

# Tender for Housekeeping and Cleaning Services | 2017

No.NIC/JK/Tender/2017-18/03  
Government of India  
Ministry of Electronics and Information Technology  
Department of Electronics and Information Technology  
National Informatics Centre  
J&K State Centre,  
NB-12, Civil Secretariat, Jammu-180001

Dated: 07/04/2017

## Limited Tender Notice No. NIC/JK/Tender/2017-18/03

Bids (Technical & Financial - separate envelopes) from eligible bidders, which are valid for a minimum period of 180 days from the date of opening, are invited by the State Informatics Officer, National Informatics Centre (NIC) J&K for and on behalf of the President of India for "Housekeeping and Cleaning Services at the NIC State Centre Civil Secretariat, Jammu and the NIC Network Operational Centre (NOC) in the Divisional Commissioner's Office, Jammu

Scope of Work	Housekeeping and Cleaning Services at the NIC State Centre Civil Secretariat, Jammu and the NIC Network Operational Centre (NOC) in the Divisional Commissioner's Office, Jammu
Earnest Money Deposit to be submitted	₹15,000/- (Rupees Fifteen Thousand Only) Of any Nationalized Bank



(K.M. Gajbhiye)

Section Officer & DDO

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**Tender Document for Housekeeping and  
Cleaning Services at the NIC State Centre Civil  
Secretariat, Jammu and the NIC Network  
Operational Centre (NOC) in the Divisional  
Commissioner's Office, Jammu**

## Document Control Sheet

Tender No.	No.NIC/JK/Tender/2017-18/03
Name of Organization	NATIONAL INFORMATICS CENTRE
Date of Publishing Tender Document	07.04.2017
Last Date and Time for submission of Bids	25.04.2017 up to 4.00 pm
Date and Time of Opening of Bids	26.04.2017 at 3.00 p.m. (Technical Bid) 26.04.2017 at 4.00 p.m. (Commercial Bid)
Address for Communication	K.M. Gajbhiye Section Officer & DDO NIC J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu - 180001 Ph:- 0191-2547720, 2546672 E-mail: <a href="mailto:so-jk@nic.in">so-jk@nic.in</a> , <a href="mailto:ddo-jk@nic.in">ddo-jk@nic.in</a>

# Tender for Housekeeping and Cleaning Services | 2017

No.NIC/JK/Tender/2017-18/03  
Government of India  
Ministry of Electronics and Information Technology  
Department of Electronics and Information Technology  
National Informatics Centre  
J&K State Centre,  
NB-12, Civil Secretariat, Jammu-180001

Dated: 07/04/2017

To

1. M/s Aarti Cleaning House, Valmiki Colony, Gandhi Nagar, Jammu
2. M/s J&K Clean House, 409/6, Krishna Nagar, Jammu
3. M/s Max Clean Services, Trikuta Hardware, Nanak Nagar, Jammu
4. Multi-City Supplies, Opposite Bada Gurudawara, Gandhi Nagar, Jammu.

## LIMITED TENDER FOR HOUSEKEEPING SERVICES AT NIC STATE CENTRE AND NIC DATA CENTRE/NOC, JAMMU.

On behalf of the President of India, the State Informatics Officer, National Informatics Centre (NIC) J&K invites sealed bid for Housekeeping Services at NIC State Centre Civil Secretariat, Jammu and the NIC Network Operational Centre (NOC) in the Divisional Commissioner's Office, Jammu on the following terms and conditions:

### (A). Description of Work

The tentative Housekeeping Services required by NIC are as per the details given in Annexure – I. Visit to the sites can be done with prior appointment before submitting the tender, if so desired by the Bidder.

### (B). Essential Qualifying Terms & Conditions

1. The Essential Eligibility Criteria is given in "Annexure - A: Essential Eligibility Criteria" and it must be filled up and signed.
2. Bidder must have preferably three on going job orders and/or satisfactory services completion certificates / credentials of the completed contracts in government sector in the Housekeeping field during past three financial years. (Attach supporting proof for the same).
3. Bidder must also provide its PAN (Permanent Account Number) allotted by the Income Tax Department and attach the proof thereof duly signed and stamped.
4. Bidder must have turnover of minimum Rs. 50,000/- (Fifty Thousands) on an average per year calculated on the basis of past three years. (Attach supporting proof for the same for the year 2013-14, 2014-15, 2015-16).
5. The employees to be deployed by the Bidder should be covered under ESI and EPF. Copies of ESI and EPF certificates must be attached. Necessary receipts of depositing the same should be attached along with the bills when raised. (Attach proof for ESI and EPF subscription) for the last two years.
6. The Bidder must have its registered office/branch in Jammu & Kashmir State.

7. The Bidder must have a minimum 15 (fifteen) regular permanent employees in the Housekeeping field for past 3 years. (Attach proof for the same by giving name, employee code, designation, local address & permanent address). The Bidder must also provide the TAN/PAN of company and PAN, EPF No. of employees etc
8. The Bidder should have minimum 3 government sector clients currently being provided housekeeping services. The list of these clients giving organization name, officer name, telephone & fax number with contract validity where the Bidder is providing services may be provided for NIC records and reference.
9. The Bidder must be registered under the Contract Labour Regulation and Abolition) Act. 1970. The Bidder should have valid Labour license under this contract. (Attach copy of the registration certificate and Labour License).
10. The Bidder must pay salary to its employees as per the payment of Minimum Wages Act by 7<sup>th</sup> of each month. It should be inclusive of Dearness Allowance increase from time to time. (Attach proof for the same in case of existing employees). NIC will bear the salary / wages increase if it is revised by the government from time to time.

(C). General Terms & Conditions

1. In case there is any change in the minimum wages as a result of Government Policy, the same would be applicable from the date of such change, if any. No request will be considered for price revision during the contract period otherwise.
2. The person deployed for the job must be trustworthy, skilled, trained and of good character employees of the approved Bidder for all purposes and NIC will have no liability regarding any matter concerning to their salaries, other payments, welfare, uniform etc. Hence the staff of the Bidder will have no right to claim on NIC in any respect of employment or any legal compensation in case of any injury, disability or death, while on duty in NIC as part of this service job contract.
3. The person so provided should be on the permanent roll of the company and their antecedents should be pre-verified by the Police authorities. An attested copy of the antecedents' police verification of each person shall be submitted to NIC before deployment for work.
4. Employment of child Labour will lead to the termination of the contract. In order to maintain quality services and minimize operational problems, the Bidder can rotate its deployed staff once in a six month with prior written intimation to NIC. The Bidder shall engage reliable person after doing the proper character and police verification and other formalities, impose any conditions as per prevailing contractual Labour law for such engagements, take any disciplinary actions against any such person or reward any such person for efficiency at work etc., at its sole costs, risks and responsibilities.
5. The Bidder shall deal and settle the matter related with their employees union and shall make sure that no labour disputes/problems are referred to NIC. It shall indemnify NIC in this regard. While rendering the services as per the tender, if some unintended happenings like injury or death of Bidder's staff occur, NIC can not be sued in any court of law for any compensations related aspects.
6. The Bidder at all times should indemnify National Informatics Centre against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen Compensation Act, 1923, Industrial Disputes Act, 1947 and the Maternity Benefit Act, 1961, any other applicable Acts or any modification thereof or any other law relating thereto and rules made hereunder from time to time. It shall indemnify NIC in this regard.

7. The Bidder must pay salary to its deployed personnel as per the payment of Minimum Wages Act. It should be inclusive of dearness allowance increase from time to time
8. The Bidder must give one paid holiday per week along with national holidays.
9. For charging the taxes, the Bidder must have concerned registrations numbers and also attach the proof thereof duly signed and stamped by the authorized signatory of the Bidder participating in NIC tender.
10. The Bidder must provide necessary standard liveries as per the season to its personnel with their (photo) identity properly displayed. No extra payment shall be claimed from National Informatics Centre for such items.
11. No increase in the agreed rates of cleaning materials shall be entertained during the period of contract. However, revision of wages of cleaning personnel will be in accordance with the wages increased by the Govt. from time to time.
12. The deployed personnel should be able to understand the local language Hindi/Urdu.
13. Duty Timing of Housekeeping Personnel will be from 9:30 A.M to 5:00 PM.
14. The Bidder staff shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person. The Bidder will be solely liable for all matters of any indiscipline, theft, indecent behavior, official misconduct, loss or damage to any person or persons or government property at the premises.
15. Security Cover Bond:- For the security cover, an insurance against fire/burglary or a fidelity guarantee bond will be provided by the Bidder at its cost to the tune of Rs.20,000/- from any Nationalized Insurance Company.
16. The housekeeping personnel should be young and energetic. The personnel should be a bonafide citizen of India.
17. The Bidder must deploy for this job adult, healthy – free from any illness and well trained staff only. Employment of child labour will lead to the termination of the contract, without any notice at the costs, risks and responsibilities of the Bidder.
18. Be it private or public areas, your personnel are to be frisked/ checked by the security personnel at NIC premises, both while entering and leaving the premises.
19. The Bidder staff can also be deployed for other services like shifting equipments/furniture etc. apart from housekeeping services with the due approval of NIC, if situation demands so.
20. The Bidder should quote for all items/works and agree to the terms and conditions of the tender without any addition alterations failing which the quote of the Bidder will be summarily rejected.
21. Each page of the tender document should be signed and stamped by Bidder.
22. Tenders containing omissions and alterations are liable to be rejected. Where corrections are necessary, the same must be made in ink and all such corrections are to be attested by full signature of the authorized persons of Bidder and dated.
23. The Bidder shall treat the contents of the tender documents as private and confidential.
24. In the event of the Bidder's business or its concerned division is taken over/ bought over by another party, all the obligations and execution responsibilities under the tender/contract with NIC shall be passed on for compliance to that new party, inheriting business operations from earlier assigned party/agency.
25. The contracted Bidder should not assign or sublet or subcontract the contract or any part of it to any other agency. The penalty for non-compliance shall be revoking the contract and encashment of the Performance Bank Guarantee as well as the work will be got done by NIC from other agency at the cost, risk and responsibilities of the Bidder for the remaining part of the contract.

26. No payment will be made for the machines, tools and appliances to be brought in by the Bidder for providing the services mentioned in this tender.
27. No counter conditions or deviations from the terms and conditions of Tender Document should be included in the tender submitted by the Bidder. Such tenders will be summarily rejected. Therefore, the Bidder is required to sign each page of this tender document.
28. NIC reserves the right to reject the lowest tender or any other tender or all the tenders and /or to accept any tender either in whole or in part without assigning any reason whatsoever and to cancel the bidding process at any time prior to award of contract without thereby causing any liability to the affected Bidder or Bidders or any body else. The decision of the NIC in this regard shall be final & binding on all the participating Bidders.
29. Materials to be brought in by the Bidder are given in Annexure-IV (B).
30. Bidder should submit an undertaking on affidavit that the company/firm has not been black listed by any court of law or any Govt./Central Autonomous bodies/PSU and in future if it takes place the Bidder shall be liable to inform NIC forthwith.

(D). Last Date Of Receiving And Opening Of Bids

The tender complete in all respects must reach office of the State Informatics Officer (SIO), NIC J&K State Centre, NB-12, Civil Secretariat, Jammu on or before 25.04.2017 up to 04.00 PM otherwise it is liable to be rejected. The bids will be opened by duly Constituted Committee on 26.04.2017 at NIC State Centre at 03.00 PM (Technical) and at 4.00 same day (Commercial). Bids received would be opened in the presence of the representatives of the Bidder, who may be present on the occasion. Only one representative on behalf of each Bidder would be allowed to attend at the time of opening the bid. In case the day on which tender is to be opened is declared a holiday subsequently; the tender will be opened on next working day.

(E). Validity of Bid

The bid should be valid for a minimum period of 180 (One Hundred Eighty) after the due date, from placing the initial order. However, the rates should be valid for the initial/extended period of contract from the date of contract. If necessary, NIC will seek extension in the bid validity period beyond 180 days. The Bidders, not agreeing for such extensions will be allowed to withdraw their bids without forfeiture of their EMD.

(F). Procedure For Submission Of Bid

Bids should be closed in double covers. The inner cover should be addressed to The Chairman of the NIC Tender Committee and superscripted "Bid for Housekeeping Services at NIC Offices in J&K" should be sealed. The outer cover should be addressed to the SIO, NIC J&K State Centre, NB-12, Civil Secretariat, Jammu-180001, without giving any indication that it contains the bid. Incomplete bids are liable to be rejected. NIC reserves the right to accept or reject any bid without assigning any reason whatsoever. NIC will not be responsible for any delay in receiving the terms and conditions of the bid or submission of the same in time.

The bids are to be submitted in three separate envelopes duly sealed and super scribed as described below:

Envelope 'A': Containing Earnest Money Deposit (EMD) of Rs. 15,000/- in the form of demand draft/ Banker Cheque payable at Jammu in favour of Drawing & Disbursing Officer, NIC J&K Sate Centre, Jammu along with the forwarding letter of company.

Envelope 'B': Containing TECHNICAL BID required as per Section (B) Essential Qualifying Terms & Conditions and Section (C) General Terms and Conditions and others requirements of the tender as per Annexure - III

Envelope 'C': Containing Break up of FINANCIAL BID as per Annexure IV.

1. In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
2. Tender bid must contain the name, office and after office hour addresses including telephone number(s) of the person(s) who are authorized to submit the bid with their signatures.
3. Un-signed & un-stamped bid shall not be accepted.
4. All pages of the bid being submitted must be signed and sequentially numbered by the bidder irrespective of the nature of content of the documents.
5. Bids NOT submitted as per the specified format and nomenclature will be out rightly rejected.
6. Ambiguous bids will be out rightly rejected.
7. NIC will NOT be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the tender bids.
8. The offers submitted by telegram/ fax/ E-mail etc. shall NOT be considered. No correspondence will be entertained on this matter.
9. Bidders shall indicate their rates in clear/visible figures as well as in words. In case of a mismatch, the rates written in words will prevail.
10. Any alteration / overwriting / cutting in the bid should be duly countersigned else it will be out rightly rejected. Conditional tenders shall NOT be accepted on any ground and shall be rejected straightway.
11. Tender process will be over after the issue of empanelment letter(s) to the selected vendor(s).
12. Bids not quoted as per the format given by NIC will be rejected straightway.
13. No deviation from the tender specifications & terms and conditions will be accepted.

(G). Bidding Process

Evaluation of Bids: When deemed necessary, NIC may seek clarifications on any aspect of their bid from the Bidders. However, that would not entitle the Bidder to change or cause any change in the substance of the tender submitted or price quoted. This would also not mean that their bid has been accepted.

NIC may waive any minor informality or non-conformity or irregularity in a bid, provided such waiver does not prejudice or affect the relative ranking of any other Bidder.

Any effort by a Bidder to influence NIC bid evaluation, bid comparison or contract award decisions may result in the rejection of the Bidder's bid and forfeiture of the Bidder's EMD.



NIC reserves the right to accept any bid, and to cancel/abort the Tender process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidder or Bidders and of any obligation to inform the affected Bidders of the grounds for NIC's action and without assigning any reasons.

**Technical Evaluation:** The technical bids will be evaluated by a duly constituted Technical Evaluation Committee (TEC). EMD and technical bid of the Bidder will be opened in the first instance. Bids, not satisfying the eligibility criteria will be rejected.

**Financial Evaluation:** For consideration of their bids, the Bidders have to quote rates for all the items. The financial quotes of those Bidders whose bid meets the terms & conditions of the tender will be opened.

The opening of Financial Bid will be for technically qualified Bidder(s) only. The Bidder, who has quoted lowest grand total mentioned at Sl. No. 6 of (A) and Sl.No.13 of (B - I & II) of Annexure - IV will be selected as LQ1 vendor. The LQ1 vendor will have to automatically match lowest rates of all the items of Annexure -IV quoted by any other eligible responsive Bidder. In case, LQ-1 vendor does not accept the lowest rates of Annexure -IV quoted by any other eligible responsive vendor, the EMD will be forfeited and hence tender will be re-floated.

(H). EMD And Performance Bank Guarantee Clause

Each bid must be accompanied by Earnest Money Deposit of Rs. 15,000/- (Rupees Fifteen Thousand only) in the form of Demand Draft/ Bank Cheque of any commercial bank drawn in favour of Drawing & Disbursing Officer, NIC J&K State Centre, payable at Jammu without which the bid will be summarily rejected.

Within 15 days of awarding the contract, the selected Bidder has to furnish Performance Bank Guarantee equivalent to the 8.5% of the total annual contracted value in favour of Drawing & Disbursing Officer, NIC J&K State Centre, Jammu to NIC valid for more than 3 months from the expiring date of contract. The Performance Bank Guarantee shall be required to be extended in case of extension of the contract.

The EMDs of successful Bidder along with non-selected Bidders shall be returned within 45 days after the finalization of the tender without interest thereon. The Performance Bank Guarantee of the successful Bidder shall be encashed in case of unsatisfactory services during the contract period. The Performance Bank Guarantee shall be returned after successful completion of contract period without any interest.

For un-qualifying tenders, this money will be returned without any interest after the finalization of the tender is over.

In case of Bidder, who is awarded the contract, this EMD will be retained as security deposit throughout the period of contract. After expiry of empanelment the EMD will be refunded within due course of time and no interest is payable on the EMD/ Security deposit. The Security Deposit and Performance Bank Guarantee of the successful Bidder shall be encashed in case of unsatisfactory services during the empanelment period. In case the selected Bidder back outs or dishonors the order, the EMD will be forfeited and tender will be re-floated.

In the absence of proper Bank Demand Draft / Banker's Cheque of EMD amount, such tenders shall be rejected straightway.

The Bidders who are registered with DGS & D or those with NSIC exclusively for the tendered work under single point Registration Scheme will be exempted from EMD. Mere Registration as SSI Unit does not qualify the firm for exemption from furnishing Earnest Money Deposit. In the absence of valid certificate from DGS & D and NSIC such tenders will be rejected. Similarly exemption from furnishing EMD deposit will not be considered for the works, which are not included in Registration Certificate from NSIC.

(I). Validity Of Contract Period

The contract period will be valid initially for a period of ONE YEAR (from the date of signing of the contract) and can be renewed / extended further on year to year basis at the sole discretion of NIC on the same rates, terms and conditions.

(J). Payment Procedure

1. The Bidder will submit a pre-receipted bill, in triplicate, in the name of National Informatics Centre immediately after making payment to the deployed staff but not later than 10<sup>th</sup> of each month.
2. The bill submitted by the Bidder should indicate the separate amounts for Housekeeping, Cleaning etc. duly certified by the concerned officer of NIC.
3. The bill should be accompanied by Acquaintance Roll for payment of wages, payment of EPF and ESI etc.
4. Certificate of satisfactory working of employees deputed and satisfactory rendering of Deep cleaning and Pest & Rodent Control services should be obtained from the NIC OIC of all the premises and attached with the bill.
5. Bills submitted will be processed and payment will be released within 45 days if found proper as per the provisions of the tender.
6. No advance payment of any kind will be given by NIC to the Bidder.

(K). Penalty Clause

(a) The Bidder shall disburse the salary to its deployed manpower, inclusive of other allowance by 7<sup>th</sup> of every month, failing which penalty of Rs.50/- per day will likely be imposed up to 15<sup>th</sup> of the month. NIC will bear the salary/wages increase if it is revised by the government from time to time.

(b) Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of Bidder's staff by NIC and if no action is taken within ONE hour, penalty of Rs.25/- per day per complaint will be imposed by invoking the penalty clause.

(c) Bidder has to ensure to maintain the adequate number of manpower as per the annexure -II of this tender and also arrange a pool of standby housekeeping personnel. In case any housekeeping personnel is absent from the duty, the reliever shall be deployed by Bidder in time from an existing pool of housekeeping staff. If the required numbers of deployed personnel are less than the specified number, a penalty of Rs.300/- per absentee per day will likely be deducted from the bill(s).

(d) The staff must be in proper, full and clean uniform with name plates (badges) at all times failing which a penalty of Rs. 50/- per day per person will be imposed.

(e) The Bidder shall ensure full strength of staff during the working hours failing which a penalty of Rs.50/- per day per person will be imposed.

(f) Any deviation in the material quality & quantity quoted will invoke penalty. For proper maintenance, suitable cleaning material which are environmental friendly, not harmful to human and government property should be used. If the cleaning material as per Annexure-IV(B) is not received in NIC between 1-10<sup>th</sup> of every month, a penalty of Rs.1,000/- will likely be deducted from the bill of defaulting Bidder.

(g) Bidder shall ensure that the staff does not wander here and there and sit idle in groups during working hours. Due Discipline will have to be maintained by the staff. If found, any violation to aforementioned, a penalty of Rs. 50/- per personnel shall be levied for any instance of this kind.

(h) Bidder will ensure weekly general disinfestations. If the Bidder fails to provide weekly services, a penalty of Rs.100/- per week (maximum three weeks) shall be levied thereafter NIC has the right to invoke the risk clause of the contract.

(L). Risk Clause

NIC reserves the right for discontinuation of the service at any time without time giving of notice if the services were found to be unsatisfactory and also NIC has the right to award the contract to any other agency at the costs, risks and responsibilities of the current agency and excess expenditure incurred on account of this could be recovered from the Performance Bank Guarantee or pending bill or by raising a separate claim on defaulting service provider agency.

(M). Settlement of Disputes Clause

Arbitration

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration.

Conciliation

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to seek an amicable settlement of that dispute by Conciliation.

Applicable Law

1. The Agreement shall be interpreted in accordance with the Jammu and Kashmir Contract Act, 1977 (1920 A.D.) as amended from time to time.
2. The agency shall be governed by the laws and procedures established by Govt. of India and Govt. of J&K within the framework of applicable legislation and enactment made

from time to time concerning such commercial dealings/processing.

3. All disputes in this connection shall be settled in Jammu jurisdiction only.
4. NIC reserves the right to cancel this tender or modify the requirement.
5. NIC also reserves the right to modify / relax any of the terms & conditions of the tender by declaring / publishing such amendments in a manner that all prospective vendors / parties to be kept informed about it.
6. The venue of the arbitration shall be at Jammu. Legal issues, if any, will strictly be under jurisdiction of courts in Jammu only.

For any query and clarifications on the tender document, please contact the undersigned.

Pre-bid meeting will be held on 20<sup>th</sup> April, 2017 at NIC J&K State Unit, NB-12, Mini Block, Civil Secretariat, Jammu in order to clarify the questions and doubts of the prospective Bidders.

The tender document is being posted to all the parties immediately. Interested parties may view and download the tender document containing the detailed terms & conditions, free of cost from the websites (<https://eprocure.gov.in/epublish/app>) and <http://www.jksu.nic.in>.

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## Scope of Work and Services

The required services will extend to the following offices:

1. SIO, NIC J&K State Centre, NB-12, Civil Secretariat, Jammu
2. Network Operational Centre/ Data Centre, Divisional Commissioner Office Complex, Rail Head, Jammu

## Cleaning Services

The vendor will provide the manpower for undertaking the housekeeping activities in the entire Office Premises on a daily basis so as to provide a clean, hygienic and presentable look to the entire area. General Administration Section of NIC will monitor the cleanliness of the entire work, staff deployed by the agency. The agency has to ensure that the staff deployed is dressed in neat and clean uniform and carrying photo identity cards displayed properly.

The aim and objective is to provide a clean, hygienic and presentable look to the entire area. Administration and Security Sections of NIC will monitor the cleanliness of the entire work, staff deployed by the Bidder. Daily cleaning services involves cleaning of office premises and its various ICT equipments, messenger service and shifting of office assets within the offices etc. Messenger services of the offices have to be carried out daily.

## Daily & Weekly Housekeeping Services

Housekeeping/ cleaning services should be done daily from Monday to Saturday firstly before 9:30 am, secondly between 1:00 pm to 3:00 pm and thirdly at 5:00 pm. The working timings will be 9:00 am to 5:00 pm daily. The cleaning in occupied area should be done, as and when, the halls/ rooms/ cabins are opened and in the presence of the officer concerned or and in the presence of his/her authorized representative twice in a day or on call basis by the officer concerned during office hours on all working days only. The in-depth cleaning of the entire area will be done by the Bidder once in a week.

Housekeeping/ cleaning services should be done daily from Monday to Friday and minimum twice a day once before 0900 hrs and second time between 1300 hrs to 1400 hrs. The working timings will be 8:30 am to 5:00 pm daily, however it can extend beyond these limits also as per requirements of the office.

1. Cleaning, dusting, disinfecting of floors, walls and ceilings. Removal of waste papers and any other garbage from the entire area covered under the contract (such as halls, classrooms, committee rooms, office rooms, cabins, cubical etc.
2. Sweeping, cleaning, moping with disinfectant cleaner of all floors including all cabins, lobbies, reception, training rooms, office rooms, cabins, meeting rooms, security office and other areas as covered in the contract.
3. Proper Dusting/cleaning of all carpets, rugs, sofa, chairs, tables, almirahs, etc

4. Cleaning of baskets, wastepaper baskets, and cobwebs and disposing off all the collected refuse at designated site on daily basis.
5. Dusting of computer systems and their peripherals, all doors and windows, furniture, fixtures, fans, equipments, accessories etc. and cleaning of all windows glasses, partitions and grills. Cleaning and dusting of window panes /Venetian blinds.

Spraying Room Fresheners / Air Fresheners daily at regular intervals.

5. Cleaning and dusting of electrical switchboards, light fixtures, fans, air- conditioner vents, overhead light fixtures, projectors, fire-fighting equipments nameplates, artifacts, plant boxes, doormats etc.
6. Putting plastic waste disposal bags in all dustbins to avoid stains & stinks and clear them on daily basis.
7. Check and remove hairs, dust, dirt or any such object from anywhere in area covered under the contract.
8. Cleaning, dusting, scrubbing of reception, security rooms, training halls, committee rooms, computer labs etc. Waste beakers, used glasses should be removed immediately from Conference Rooms/Meeting Rooms/Cabins & Workstations, Officer rooms/halls Corridors etc. Meeting Rooms should be checked on regular intervals. Water bottles, tea cups, paper plates, crockery etc., be cleared regularly so that the area never looks dirty.

The cleaning in occupied area should be done as and when the hall/ room/ cabin is opened and in the presence of the officer concerned or in the presence of his/her authorised representative once in a day or on call basis by the officer concerned during office hours on all working days (i.e. from Monday to Friday) only.

- 13 Computers: The Bidder will undertake the responsibility to clean the Computers and their Peripherals.

Selected Bidder will prepare service cards (Only printed) for NIC-J&K indicating period of contract, Name, Designation, Employee Code No. and telephone No. of the officer certifying the services along with location/address of the office. The service card should bear Name, Date & Time, and signature of the service boy/operator along with signature of certifying officer of NIC. The payment will be released on production of original service cards duly signed by the NIC official.

### Deep Cleaning of entire Office Space as a Monthly Periodic Service

The deep cleaning of the entire area will be done by the Bidder once in a month as under :

1. Dusting of entire area including windows / windowpanes/ doors / partition walls.
2. Thorough cleaning/sweeping/washing/moping with disinfectant cleaners of all floors. Scrubbing of all floors and ceramic tiles base. Cleaning of ceilings and high walls, removal of wash stains on

walls, cleaning of roofs, terrace, porches etc.

3. Vacuuming and brushing of all chairs, and sofas. The office has around 100 chairs and one Sofa. In addition, shampooing / dry cleaning of around 25 chair needs to be done once every month on a rotation basis.
4. Cleaning of all windows glasses and grills with detergent/ cleaning agents.
5. Clean all chrome fittings, glass frames, etc. to a shiny finish.
6. The Bidder will make a cleaning programme and submit to NIC for monthly cleaning so that representative of the particular bay/hall can be deputed on the day of cleaning to make the area available and supervise the cleaning work.
7. Other works which are listed in Daily Cleaning Section but not mentioned in this Section will also be attended, if the work area is available.
8. The Bidder will provide the duty register to NIC.

#### Monitoring and Control

For better management and smooth services, the following monitoring mechanism will be adopted by the Bidder: -

1. Certificate of Satisfactory Services from ASIOs of NIC of the 2 premises : Every month the Vendor with obtain a certificate of satisfactory working of employees deputed and satisfactory rendering of Deep cleaning and Pest and Rodent Control services
2. Management of Manpower Deputed: The deployed manpower will be required to mark their attendance regularly.
3. Deep Cleaning Services Complaint Register : This register is to be completed on the basis of information received by the authorized person of NIC through the inspection of the site, monthly report, client letter/fax/e-mail, verbal complaints from NIC, etc. and accordingly action will taken.

Annexure - II

Number of Manpower Requirement

S.No.	Manpower Description	No. of person
1.	Housekeeping Personnel (One Nos. for NIC J&K Centre, Jammu and One No. for NOC Centre/ Data Centre, Divisional Commissioner Office Complex, Rail Head, Jammu)	02



Technical Bid

Documents essentially required in a Separate Envelope 'B'

- 1) Duly signed and completed tender document set. (1 to 10 page of this tender)
- 2) Duly signed Annexure-V of the tender in token of proof to have read and accepted all the terms and conditions mentioned therein.
- 3) Documentary evidence certifying turnover of Rs. 50,000/- (fifty Thousand) on an average per year calculated on the basis of past three years (2013-14, 2014-2015 and 2015-16).
- 4) Undertaking on affidavit about non-black listed company/firm.
- 5) Permanent Account Number (PAN) (Attach copy).
- 6) Service Tax Registration No. of the Bidder (Attach copy).
- 7) ESI & EPF Registration No. (Attach copy of the certificate).
- 8) VAT/Sales Tax No. (Attach copy of the certificate).
- 9) Details of Government sector client (s):- [attach proof]

Sl. No.	Name and Address of Government Organization	Name & Designation of Nodal Officer	Telephone & Fax	Contract Validity	Annual Value of Contract

10) Name & Designation of the Authorised Signatory:

- (i) Name \_\_\_\_\_
- (ii) Designation \_\_\_\_\_
- (iii) Office Address \_\_\_\_\_
- (iv) Office Phone \_\_\_\_\_
- (v) Residence Phone \_\_\_\_\_
- (vi) Mobile No. \_\_\_\_\_

Place: \_\_\_\_\_  
Date: \_\_\_\_\_

Signature of Authorised signatory  
Name:.....  
SEAL .....

Financial Bid

This Annexure is required in a Separate Envelope 'C'

(A). For Housekeeping Personnel

(Unit Rate in Rs. )

Sl. No.	Particulars	Housekeeping per Personnel
1	Minimum Wages Act, 1948 and as amendment from time to time (the rate quoted should match, as closely as possible, the Minimum Wage prevalent as on 01/04/2017)	
2	Agency Charges	
3	Other Allowance, if any	
4	Total Cost per Personnel [1 + 2 +3]	

- Taxes wherever applicable will be paid for the above services as per the Prevailing rates.
- The detailed break-up of above rate is required to be given on separate sheet.

Place: \_\_\_\_\_

Signature of Authorised signatory

Date: \_\_\_\_\_

Name:.....

SEAL .....

**(B) For Materials**

Housekeeping Items for NIC must be brought monthly as per specimen brand/ quantity given below:

**(I) House Keeping Items use for NIC J&K State Centre, Jammu**

Sl. No.	Name of Items	Brand Name	Quantity per Month [I]	Unit Rate (Inclusive of taxes, transportation etc.) Rs. [II]	Total Cost Rs. [III]= [I]X[II]
1.	Liquid Hand-wash Soap (One Ltr))	ISI Mark	One		
2.	Urinal/Sanitary Cub	ISI Mark	One Pack		
3.	Vim Soap (150 Grams)	ISI Mark	One		
4.	Surf Powder (One Kg)		One		
5.	Cleanzo Phenyl ( 500 ML)	ISI Mark	One		
6.	Harpic (500 ML)	ISI Mark	One		
7.	Collin (500 ML)	ISI Mark	One		
8.	Room freshener (150 ML)	Sandal/Jasmine	One		
9.	Air freshener (150 ML)	Odonil/ Sandal/ Jasmine	One		
10.	Mosquito Killer Refill (225 ML)	Allout/Goodnight	One Pack		
11.	Mop with handle	ISI	One (Bi- Annually)		
12	Soft Broom (Full Length)		One		
13	Insects Killer (225 ML)	Hit/Baygon	One		
	Sub Total				

# Tender for Housekeeping and Cleaning Services | 2017

Note: Cost of above items will be reimbursed by NIC as per actual.

Place: \_\_\_\_\_

Signature of Authorised signatory

Date: \_\_\_\_\_

Name:.....

SEAL .....

## (II) House Keeping Items use for NIC Data Centre, D.C. Office Complex, Jammu

Sl. No.	Name of Items	Brand Name	Quantity per Month [I]	Unit Rate (Inclusive of taxes, transportation etc.) Rs. [II]	Total Cost Rs. [III]= [I]X[II]
1.	Liquid Hand-wash Soap (One Ltr))	ISI Mark	One		
2.	Urinal/Sanitary Cub	ISI Mark	One Pack		
3.	Vim Soap (150 Grams)	ISI Mark	One		
4.	Surf Powder (One Kg)		One		
5.	Cleanzo Phenyl ( 500 ML)	ISI Mark	One		
6.	Harpic (500 ML)	ISI Mark	One		
7.	Collin (500 ML)	ISI Mark	One		
8.	Room freshener (150 ML)	Sandal/Jasmine	One		
9.	Air freshener (150 ML)	Odonil/ Sandal/ Jasmine	One		
10.	Mosquito Killer Refill (225 ML)	Allout/Goodnight	One Pack		
11.	Mop with Handle		One (Bi-Annually)		
12	Soft Brooms(Full Length)		One		

# Tender for Housekeeping and Cleaning Services | 2017

13	Insects Killer (225 ML)	Hit/Baygon	One		
	Sub Total				

Note: Cost of above items will be reimbursed by NIC as per actual.

Place: \_\_\_\_\_

Signature of Authorized signatory

Date: \_\_\_\_\_

Name:.....

SEAL .....

## ANNEXURE-V

### DECLARATION

1. I, \_\_\_\_\_, Son/Daughter of Sh. \_\_\_\_\_ Proprietor/ Partner/ Director/ Authorised Signatory of M/s \_\_\_\_\_ am competent to sign the declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender which are fully acceptable to me.
3. The information / documents furnished along with the above tender are true and authentic to the best of my knowledge and belief. I/we, am/ are well aware of the fact that furnishing of any false information/fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

(Signature of Authorised Person)

Date:

Full Name:

Place:

Seal:

- Note: 1. The above declaration, along with a copy of the terms and conditions, duly signed and sealed in each page, by the Authorised signatory of the Bidder in token of acceptance of the terms and conditions should be enclosed with Technical Bid.
2. The above declaration can also be made on the letterhead of Bidder.

## Essential Eligibility Criteria

Essential Eligibility Criteria Compliance Sheet (to be filled and submitted by bidder with technical bid)

S No	Pre-Qualification Criteria	Compliance (Yes/No)*	Reference of Enclosed Proof
1	Duly signed "Annexure-14 : Declaration" of the tender in token of proof to have read and accepted all the terms and conditions mentioned therein		
2	Duly signed "Annexure-15 : Monthly Certificate of Compliance" of the tender		
3	Documentary evidence certifying turnover of Rs.1,00,000/- on an average per year calculated on the basis of past 3 years (2013-14, 2014-15, 2015-16)		
4	Undertaking on affidavit about non-black listed company/firm		
5	TAN / Permanent Account Number -PAN (Attach copy)		
6	Service Tax Registration No. of the Bidder (Attach copy)		
7	EMD along with duly filled "Annexure-7: Party / Demand Draft Details".		
8	List of 15 Regular Employees giving their name, employee code, designation, local & permanent address with their ESI & EPF Nos.		
9	ESI & EPF Registration No. (Attach copy of the certificate)		
10	VAT/Sales Tax No. (Attach copy of the certificate)		
11	Labour registration certificate and valid Labour License		

Details of 3 Government sector client (s):- [attach proofs]

Sl. No.	Name and Address of Government Organization	Name & Designation of Nodal Officer	Telephone & Fax	Contract Validity	Annual Value of Contract

Name & Designation of the Authorised Signatory:

- (i) Name \_\_\_\_\_
- (ii) Designation \_\_\_\_\_
- (iii) Office Address \_\_\_\_\_
- (iv) Office Phone \_\_\_\_\_
- (v) Residence Phone \_\_\_\_\_
- (vi) Mobile No. \_\_\_\_\_

Place: \_\_\_\_\_

Signature of Authorised signatory

Date: \_\_\_\_\_

Name:.....

SEAL .....

# Tender for Housekeeping and Cleaning Services | 2017

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Note: Bidder is supposed to fill up the above annexure and indicate the page number of the supporting document in the proof.