

Tender No. KOBO/1:2:1(House keeping)

TENDER DOCUMENT
FOR
HOUSEKEEPING SERVICE CONTRACT

BUREAU OF INDIAN STANDARDS
(KOCHI BRANCH OFFICE)

II Floor, Vankarath Towers

Signal Jn., NH Bye-Pass Road

Palarivattom, Edappally P.O.

KOCHI-682 024

Phone & Fax: 0484-2341174,2341175, 2341176

E-mail: tbo@bis.org.in

Website: www.bis.org.in

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**BUREAU OF INDIAN STANDARDS
(Kochi Branch Office)**

**TENDER NOTICE FOR PROVIDING
HOUSE KEEPING SERVICES**

Bureau of Indian Standards, II Floor, Vankarath Towers, Signal Jn., NH Bye-Pass Road, Palarivattom, Edappally P.O., KOCHI-682 024 invites sealed tenders under two bid systems from eligible firms/companies for providing housekeeping services for its office located at the above mentioned address

The Sealed bidding document (Technical Bid, Financial Bid & along with EMD duly filled and signed) should be addressed to the Section Officer at the above mentioned address on or before 12 December 2013, 1500 h. Tender received after stipulated time and date shall be rejected summarily

Cost of Tender Document:	Rs. 112/- (Rupees One Hundred Twelve only) (inclusive of service tax) (Non-refundable) Either by Cash or DD only Drawn in favour of Bureau of Indian Standards
Earnest Money Deposit:	: Rs. 2% of yearly contract amount Only DD in favour of "Bureau of Indian Standards"
Issuance of Tender Document:	: From 29 November 2013 to 12 December 2013 (Between 1000h and 1600h)
Last Date for submission of Tender	: 12 Dec 2013 up to 1500 h
Date and time of opening of Tender	: 12 Dec 2013 at 1530 h (Technical Bid)

The tender document may also be downloaded from our web site www.bis.org.in. The bidder who had downloaded the tender document should submit separate DD for the application fee of Rs.112/- and this should be attached with the fee for EMD in the Technical bid of tender document; else tender document for the bid will not be accepted.

The Bureau reserves the right to accept / reject any of the Tender(s) without assigning any reason whatsoever and shall be final and binding:

**SECTION OFFICER
BIS, KOCHI BRANCH OFFICE
KOCHI-682 024**

IMPORTANT DATES AND INFORMATION

Sl. No.	FAQ	Answer
1	Cost of Tender Document	Rs. 112/- (Inclusive of service tax)
2	EMD	2% of yearly contract amount Demand Draft should be submitted in favour of Bureau of Indian Standards, Kochi payable at Kochi
3	Performance Security Deposit	5% of yearly Contract amount by Demand Draft should be submitted in favour of Bureau of Indian Standards, Kochi payable at Kochi. <u>(Applicable for successful bidder only)</u>
4	Address and place of Submission of Tender	Bureau of Indian Standards II Floor, Vankarath Towers Signal Jn., NH Bye-Pass Road Palarivattom, Edappally P.O. <u>KOCHI-682 024</u>
5	Tender Document Delivery Mode	Through Speed Post / Registered Post/ Courier or either by person
6	Last date and time of submission	Upto 1500 h of 12 December 2013 [Thursday]
7	Date of opening Technical Bid	At 1530h on 12 December 2013 [Thursday]
8	Date of opening Financial Bids for technically qualified bidder	To be notified later
9	Venue of opening tender	BIS Kochi Office (at the above mentioned address)
10	All the bid documents from section-III to X need to be duly signed and sealed. However, the Financial Bid (Section-VIII) will be opened later on.	if signature & stamp in any of the section III to X found missing, the tenderer shall communicate on the same, on the day of opening for acceptance.
11	Duration of contract	One year from the date of awarding of contract, which is further extendable for a period of two years with same rates and terms & condition; subject to satisfactory performance each year
12	Validity of Tender	120 days from the date of opening of tender
13	Total Number of pages of Tender Document	16 pages

TECHNICAL BID SUBMISSION FORM

Dated

Letter of Bid (To be printed preferably on Bidder's letterhead)

To

The Scientist-F&Head
BUREAU OF INDIAN STANDARDS
II Floor, Vankarath Towers
Signal Jn., NH Bye-Pass Road
Palarivattom, Edappally P.O.
KOCHI-682 024

Ref: Invitation for Bid in respect of Tender Notice dated **29 November 2013**

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents.
2. We offer to execute in conformity with the Bidding Documents for "Housekeeping Service Contract" for the Bureau of Indian Standards, II Floor, Vankarath Towers, Signal Jn., NH Bye-Pass Road, Palarivattom, Edappally P.O., Kochi-682 024
3. Our bid shall be valid for a period of 120 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.
4. If our bid is accepted, we commit to submit a performance security of 5% in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that the Bureau is not bound to accept highest ranked bid / lowest bid or any other bid that the Bureau may receive.

Yours sincerely,

Authorised Signatory
(Authorised person shall attach a copy of Authorisation for signing on behalf of Bidding company)
Full Name and Designation

Date :

Place:

Stamp:

CONTACT DETAILS FORM

General Details of Bidder

- 1. **Name of the Company**
- 2. **Name and Designation of Authorised Signatory**
- 3. **Communication Address**
.....
- 4. **Phone No. / Mobile No.**
- 5. **Fax**
- 6. **E-Mail ID.**
- 7. **S.T. REGN. NO.**
- 8. **PAN NO.**

Particular Details of the Bidders Representative'

- 1. **Name of the Contact Person**
- 2. **Designation**
- 3. **Phone No.**
- 4. **Mobile No.**
- 5. **E-Mail ID.**

UNDERTAKING

- 1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
- 2. The rates quoted by me are valid and binding upon me for the entire period of contract and period of extension, if any and it is certified that the rates quoted are the lowest rates as quoted in any other institution of India.
- 3. I/We give the rights to the Bureau to forfeit the Earnest Money/Performance Security Deposit by me/us in case of breach of conditions of Contract.
- 4. I hereby undertake to provide the housekeeping services as per the provisions in the tender document/contract agreement.

Signature of the Authorised Signatory

Date:
Place:

Designation:
(Office seal of the Bidder)

GENERAL CONDITIONS

1. For the Bidding / Tender Document Purposes, Bureau of Indian Standards, II Floor, Vankarath Towers, Signal Jn., NH Bye-Pass Road, Palarivattom, Edappally P.O., Kochi-682 024 shall be referred to as 'Bureau' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
2. The sealed bidding documents should be delivered in the Administration Section of this office on or before the stipulated date and time. The technical bid and the financial bid must be sealed in separate envelopes super-scribing "Technical Bid" and "Financial Bid" and both these two envelopes must be placed in a third envelope super-scribing "Tender for Housekeeping Contract Service". This third envelope should be sealed and delivered to the Section Officer, Bureau of Indian Standards, Kochi Branch Office, Kochi-682 024.
3. Tender document may be purchased from Administration department of Bureau, Kochi Branch Office either by cash or by Demand Draft for an amount of Rs.112/- (Rupees One Hundred and twelve only) in favour of "Bureau of Indian Standards", payable at Chennai. **The tender document may also be downloaded from our web site www.bis.org.in. The bidder who had downloaded the tender document should submit separate DD for the application fee of Rs.112/- along with the tender document; else tender document for the bid will not be accepted.**
4. While all efforts have been taken to avoid errors in the drafting of the tender document, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
5. Each page of the Tender documents must be stamped and signed by the person or authorized persons submitting the Tender in token of his/their having acquainted himself/themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Bureau. **NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT.**
6. The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
7. All Bidders are hereby explicitly informed that conditional offers or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/format, or any other requirements, stipulated in the tender documents are **liable to be rejected**.
8. The parties to the Bid shall be the 'Bidders' (to whom the work has been awarded) and the Bureau of Indian Standards, Kochi Branch Office, Kochi.
9. For all purposes of the contract including arbitration thereunder, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post the Bureau of Indian Standards, Kochi Branch Office, Kochi. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.

(Signature)**(Stamp)**

Section-V

10. No request for transfer of any previous deposit of earnest money or Performance Security Deposit or adjustment against any pending bill held by the Bureau in respect of any previous work will be entertained.

11. Tenderer shall not be permitted to withdraw his offer or modify the terms and conditions thereof. In case the tenderer fails to observe and comply with the stipulations made herein or back out after quoting the rates, the EMD will be forfeited.

12. Validity of the Bids: The quoted bids shall have the validity for a period of 120 days from the date of opening of the tenders.

13. Opening of Tender: The tenderer either himself or may authorize any person to be present at the time of opening of the tender. The person attending the opening of the tender on behalf of the tenderer should bring with him a letter of authorization as proof.

14. Right of Acceptance: The Bureau of Indian Standards reserves all rights to reject any or all tenders without assigning any reason.

15. Communication of Acceptance – Successful bidder shall give acceptance within 10 days from the date of receipt of the work order, failing which, the work order issued stands cancelled and the EMD will be forfeited. Further, the successful bidder shall pay an amount of 5% of yearly Contract amount towards Performance Security which will be adjusted from the EMD.

16. Disclaimer: The near relatives of employees of the BIS are prohibited from participation in this tender. The near relatives for this purpose are defined as:

(a) Members of a Hindu Undivided Family.

(b) Their Spouse.

(c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law).

17. Corrigendum/Amendment to the tender will be effected if required.

18. The tenderer shall bear all cost associated with preparation and submission of tender form.

19. The bidder shall submit the tender form legibly in English and attach copies wherever required.

20. Bidders sending their bids through courier/ by Speed post/by Person should also ensure that their bids are received on the said address by the stipulated date and time. No time extension for courier/Speed Post/by Person shall be granted.

21. The Technical Bid will be opened on in the said date and time at our office.

22. The agencies who qualifies the Technical bid shall be call for next meeting for opening of Financial Bid for which the date, time and venue will be intimated to the qualified agencies separately.

Section-V

23. The bidder or the authorized person of the bidder are allowed to take part in the financial and technical bid opening meeting and they are required to sign the attendance.

24. Absence of bidder or representative shall not impair legality of the opening procedure

25. After opening of Technical bid and verifying the EMD amount, the technical bids shall be evaluated later on to ensure that, the bidders meets the eligibility criteria as specified in the tender document.

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

27. If a bidder does not provide clarifications of its bid by the date and time set by the Bureau, their bid may be rejected.

28. The successful bidder shall enter in to contract and the authorized signatory shall execute and sign the contract agreement in accordance with the article agreement and general conditions and provisions contained in the tender document before commencement of service.

29. Financial bid will be opened for the qualified technical bidders.

Date:

Place:

**(Name and Signature of Tenderer
with stamp of the firm)**

MINIMUM ELIGIBILITY CRITERIA

1. The following shall be the minimum eligibility criteria for fulfilling the Technical evaluation. The Financial evaluation shall be carried out only in respect of those bidders whose bid meets the Technical criterion. **(A Proof in support of the following criterion by the Bidder shall be submitted).**
2. Bid Security (EMD): EMD for Rs. 2% of yearly contract amount is to be submitted along with the tender document only in the form of Demand Draft drawn in favour of “Bureau of Indian Standards” Payable at Kochi.
3. The agency shall be a Limited Company or a Private Limited Company registered under the companies Act 1956/partnership firm or a proprietorship. **For proof, self attested/attested copy of Certificates of Incorporation / partnership deeds or any other valid document issued by the respective registrar of firms/companies may be submitted. In case of Proprietorship firm, Self-declaration or self-certificate supported by PAN in the proprietor name would suffice.** The Bidder should have a valid PAN issued by the Income Tax department. Bidder shall have valid Service Tax Registration.
4. The agency shall be registered with Employees Provident Fund Organization and Employees State Insurance Corporation. Attested copies of relevant document in this regard should be attached in the tender document.
5. The agency should have minimum three years experience in providing housekeeping services consecutively in the Government departments / Public sectors (Central or State) / Private limited company at the time of submitting the tender. Attested copy of relevant document in this regard should also be attached in the tender document
6. Income Tax Return of the company/firm /proprietor for the past three years should be enclosed.
7. Service Tax Return of the Company/firm for the past three years should be enclosed.
8. EPF (monthly return) for the month of September & October 2013 should be attached.

Date:

Place:

**(Name and Signature of Tenderer
with stamp of the firm)**

TECHNICAL BID DOCUMENT

Mandatory details to be provided with seal & signature else tender will be rejected summarily.

Sl. No.	Particulars	***
1	Name of the Tenderer/Firm, Office Address, Telephone No., Fax No., Mobile No., E-mail (Please attach registration certificate of Firm)	Copies shall be enclosed
2	EPF Registration No. Document of Monthly Return submitted for the last two months (September & October 2013)	Copies shall be enclosed
3	ESI Registration No., if applicable	Copies shall be enclosed
4	Present Employers certificate	Copies shall be enclosed
5	Experience certificate from existing employer/past employer Experience certificate should be enclosed for Three years.	Copies shall be enclosed
6	Income Tax Return for the Past three years (2010-11, 2011-12 & 2012-13)	Copies shall be enclosed
7	Service Tax Return for the past three years (2010-11, 2011-12 & 2012-13)	Copies shall be enclosed
8	DD for Rs. 2% of yearly contract amount in favour of "Bureau of Indian Standards" payable at Kochi.	
9	All the bid documents from section-III to X need to be duly signed with seal. However, the Financial Bid (Section-VIII) will be opened later on.	if signature & stamp in any of the section III to X found missing, the tenderer shall communicate on the same for acceptance.

Date:

Place:

**(Name and Signature of Tenderer
with stamp of the firm)**

FINANCIAL BID DOCUMENT

The agency willing to provide housekeeping services shall undertake the works quantified in Section-IX.

Sl. No.	Particulars	To be filled and not to be left blank.
1	<p>Bid value should be quoted only for one month for the quantified housekeeping work as specified in <u>Section-IX</u></p> <p>Bid value should not include Service tax which shall be raised in invoice every month in accordance to Government notification from time to time.</p> <p>Note: Only one bid value shall be quoted and it shall not be bifurcated in any manner.</p>	<p>Expenditure / month</p> <p>Rs. In Figures:</p> <p>Rupees in Words:</p>

Note: All cleaning items like spray, room freshener, deodorant, brooms, naphthalene ball, etc and other disinfectant and consumables shall be provided by the agency as per the requirements of every month and every now and then and cost of the same shall be reimbursed at the end of the month on submission of proper bills. This variable cost should not be included in the financial bid value.

Date:

Place:

(Name and Signature of Tenderer
with stamp of the firm)

QUANTIFIED WORK FOR HOUSEKEEPING

The purpose of housekeeping is that the whole office premises of BIS, Kochi must look neat and clean every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

General Information

Area of the Building – Approx. 5000 sq.ft.

Office working hours – 0900h to 1730h

Work to be done daily: (Between 0830h to 0915h)

1. Brooming, Sweeping of floors
2. Dusting and cleaning of office furniture, Table top office equipments, tables, paper trays and other installations.
3. Toilets, Wash basins and Canteen area etc. should be cleaned twice a day and disinfected with necessary disinfectant.
4. If required, additional cleaning should be taken up as per the directions given by the Bureau.
5. Replenishment of soap, naphthalene balls/air purifiers [As and when required].
6. Emptying of dustbins.

Work to be done once in two weeks:

1. Linen/Towel washing
2. Dusting of files, cleaning of side racks and office furniture items
3. Partition glass should be cleaned with cleansing liquid.

Work to be done once a month:

1. Dusting and cleaning of doors and window panes.
2. Vacuum cleaning of venetian blinds and carpets etc.
3. Cob-web removal, Dusting of ceilings fans, tube lights, fixtures, furniture items specifically steel almirahs.

In addition to above, in case of emergency, cleaning should be done at call on unforeseen events like breakage, spillage and special occasions.

Note: Interested agency shall visit our office between 09.00h to 1730h on all working days except Saturdays, Sunday and holidays and shall take note the office open area, carpet area, toilets etc to be cleaned.

Date:
Place:

(Name and Signature of Tenderer
with stamp of the firm)

GENERAL CONDITION OF CONTRACT

1. The purpose of housekeeping is that the whole office premises of BIS, Kochi must look neat and clean every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether such activities are elaborated hereunder or not.

2. All the cleaning personnel to be provided for undertaking the housekeeping services in BIS, Kochi shall be provided with required uniform and cleaning equipments and should maintain decent behavior.

3. **All the cleaning personnel provided for the housekeeping services shall be governed by Govt. of India Ordinance Minimum Wages Act/Govt. of Kerala Minimum Wages Act whichever is beneficial to the employee, EPF and ESI and all statutory recovery & remittance shall be taken care by the Contactor.**

4. All the cleaning personnel to be provided for housekeeping services are bound to work all the days except Government holidays and Sundays and they should reach the office premises well in advance at-least 0830h to start cleaning work. The working hours of housekeeping is 0900 hrs to 1730 hrs with lunch break of 1300 hrs to 1330 hrs.

5. The contractor shall liable to pay, the monthly wages on or before 07th of succeeding month to his deployed housekeeping personnel in accordance to applicable minimum wages Act.

6. The contractor shall strictly observe and adhere the following from their deployed housekeeping personnel:

- Are always smartly turned out and vigilant
- Are punctual and arrive at least 30 minutes before start of their duty time.
- Take charges of their duties properly and thoroughly.
- Perform their duties with honesty and sincerity.
- Read and understand their post and site instructions and follow the same.
- Extend respect to all Officers and Staff of the office of the Bureau
- Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will never sleep while on duty post.
- Will not read newspaper or magazine while on duty.
- Will immediately report to the Section Officer any untoward incident/ misconduct or misbehavior.
- Do not entertain visitors.
- Shall not smoke in the office premises.

7. It is the sole responsibility of the deployed housekeeping personnel to execute the assigned work perfectly and neatly. If any damages are caused to Bureau's assets while discharging the duty, suitable amount will be deducted from the contractor's monthly payment.

8. The contractor shall follow the instruction of Bureau from time to time in discharging the duty everyday.

9. The Bureau shall have the rights to remove any deployed housekeeping personnel from the duty who is considered to be undesirable.

10. The contractor shall exercise adequate supervision to reasonably ensure proper performance of housekeeping work in accordance to the schedule of work.

Section-X

11. The contractor shall issue identity card/identity documents of the employees who are deployed to execute the work.
12. All necessary reports and other information shall be supplied immediately by the contractor as and when required by the Bureau and at regular meeting will be held with Bureau.
13. The contractor shall not employ any person of age below 18 years and above the age of 60 years and they should be sound in health in carrying out the duty and should not have infected diseases.
14. The contractor shall not subcontract the assigned work to any other agencies.
15. The Bureau shall comply with and fulfill the recommendations (if any), if deemed necessary by the Bureau, made in writing by the Contractor in connection with the performance of the services. The Bureau shall notify the contractor of any dishonest, wrongful or negligent acts or omissions of the contractor's employees or agents in connection with the assigned services as soon as possible after the Bureau becomes aware of them.
16. If required amendment to the contract shall be effected from time to time in accordance to Government notifications or otherwise.
17. The contractor shall raise the invoice/Bill before 07th of the succeeding month for the payment.
18. All the payments to the contractor by the Bureau shall be made through NEFT/RTGS/DD only with applicable TDS in accordance with the Govt. of India guidelines from time to time.
19. Administrative Service charge (Bid Value) claimed for providing housekeeping contract shall not be raised at any cost during the contract period for any reason, force majeure etc.
20. **All the cleaning items and consumables shall be provided by the contractor as per the requirement and the cost of the same shall be reimbursed by the Bureau on submission of bills / vouchers etc.**
21. On expiry of the contract, such portion of the said Performance Security Deposit may be considered by the BIS sufficient to recover any incorrect or excess payments made on the bills to the firm, shall be retained until the final bill is settled.
22. In case of any accident caused to the housekeeping personnel during the work period, it is the sole responsibility of the agency to meet any expenditure in this regard.
23. The contract shall be for a period of one year from the date of awarding of contract service and the same shall be extended for further period of two years with same rates and Terms & Conditions subject to mutual consent between the Bureau and Contractor and satisfactory performance by the contractor each year.

Section-X

24. The contractor shall execute the assigned work as per the schedule and if the same have not been executed up to the expected level, warning notice shall be issued in this regard. If the situation continues still, penalty will be imposed at the rate of 1% of the contract value per month.

25. The contract may be terminated by either parties by giving Two month notice in writing.

26. The contract may be terminated by the Bureau by giving notice in writing to the Contractor, if in case of serious negligence or serious breach of any of the terms and conditions of the contract by the contractor, and the Bureau is of the opinion that any further continuance of the contract is not in the interest of the Bureau, then the Bureau shall have the right to terminate the contract without assigning any reason thereof, or without giving any notice, and any amount payable by the Bureau as well as the performance security is liable to be forfeited.

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

29. Jurisdiction of Court: This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Kohi.

Date:

Place:

**(Name and Signature of Tenderer
with stamp of the firm)**