

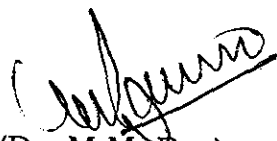
**AYURVEDA CENTRAL RESEARCH INSTITUTE, NEW DELHI
ROAD NO. 66, PUNJABI BAGH (WEST), NEW DELHI-110026**

**TENDER FOR HOUSE KEEPING ON
CONTRACT BASIS**

Sealed tenders are invited from the registered agencies well established service provider agencies for providing house keeping service on Contract Basis at ACRI, New Delhi.

Interested agencies may obtain the tender documents from the office of Ayurveda Central Research Institute, Road No. 66, Punjabi Bagh (West), New Delhi on all working days from 10:00 to 3:00 P.M. from 16.09.2014 to 25.9.2014. The last date of submission of sealed tender is 25.09.2014 at 3:00 P.M.

Last date of submission : 25.09.2014
Opening date : 25.9.2014 at 3:30 P.M.
Contact No : 011-25229128
Fax : 011-25225546
E-mail : acri.delhi@gmail.com


(Dr. M.M. Rao)
Director (Institute)

**AYURVEDA CENTRAL RESEARCH INSTITUTE, PUNJABI BAGH (W),
ROAD NO. 66, NEW DELHI**

**TENDER DOCUMENT FOR OUTSOURCING HOUSEKEEPING SERVICES
IN AYURVEDA CENTRAL RESEARCH INSTITUTE, PUNJABI BAGH NEW
DELHI FOR THE YEAR 2014-15 FROM SERVICE PROVIDER
AGENCIES / FIRMS**

1. Sealed tenders in conformity with detail tender call notice are invited from the service provider Agencies/ Firms having valid Registration Certificate, including registration with the Regional Labour Commissioner, EPF Registration, ESI Registration, Service Tax Registration, ISO 9001-2008 Certificate and PAN Card, up to date, VAT clearance certificate and having similar line of business for more than 2 years towards out-sourcing of Cleaning services in office buildings in ACRI, Punjabi Bagh, New Delhi. The service providers should have local Offices at Delhi to ensure satisfactory fulfillment of contractual obligations.
2. The Service Provider Agencies/Firms having good track record, manpower capacity and relevant experience are eligible to apply. They should produce satisfactory work completion certificate of appropriate value of work and a certificate showing annual turnover for a minimum of two preceding years for not less than 50% of the estimated cost of the present contract.
3. The tender document can be obtained from the website of the CCRAS and the tender portal of the Government of India (<http://tenders.gov.in>). A fee of Rs. 1000/- (Rupees one thousand only), towards the cost of the tender document, along with the Earnest Money Deposit (EMD) @ 5% of total value of contract may be enclosed in the form of separate Demand Drafts drawn in favour of the "Director, ACRI, New Delhi" and submitted along with the Technical BID.
4. The tenders should be submitted in two sealed covers.
 - (A) The first sealed cover should be superscribed "Technical Bid' and should contain
 - I. Checklist of documents submitted(Annexure-I)
 - II. The Performa at Annexure-II duly filled in.
 - III. Agency profile including previous experience of manpower supply to Government / Semi Government / autonomous agencies.
 - IV. Acceptance of terms and conditions there under.
 - V. Demand Draft for Earnest Money Deposit.
 - VI. Demand Draft towards the cost of Tender document.
 - VII. All other required documents.

(B) The second sealed envelope superscribed 'Financial Bid' should contain only rates which are to be quoted on monthly basis (Annexure-III).

(C) Both the sealed covers should be placed in the main sealed envelope superscribed 'Tender for Outsourcing Cleaning Services'. This should be addressed to Director, ACRI, New Delhi and sent by post or hand delivered latest by 2.00 P.M. of **22.09.2014** and shall be opened on the same day at 4 PM in presence of the tenderers or their authorized representatives. In the event of office, being closed on the last date of receipt or opening of bid as specified, the bid will be received / opened on the next working day at the same time and venue.

5. Tenders received after, the due date and time will be summarily rejected. Incomplete and conditional tenders shall not be accepted.
6. The Technical Evaluation Committee will assess the ability of the agencies to render the requisite services based on its past record, profile and on such other criteria as it may fix and only those found fit will be eligible for financial bid opening.
7. The bidders are required to submit EMD and cost of the document along-with the attested copies of valid Registration Certificate, EPF Registration, ESI Registration, ISO 9001-2008 Certificate, Pan-Card and up-to date VAT & Service Tax clearance along-with the bid documents, failing which the tender shall be declared as non-responsive and thus liable for rejection.
8. Submission of more than one tender paper by a tenderer for a particular work will render the bid liable for rejection.
9. The bidders may assess about the nature and quantum of work before quoting their rate.
10. The rates for different category of manpower that may be required for the proposed services shall not be less than the rates of minimum wages prescribed by the Government from time to time under contract Labour (R&A) Act-1970 and the Minimum Wages Act 1948.
11. The supervision charges, rate of wages, statutory dues and other allowances etc. under the labour law and other laws payable by the employer (the bidder) should be indicated in detail as per the enclosed (Annexure-II).
12. The bidders are required to quote their rates both in words and figures and put their signature; they should also sign on any overwriting or any correction made in the tendered rate. The rates filled in figure only and not in words shall be liable for rejection for which no paper cost shall be returned to the tenderer(s).

13. The bidders while submitting tender shall furnish an affidavit along with the tender about the authenticity of the tender document including EMD. Conditional tenders will not be accepted under any circumstances by the authority. EMD deposit of unsuccessful bidders will be refunded within 90 days after finalization of Tender without interest.
14. The Bank Draft/ Bankers Cheque produced in relation to this tender should be drawn on any Scheduled Bank in favour of the "Director, ACRI", payable in Delhi. Other details can be seen in bidding document. The authority reserves the right to reject any or all the tenders without assigning any reason thereof.
15. **RIGHT TO ACCEPTANCE OR REJECTION OF TENDERS:-**
 - a. The tender is liable to be rejected inter-alia:-
 - i. If it is not in conformity with the instructions mentioned in the tender paper.
 - ii. If it is not properly signed by the bidder.
 - iii. If it is received by telex or telegram.
 - iv. If it is received after the expiry of the due date and time.
 - v. If it is not enclosed with the cost of the Tender Document.
 - vi. If it is not accompanied by the requisite EMD and proper documents.
 - vii. A list of manpower available with the firm with qualification must be enclosed along with the tender papers.
 - b. This office reserves the right to:-
 - i. Accept / Reject any of the tender in full or part thereof.
 - ii. Revise the requirement at the time of placing the order.
 - iii. Add, modify, relax or waive any of the conditions stipulated in the tender specification Wherever deemed necessary.
 - iv. Reject any or all the tenders in part or full without assigning any reason thereof.
 - v. Award contracts to one or more bidders for the items covered by the tender.
16. **SCOPE OF WORK:** To provide Cleaning services in the Ayurveda Central Research Institute, Punjabi Bagh, New Delhi during the period of contract. Details of the job work are as under:

JOB DESCRIPTION

1. To maintain cleanliness of all rooms, wards, halls, laboratories, library, bathrooms, toilets, wash basins, corridors, staircase, ramps with machine, etc. of Ayurveda Central Research Institute, Punjabi Bagh, New Delhi.
2. Daily cleaning/dusting of writing tables, working tables, chairs, telephones, computers office cubicles, photocopier machines, fax machine, printers etc.
3. Daily cleaning of window panes.
4. Periodic cleaning of ceilings to remove cobwebs.
5. Regular maintenance of cleanliness of electric fans and light fittings of building.
6. Moving of articles like tables, chairs, almirahs, display boards, etc. as and when such shifting is necessary.
7. Keeping the drains around the building clean and clear from choking.
8. Cleaning and maintenance staff should be present from 8 A.M. to 3 P.M.
9. Maintain cleanliness around the Ayurveda Central Research Institute, Punjabi Bagh, New Delhi.

AREA COVERED UNDER THE ACRI, PUNJABI BAGH, NEW DELHI

1st Block		Area
All corridors and staircase including side space and railings for all floors & Front portion of ACRI building.		Total area 9517.70 sq.ft.
Ground Floor	All rooms & toilet	
1 st Floor	All rooms & corridors & toilet	
2 nd Floor	All rooms/cabins, library & toilet	
3 rd Floor	Pharmacy Hall, Conference hall & toilet	
3rd Block		
Ground Floor	All rooms & all wards, mini operation theatre, panchkarma room & toilets	Total area 9981.00 sq.ft.
1 st Floor	All rooms, wards & toilet	
2 nd Floor	Kitchen	

7. **EARNEST MONEY DEPOSIT:** The bidders shall enclose with the Tender EMD amounting to 2% of total value of contract in the form of Bank draft / Pay Order drawn on any Nationalized/Schedule Bank in favour of the "Director, ACRI, New Delhi", payable in Delhi.

8. **PERIOD OF CONTRACT:** The initial period of contract would be six months, extendable by another six months on satisfactory performance with such amendments as may be mutually agreed to and also subject to the necessary approval of the competent authority. Service charges/rates quoted by the agency would be fixed for a period of six months and any statutory increase in wages/DA etc. is to be absorbed by the agency. After satisfactory completion of a year of service, the contract can be extended for another year on the same terms and conditions with mutual agreement.

GENERAL CONDITIONS OF CONTRACT

The quantum of requirement of such material may be more explicit. It should be ensured that all cleaning material is supplied regularly as per the requirement.

1. The manpower will have to be supplied by the agency within 15 days of award of contract.
2. All services shall be performed by persons qualified and skilled in performing such services as per the eligibility criteria indicated for each category. All consumable, detergents, chemicals, like (Naphthalene ball, Room freshener, mosquito/insect repellent, liquid soap, Colin, phenyl) equipments, machineries etc. shall be arranged by the bidder.
3. Cleaning should be completed in office cited premises (except common places) prior to opening of office hours i.e. 9.00 AM so that work in office does not get interrupted in the middle for cleaning purpose.
4. The persons supplied by the Agency should not have any Police records/criminal cases against them. The Agency should make adequate enquiries about the character and antecedents of the persons whom they are recommending. The character and antecedents of persons will be verified by the Service Provider before their deployment through local police, collecting proofs of residence, driving license, bank account details, previous work experience and recent photograph and a certification to this effect submitted to this office. The service provider will also ensure that the personnel deployed are medically fit and will keep in record a certificate of their medical fitness. The Service Provider shall withdraw such employees who are not found suitable by the office for any reasons immediately on receipt of such a request.

5. The service provider shall engage necessary persons as required by this office from time to time. The Deployment of personnel is to be on monthly basis. Thus deployment/ arrangement of the personnel should be in such a manner that there shall be no violations of any leave Rules and weekly off days. The tenderer will have to bear cost of providing personnel for this work load/ duty hours or weekly off. The said persons engaged by the service provider shall be the employee of the service provider and it shall be the duty of the service provider to pay their salary every month.
6. There is no Master and Servant relationship between the employees of the service provider and this office and further that the said person of the service provider shall not claim any absorption in this office or the Government of India.
7. The service provider's person shall not claim any benefit/compensation/absorption/ regularization of services from/in this office under the provision of Industrial Disputes Act., 1947 or Contract Labor (Regulation & Abolition) Act, 1970. Undertaking from the persons to this effect shall be submitted by the service provider to this office.
8. The service provider's personnel shall not divulge or disclose to any person, any details of office, operational process, technical know-how, security arrangements and administrative / organizational matters as all are of confidential/secret nature.
9. The service provider's personnel should be polite, cordial, positive and efficient, while handling the assigned work. The service provider shall be responsible for any act of indiscipline on the part of persons deployed by him. The agency shall be bound to prohibit and prevent any of their employees from being intoxicated while on duty, trespassing or acting in any detrimental or prejudicial to the interest of this office. The decision of the officer In charge upon any matter arising under the clause shall be final and binding on the agency.
10. That the persons engaged shall not be below the age of 18 years or above the age of 45 years and they shall not interfere with the duties of the employees of this office.
11. The functional control over the personnel deployed by the Agency will rest with this office and the disciplinary administrative / Technical control will be with the Agency.
12. This office may require the service provider to dismiss or remove from the site of work, any person or persons, employed by the service provider, who may be incompetent or for his/ her/their misconduct and the service provider shall forthwith comply with such requirements. The Service provider shall replace immediately any of its personnel, if they are unacceptable to this office because of security risk, incompetence, conflict of interest and breach of confidentiality or improper conduct upon receiving written notice from office.
13. The service provider has to provide Photo Identity Cards to the persons employed by him/her for carrying out the work. These cards are to be constantly displayed & their loss reported immediately.
14. The transportation, food, medical and other statutory requirements in respect of each personnel of the service provider shall be the responsibility of the service provider.
15. That the agency will be wholly and exclusively responsible for payment of wages to the persons engaged by it in compliance of all the statutory obligations under all related legislations as applicable to it from time to time including Minimum Wages Act, Employees Provident Fund, ESI Act etc. and this office shall not incur any liability for any expenditure whatsoever on the persons employed by the agency on account of any obligation. The agency will require providing particulars of EPF, ESI of its employees engaged in this office. The Agency will comply all statutory provisions of law, rules and regulations of Act and keep this office informed about any amendment in the law from time to time.
16. The service provider will submit the bill in triplicate to Director, ACRI, Punjabi Bagh, New Delhi (pertaining to cleaning work ACRI Building complex) in respect of a particular month in the first week of the next month. The payment will be released by the third week of the following month after

subject to certificate given by the Officer In-Charge and production of documentary evidence towards P.E./ESI/Service tax of its staff for the previous month. Tax if any shall be deducted at source as per the relevant Act.

17. Payments to the service provider would be strictly on certification by the officer with whom he is attached that his services were satisfactory and attendance as per the bill preferred by the service provider.
18. No wage/remuneration will be paid to deployed persons for the days of absence from duty.
19. The service provider will provide the required personnel for a shorter period also, in case of any exigencies as per the requirement of this office.
20. The service provider shall provide a substitute well in advance if there is any probability of the person leaving the job due to his/her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the service provider.
21. The service provider shall be contactable at all times and messages sent by phone /e-mail/ fax / special messenger from this office shall be acknowledged immediately on receipt on the same day. The Service Provider shall strictly observe the instructions issued by the Department in fulfillment of the contract from time to time.
22. This office shall not be liable for any loss, damage, theft, burglary or robbery of any personal belongings, equipment or vehicles of the personnel of the service provider.
23. That the Service Provider on its part and through its own resources shall ensure that the goods, materials and equipments etc. are not damaged in the process of carrying out the services undertaken by it and shall be responsible for acts of commission and omission on the part of its staff and its employees etc. If this office suffers any loss or damage on account of negligence, default or theft on the part of the employees/agents of the agency, then the agency shall be liable to reimburse to this office for the same. The agency shall keep this office fully indemnified against any such loss or damage. Any accident/ casualty occurred during the course of working to any staff engaged by the Agency, the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.
24. This office will maintain an attendance register in respect of the staff deployed by the agency on the basis of which wages/remuneration will be decided in respect of the staff at the approved rates.
25. The successful bidder shall furnish a security deposit equivalent to 10% of the contract value in the form of an account payee demand draft drawn in favour of the Director, ACRI, Punjabi Bagh, New Delhi or Fixed Deposit Receipt from a nationalized/commercial bank or Bank Guarantee from a nationalized/commercial bank in an acceptable form safeguarding the interest of this office in all respects. The security deposit shall remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider. The security deposit will be forfeited in case the supply of manpower is delayed beyond the period stipulated by this office or non-compliance of the terms of agreement by the service provider or frequent absence from duty/misconduct on the part of manpower supplied by the Agency.
26. The successful bidder will enter into an agreement with this office for supply of suitable and qualified manpower as per requirement of this office on these terms and conditions on non judicial Rs. 100/-stamp paper. The above stamp paper will be arranged by the bidder for execution of agreement. The agreement will be valid for a period of six months commencing from, 2014 and shall continue to be in force in the same manner, unless terminated in writing. The service charges/rates quoted by the agency shall be fixed for a period of six months and no request for any change/modification shall be entertained before expiry of the period of six months. Any statutory

increase in wages/DA etc. is to be absorbed by the service provider. The contract/agreement is extendable by one more year subject to satisfactory performance of the agency and such amendments as mutually agreed to.

27. The service provider shall not assign, transfer, pledge or sub contract the performance of services without the prior written consent of this office.
 28. The agreement can be terminated by either party by giving one month's notice in advance. If the agency fails to give one month's notice in writing for termination of the Agreement then one month's wages etc and any amount due to the Service Provider from the office shall be forfeited.
 29. That on the expiry of the agreement as mentioned above, the agency will withdraw all its personnel and clear their accounts by paying them all their legal dues. In case of any dispute on account of the termination of employment or non-employment by the personnel of the agency, it shall be the entire responsibility of the agency to pay and settle the same.
 30. In the event, if any dispute arises touching any of the clauses of the agreement, the matter will be referred to the Director General, CCRAS, New Delhi, whose decision shall be binding on both the parties.
 31. The bidders shall have to obtain the required license from the licensing authority of respective Department/Circle/Division/Other units before deployment of personnel in this office.
 32. That if any amount is found payable by the bidders towards, wages, allowances and statutory dues in respect of personnel or any loss to this office property, the same shall be adjusted from the security deposit of the extent of the amount so determined reserving right to recover the deficit amount through other modes of recovery including the right to terminate the agreement without notice.
 33. This office reserves the right to reject any or all the tenders without assigning any reason whatsoever and the decision of the management shall be final and binding on all the bidders.
- NB.** 1. EPF and ESI contribution to be paid for personnel employed by tenderer shall be responsibility of tenderer.
2. For every 6(six) days of duty of personnel one day off with payment will be given. The tenderer will have to bear cost of providing personnel for this weekly off. The total monthly rates quoted shall inclusive off all these, including profits, overheads, bonus, gratuity etc and taxes whatsoever payable.

CHECKLIST OF DOCUMENTS SUBMITTED**(ANNEXURE-I)**

Sl.No	Documents to be submitted	Submitted	Not submitted	Remarks
	Copy of Registration of firms			
	Copy of Registration certificate of EPF			
	Copy of Registration Certificate of ESI			
	Copy of Labour license			
	Copy of Income Tax Return for last 2 years			
	Copy of Service Tax Registration			
	Copy of ISO 9001-2008 Certificate			
	Copy of PAN/TAN Card			
	List of clients indicating quantum of work executed with them			
	Proof of experience			
	Details of EMD deposited			
	Details of Cost of bidding document			
	Copy of VAT clearance Certificate.			
	Last 2 years audited statement from Chartered Accountant			
	Rate quoted complies with the Minimum Wages Act of Govt. of India(Central Govt) with all other statutory provisions			

Signature of Bidder Seal of Establishment

Full Name of Bidder with address & Date

UNDERTAKING BY THE BIDDER

This is to certify that I/we before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Signature of the Tenderer with
Seal

Name:

Designation:

Address:

Phone No.

PROFORMA FOR FINANCIAL BID

Proforma for submission of rate

MAN POWER + MATERIAL + MACHINE	Rate

ADDITIONAL INFORMATION WITH RESPECT TO PERSONS ENGAGED TO PERFORM THE SAID WORK

Rate per month per person (inclusive of all incidentals)	
ESI	
Employer's contribution	
Employee's contribution	
PF	
Employer's contribution	
Employee's contribution	
Service Charge	
Service Tax	
Consolidated pay	

Any other points to be mentioned:

Certified that the above quoted rate complies with minimum wages act and all the statutory provisions & rules as applicable. The above rate is inclusive of Service tax or any other tax payable to Government.

Signature of Bidder

Office seal

PROFORMA FOR TECHNICAL BID

ANNEXURE- II

S.N.	Particulars	To be filled in by the tenderer
1	Name of the Agency	
2	Details of EMD	
	(i) Amount	
	(ii) Draft No.	
	(iii) Date	
	(iv) Issuing Bank	
3	Date of establishment of the agency	
4	Detailed office address of the Agency with Office Telephone Number, Fax Number and Mobile Number and name of the contact person	
5	Whether registered with and holding license from all concerned Government Authorities including registration under Contract Labour (Regulation & Abolition) act 1970. (Copies of all certificates of registration to be enclosed.)	
6	PAN/TAN Number (copy to be enclosed)	
7	Labour License Number (copy to be enclosed)	
8	Service Tax Registration Number (copy to be enclosed)	
9	EPF Registration Number (copy to be enclosed)	
10	ESI Registration Number (copy to be enclosed)	
11	Whether the firm is blacklisted by any Government Department or any criminal case is registered against the firm or its owner/partners anywhere in India. (If no, a certificate is to attached in this regard.)	
12	Length of experience in the field	
13	Experience in dealing with Govt. Departments (Indicate the names of the Departments and years of dealing with those Departments and attach copies of contracts orders placed on the agency.)	
14	Whether a copy of the terms and conditions (Annexure-I), duly signed, in token of acceptance of the same, is attached.	
15	Whether agency profile is attached?	
16	List of other clients	