (Haryana)

### **CLIENT:**

EXECUTIVE DIRECTOR, RCB GURGAON  
FLOATING TENDER ON BEHALF OF RCB & THSTI

**COST OF TENDER DOCUMENT: - Rs. 1,500/-**

**NOTICE INVITING TENDER FOR PROVIDING OF HOUSEKEEPING SERVICES AT (RCB) REGIONAL CENTRE FOR BIOTECHNOLOGY & TRANSLATIONAL HEALTH SCIENCE & TECHNOLOGY INSTITUTE (THSTI) IN NCR-BIOTECH SCIENCE CLUSTER, AT VILLAGE BHANKRI, GURGAON-FARIDABAD EXPRESSWAY, FARIDABAD -121004 (HARYANA)**

Tender's Name- **Housekeeping Services**

Bidding Document No: - **RCB/BSC/TENDER/FMS-House-keeping/2014-15/008**

Tender Fee – **Rs. 1500 /-(Rupees One thousand Five hundred only)**

All tender related queries may be addressed to [tender@rcb.ac.in](mailto:tender@rcb.ac.in); tender document available from [www.rcb.ac.in](http://www.rcb.ac.in), [www.rcb.res.in](http://www.rcb.res.in), and [www.thsti.res.in](http://www.thsti.res.in)

**Schedule for invitation of tender:**

1	Pre- bid meeting and presentation by the prospective bidder	<b>11.09.2014 at 15.00hrs</b>
2	Bid Submission end date (Last date and time) for receipt of bids	30.09.2014 at 15.00hrs
3	Bid Opening Date and time	30.09.2014 at 15.30hrs
4.	Validity of Bids	180 days

1. On behalf of two institute of RCB & THSTI, Executive Director, Regional Centre for Biotechnology, sealed tenders are invited from established, reputed and experienced agencies for providing **Housekeeping Services** in the respective institution at NCR Biotech Science Cluster, Village Bhankri, Gurgaon-Faridabad Expressway, Faridabad -121004 (Hararyana).
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 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 60% weight to technical bid and 40% to financial bid.

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

(a)	<b>Institute</b>	Regional Centre for Biotechnology, Gurgaon
(b)	<b>Name of Services required</b>	Providing of Housekeeping Services in NCR-Biotech Science cluster, at Village Bhankri, Gurgaon-Faridabad Expressway, Faridabad -121004 (Harayana)
(c)	<b>Date for start of full service</b>	Within Fifteen (15) days of the Award of Contract, complete service as per scope of work.
(d)	<b>Tender Cost</b>	Rs. 1500 /-(Rupees One thousand Five hundred only) in the form of a demand draft/ pay order in favor of "Executive Director, Regional Centre for Biotechnology", payable at Gurgaon, which is non refundable.
(e)	<b>Bid Security (EMD)</b>	Rs. 2,00,000/- (Rupees Two lacs only) in the form of a demand draft/ pay order/BG drawn on an Indian scheduled Bank, payable at Gurgaon in favor of "Executive Director, Regional Centre for Biotechnology",

**I. PROCEDURE FOR SUBMITTING TENDERS**

- a) The following documents along-with supporting documents, may be submitted in Original form so as to reach the Office of the Sr. Manager (A&F), Regional Centre for Biotechnology, #180, Udyog Vihar Phase-I, Gurgaon-122016 (Harayana), 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. Tender document fee/ receipt.
  - iii. 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**
  - iv. Bid Security (EMD) in original along with declaration in **Annexure II**
  - v. 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.
  - vi. Declaration as per **Annexure-III** along with attested Copies of Income Tax Return for the last three years, PAN ., Service Tax and/ or VAT Registration Certificate of the bidder/ Agency

- vii. Undertaking at least 3 years of Experience in the field of Housekeeping Services shall be given in – **Annexure-IV**
- viii. 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.
- ix. **Annexure VI:** List of present clients (at least three nos. ) with whom annual billing for similar services shall not be less than Rs. 40 Lac per annum in each case.
- x. 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**)
- xi. Solvency certificate from banker(s) for the value not less than Rs. 40 lacs.
- xii. **Annexure VII:** Undertaking to provide manpower as per the desired category, qualification, experience & and terms and conditions.
- xiii. Technical bid Para IV of this tender document, however it must be noted that no price should be indicated in the technical bid or PQB evaluation.
- xiv. Each page of the tender should be numbered and signed by the Bidder/ Agency with the seal of the firm.
- xv. **Annexure VIII:** Scope of work
- xvi. **Annexure IX:** Area Details
- xvii. **Annexure X:** Service Level Agreement
- xviii. **Annexure XI:** Total Manpower Required
- xix. **Annexure XII:** Prequalification Bid
- xx. **Annexure XIII:** Technical Bid
- xxi. **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 (FMS) including housekeeping work 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.80.0 lacs or more;
  - OR**
  - b) Two similar work contracts of Rs.50.0 lacs or more;
  - OR**
  - c) Three similar work contracts of Rs. 40.0 lacs or more.
3. Total turnover of the agency should not be less than Rs.100.0 lacs for **“FMS segment”** 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	<b>Annexure I</b>	Properly filled and duly signed and stamped.
2	Bid Security (EMD) of <b>Rs. 2,00,000/-</b> only	DD/Pay Order/Banker’s Cheque /Bank guarantee in favor of <b>“Executive Director, Regional Centre for Biotechnology”</b> payable at Gurgaon, along with properly filled, signed and stamped <b>Annexure II</b>
3	<b>Annexure III</b>	Copy of IT return and acknowledgment of the Income Tax Department for the financial years 2010-11, 2011-12, 2012-13 and photocopy of PAN card <b>Annexure III</b>

4	Undertaking by Bidder/ Agency as mentioned in <b>Annexure IV</b>	On official letter head of Bidder/ Agency, duly signed and stamped by Bidder/ Agency..
5	Undertaking by Bidder/ Agency as mentioned in <b>Annexure V</b>	As explained above.
6	Financial Standing Solvency Certificate of Rs. 40 Lacs 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 Rupees forty Lacs P.A in each Organization. Out of which at least one should be Govt./PSU/Semi Govt./Research institute/ university.( <b>Annexure VI</b> )
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 ( <b>Annexure -IV</b> )	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, Village Bhankri, Faridabad -121004 (Harayana).

### 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 60:40 i.e. 60% for the technical bid and 40% 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 60) and their respective Price (financial) bid scores (out of 40).
- D. (i) Criteria for evaluation of the technical bid/performance of contractors for pre-eligibility

	<b>Attributes</b>	<b>Evaluation</b>
<b>1.</b>	Financial strength (i) Average annual (last three years) turnover <b>100 lacs/year</b> 15 marks (ii) Solvency Certificate 40 lacs 05 marks	<b>(20 marks)</b> (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.
<b>2.</b>	Experience in similar class of work (minimum three clients) i One similar works contract of ` 80 lacs or more ii or Two similar works contract of ` 50 lacs or more iii or Three similar works contract of ` 40 lacs or more	<b>(20 marks)</b> 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
<b>3.</b>	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)	<b>(10 marks)</b> (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	<b>(05 marks)</b> For certification 5 points Otherwise Zero(0)
5.	Performance of works (Quality) Based on report/visit/ presentation	<b>(15 marks)</b>
	(i) Very Good	15
	(ii) Good	10
	(iii) Fair	05
	(iv) Poor	0
6.	Personnel and Establishment	<b>(Max. 20 marks)</b>
	(i) Skilled	
	(ii) Semiskilled	
	(iii) Unskilled	
7.	Statutory compliance ESI/PF/Labor regulation	<b>(Max. 10 marks)</b> Evaluation by technical committee.

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

The bidder quoting the lowest rate will be awarded full points out of 40. 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 a maximum period of 5 years at the sole discretion of the Institute. Periodic increase in wages of workmen provided will be allowed in according with GOI H/o labor 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. 10% of annual increase will be applicable on service charges beyond 1<sup>st</sup> year of service.

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 labor 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, 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 bidder with a view to hike up the prices, all bids will be rejected and such bidders will be blacklisted and bid security will be 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 deputing. 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 Labor 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 FMS 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 misbehavior 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, Gurgaon, 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, Institute reserves the right to cancel the contract and withhold the agreement and forfeit the EMD as applicable and get this job to be carried out from at the cost of the Agency. The defaulting Bidder/ Agency will be blacklisted from participating in any tender of RCB 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. 1000/- 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 will per month will be limited to Rs 5000.

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 behavior of personnel(s) found is discourteous to anyone in the institute.

- IV. If any personal 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)** in the form of a Demand Draft/ Pay Order/BG/FDR favoring the "Executive Director, Regional Centre for Biotechnology" payable at Gurgaon, and the original Bid Security sent to O/O the Senior Manager (A&F), Regional Centre for Biotechnology, Gurgaon, so as to reach before the closing 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 sub-clause (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 ` 10 lacs in the form of Demand Draft/ Banker's cheque/ BG of any scheduled bank drawn in favor of "Executive Director Regional Centre for Biotechnology" payable at Gurgaon, valid for a period three month 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. 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 not 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.
12. During winters staff will be equipped with woolen pullover (Sweaters), coats & boot as per need.
13. The service provider shall also provide female staff as per Institute need.

## **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 four more years) based on satisfactory performance of the agency during the previous year(s) and successful meeting and exceeding of the SLAs.
- c) In exceptionally deserving case, Institute, at its sole discretion and mutual consent, may consider further extension of the period of contact for which independent assessment of performance could be sought.
- d) 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 there of 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 New Delhi, 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, Gurgaon,**

The Executive Director, Regional Centre for Biotechnology, Gurgaon, 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, Gurgaon,

**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/TENDER/FMS-HOUSE-KEEPING/2014-15/008. 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/TENDER/FMS-HOUSE-KEEPING/2014-15/008.**

Due for opening on:

Bid Security (EMD) as required by this tender is being submitted in the form of DD/Bank Guarantee/FDR favoring "Executive Director, Regional Centre for Biotechnology" payable at Gurgaon, 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/TENDER/FMS-HOUSE-KEEPING/2014-15/008**. 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. - 2010-11, 2011-12, 2012-13

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/TENDER/FMS-HOUSE-KEEPING/2014-15/008. Due 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/TENDER/FMS-HOUSE-KEEPING/2014-15/008~~. Due 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 to 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 website i.e. [www.rcb.ac.in](http://www.rcb.ac.in) [www.rcb.res.in](http://www.rcb.res.in) & [www.thsti.res.in](http://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. 40 lacs 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 ` 40 Lacs/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, Qualifications, and experience of manpower**

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.

- Housekeeping (Includes cleaning of toilet, house, lab rooms, roads, terraces, and solar panels services like mopping, cleaning & disposal of 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.

#### ▪ Sweep Clean

Sweep clean all floor areas including

- Damp Mopping 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.
- **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 designated area within the premises.
- **Glass Surface Cleaning**
  - All glass at entrance doors of the premises would be cleaned using damp and dry method.
  - 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.
  - 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, throughout the building. Safety devices to be used for cleaning at the heights
  - Exterior cleaning of the glasses where accessible / at reachable height.

- Dusting window- sills and blinds.
- **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
  - 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 Solar Panels ( 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
- **Inspections**
    - Supervisors should monitor activities of their staff to insure 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 Mon through 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.
- 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.
- 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. These guidelines are applicable as well as sub-contractors deployed by them at the site.
- All Service Provider workmen should be provided with a uniform and shall work within RCB 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 and his sub-contractors must be good in all respect.
- 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 premises.
- All workmen of the service provider or their sub-contractors 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**

- Misbehavior 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 with malafide intentions (including theft), either directly or as a support to any third party

### **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 10<sup>th</sup> 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 &amp; No.)

Detail of Area (in sqm)		THSTI					
		LG Floor	UG Floor	1st Floor	2nd Floor	3rd Floor	Total Area
<b>Built up Area as / SGA</b>		<b>12644.00</b>					
<b>Carpet area</b>		1074.50	2159.00	2110.00	2230.50	1641.00	9215.00
<b>Staircase area</b>		108.00	108.00	108.00	108.00	108.00	540.00
<b>Toilet</b>	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
<b>Interaction/ Meeting Room</b>		44.00	44.00	44.00	44.00	44.00	220.00
<b>Pantries</b>		26.00				18.00	44.00
<b>Lab Area</b>		123.00	1161.00	991.00	1340.00		3615.00
<b>Corridor Area</b>		315.00	416.00	416.00	416.00	295.00	1858.00
<b>Office Area</b>		247.00	35.00	228.00	35.00	983.00	1528.00
<b>Lobby/ Foyer Area</b>		32.00	108.00	63.00	32.00	32.00	267.00
<b>Control Room</b>		35.00					35.00
<b>Equipment Room</b>		18.00	122.00	122.00	122.00	22.00	406.00
<b>AHU</b>		48.00	48.00	48.00	48.00	48.00	240.00
<b>Electrical Room</b>		25.00					25.00

Detail of Area (in sqm)		RCB					
		LG Floor	UG Floor	1st Floor	2nd Floor	3rd Floor	Total Area
<b>Built up Area as / SGA</b>		<b>10741.00</b>					
<b>Carpet area</b>		1477.60	1679.90	1619.90	1619.90	1406.40	7803.70
<b>Staircase area</b>		71.50	71.50	71.50	71.50	71.50	357.50
<b>Toilet</b>	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
<b>Interaction/ Meeting Room</b>		44.00	44.00	44.00	44.00	44.00	220.00
<b>Pantries</b>		25.90					25.90
<b>Lab Area</b>		322.60	645.20	803.40	803.40	257.00	2831.60
<b>Corridor Area</b>		302.00	302.60	302.60	302.60	302.60	1512.40
<b>Office Area</b>		278.00	278.00			230.00	786.00
<b>Lobby/ Foyer Area</b>		32.30	108.30	32.30	32.30	32.60	237.80
<b>Control Room</b>		48.30					48.30
<b>Equipment Room</b>		215.90	109.20	245.00	245.00	245.00	1060.10
<b>AHU</b>		54.20	54.20	54.20	54.20	54.20	271.00
<b>Electrical Room</b>		15.40					15.40
<b>Seminar Hall</b>			85.30				85.30

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

Detail of Area (in sqm)							PRB
		Gr. Floor	1st Floor	2nd Floor	3rd Floor		Total Area
<b>Built up Area as / SGA</b>	<b>1865.00</b>						
<b>Carpet area</b>		686.00	750.50	750.50	54.70		2241.70
<b>Staircase area</b>		46.80	46.80	46.80	23.40		163.80
<b>Toilet</b>	General	18.40					18.40
	Handicap	3.50					3.50
<b>Lab Area</b>		74.70	74.40	74.70			223.80
<b>Quarantine Room</b>		220.00					220.00
<b>Animal room</b>			366.20	416.00			782.20
<b>Store Room</b>		15.50	15.50				31.00
<b>Corridor Area</b>		116.90	98.10	98.10	19.50		332.60
<b>Office Area</b>		87.20					87.20
<b>Other Area</b>		103.00	149.20	190.00	11.80		454.00

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

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

### Building Wise Area

	<b>THSTI</b>	<b>RCB</b>	<b>SAF</b>	<b>PRB</b>	<b>LIBRARY</b>	<b>ESS</b>
<b>Built up Area as /Architect</b>	<b>12644</b>	<b>10741</b>	<b>4940</b>	<b>1865</b>	<b>4174</b>	<b>1807</b>
<b>Carpet area</b>	9215.00	7803.70	3022.70	2241.7	3015.40	1557.5
<b>Staircase area</b>	540.00	357.50	131.40	163.8	122.60	93.6
<b>Toilet</b> Ladies	221.00	163.20			58.20	
Gents	208.00	157.00			62.00	
Handicap	9.00	17.20	11.10	3.5		
General			16.40	18.4		9.1
<b>Interaction/ Meeting Room</b>	220.00	220.00			375.60	
<b>Pantries</b>	44.00	25.90				
<b>Lab Area</b>	3615.00	2831.60	605.40	223.8		
<b>Corridor Area</b>	1858.00	1512.40	698.60	332.6	346.70	
<b>Office Area</b>	1528.00	786.00	159.00	87.2		423
<b>Lobby/ Foyer Area</b>	267.00	237.80				
<b>Control Room</b>	35.00	48.30				
<b>Equipment Room</b>	406.00	1060.10				
<b>AHU</b>	240.00	271.00	106.80		57.60	
<b>Electrical Room</b>	25.00	15.40	13.00			
<b>Seminar Hall</b>		85.30			493.60	
<b>Auditorium</b>					540.70	
<b>Library/ computer lab</b>					658.40	
<b>Quarantine Room</b>				220		
<b>Washing Area</b>			168.4			
<b>Animal Breeding</b>			730.00			
<b>Store Room</b>			218.6	31		85
<b>Services</b>			18.2			
<b>Animal Room</b>				782.2		
<b>Record/Other Area</b>			145.8	454		
<b>A.C Plant Room</b>						414
<b>D.G Set Room</b>						211.6
<b>LT Panel</b>						200
<b>Transformer</b>						91
<b>Staff Room/ Other Area</b>						29.7
<b>Building-wise total Area</b>	<b>18431.00</b>	<b>15592.40</b>	<b>6045.40</b>	<b>4558.2</b>	<b>5730.80</b>	<b>3114.5</b>



## Frequency of Cleaning

<b>Details of the area to be swept at regular intervals (sweeping moping as applicable)</b>			
<b>Sno</b>	<b>Details of identified areas</b>	<b>Freq. of Cleaning</b>	<b>Approx Areas (sq mtrs)</b>
<b>A. General Rooms</b>			
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	
<b>II. Verandah / Stair Cases Etc.</b>			
a	Verandah	Thrice Per Day	
b	Stair Cases	Twice Per Day	
<b>III. Open Space</b>			
a	Roads	Once Per Day	
b	Court yards	Twice Per Week	
c	Garages	Once Per Week	
<b>IV. Other Areas</b>			
a	Lawn	Twice Per Week	
b	Playground	Once Per Week	
c	Solar Panels	Weekly	
d	Terrace	Weekly	
<b>V. Walls with tile work</b>			
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>B. Items to be swept regularly</b>			
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.

<b>Severity Levels</b>	<b>Impact of Severity</b>	<b>Response Time</b>	<b>Recovery Time*</b>	<b>Status Update to the authorities of the institute during continuance of the problem</b>
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:** Building Supervisor – 2 nos, services supervisor – 2 nos.
3. **Housekeeping Services –**  
91 nos. to manage Housekeeping,

**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.
- RCB working hours will be from 9.00 am to 6.00 pm. Similarly a few staff of services will be deployed on staggered hours for the staff working late hours.
- 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) in the form of DD/ FDR/Bank Guarantee issued by any scheduled commercial bank in favour of <i>Executive Director, Regional Centre for Biotechnology, payable at Gurgaon</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 Service Tax 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.	

**Technical Bid (Total points: 60)**

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

**Financial Bid (Total: 40 points)**

Please provide in this table the categories of manpower you plan to use a 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)
<b>1.</b>	<b>Manager/Supervisor</b>		<b>4</b>		
a	Building Supervisor		2		
b	Supervisor		2		
<b>2.</b>	<b>House Keeping</b>		<b>91</b>		
a	Trained Housekeeping staff		91		
	Cost of all consumables as detailed in scope	n/a	n/a	n/a	
	Other charges (if any)	n/a	n/a	n/a	
	<b>TOTAL</b>				

Note:

- Salary must include ESI & PF as applicable.
- Agency Charges should include Bonus, Uniform allowance etc.
- Wages should not be less than minimum wages as prescribed by minimum wages act prescribed by Central Govt.

**A. To be provided by institute:**

All dust bins and colored 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.

**INDICATIVE LIST OF EQUIPMENTS, TOOLS & TACKLES**

<b>S. No.</b>	<b>Description</b>	<b>Number required (Mandatory)</b>
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 (drydust 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**

<b>Sr. No.</b>	<b>Items</b>	<b>Qty.</b>	<b>Sr. No.</b>	<b>Items</b>	<b>Qty.</b>
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:

<b>S. No.</b>	<b>Manpower Description</b>	<b>Number</b>
1	Trained Housekeeping Staff in uniform and I – card	91* Including relievers
2	Trained Housekeeping supervisor in uniform and I-card	4* 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, VILLAGE**  
**BHANKRI, GURGAON-FARIDABAD 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 from 9:00 AM to 6:30 PM.		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-XV 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: