

Ans
25.3.14

Tender Cost: Rs. 500/-

NATIONAL SCHOOL OF DRAMA

(An autonomous Institute under Ministry of Culture, Govt. of India)
Bahawalpur House, 1, Bhagwandas Road, New Delhi-110001

Tender Document along with Terms & Conditions

Subject:- Tender for annual job contract for providing Cleaning and Housekeeping services at National School of Drama, New Delhi.

1. Sealed Tenders are invited from eligible and reputed Delhi based Housekeeping Agencies for a period of one year from the date of initiation of contract, for providing services of cleaning, sweeping and maintenance at National School of Drama, New Delhi. Labour and materials required for the execution of services are to be provided by the Agency. Agencies shall have relevant experience of having provided similar services to other Govt. Departments i.e. Educational Institutes specially.
2. Tender Documents can be downloaded from NSD's website <http://www.nsd.gov.in> for which the Agency has to pay Rs. 500/- (Rupees Five Hundred Only) as Tender documents charges in the form of a crossed Demand Draft/Pay Order drawn in favour of the **Director, National School Drama, New Delhi** which is to be attached with tender at the time of submitting.
3. The bids are invited into two parts, i.e., **Qualifying/Technical Bid and Financial Bid**. The Qualifying/Technical Bid should be consisting of all technical details along with commercial terms and conditions as per the proforma at **Annexure-I**. The financial bid indicating item-wise prices for the items mentioned in proforma at **Annexure-II**.
4. The Qualifying/Technical Bid and Financial Bid should be sealed by the bidder in separate covers duly superscribed and both these sealed covers are to be put in a bigger cover which should also be sealed and duly superscribed '**Tender for Providing Cleaning and Housekeeping Services**'. The Qualifying/Technical Bid and financial bid should be addressed to **The Registrar, National School of Drama, Bahawalpur House, 1, Bhagwandas Road, New Delhi-110001** so as to reach the office on or before **09.04.2014 till 1500 hours** along with the Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand Only) in the form of a crossed Demand Draft/Pay Order drawn in favour of the **Director, National School Drama, New Delhi**. The tenders received without EMD, incomplete tenders or tenders without the supporting documents or not agreeing to terms & conditions shall be summarily rejected. A Tender Evaluation Committee constituted for the purpose will open the Qualifying/Technical Bid of the tenderers on **09.04.2014 at 1530 hours** in the presence of such tenderers who wish to be present.
5. If an Agency qualifies in the technical bid, then only its financial bid shall be opened. The financial bid indicating item-wise prices for the items mentioned in proforma at **Annexure-II** and the taxes as applicable. The financial bids shall be opened by a Committee constituted by the office.
6. The Director, National School of Drama reserves the right to accept or reject any & all tender(s) without assigning any reason(s) thereof. No tenderer shall have any cause of action or claim against the NSD for rejection of his tender.

Contd....P/2

TERMS AND CONDITIONS FOR PROVIDING CLEANING AND HOUSEKEEPING SERVICES

A. BIDDER IS REQUIRED TO FORWARD THE FOLLOWING DOCUMENTS:-

1. Name & address of the Firm/Agency including name of the Bank and Account No.
2. PAN No. / Valid License for providing services of cleaning & housekeeping from concerned authority / Registration Number of the Agency under the Company's Act 1956 / Administration or any other Act for providing manpower / Registration Number under the Delhi Shop & Establishment Act 1954 of Delhi Administration / Agency Memorandum & Profile / Provident Fund Code Number/ ESI Code Number / Income Tax Number / Service Tax Number in name of the Agency. Agency should have valid ISO 9001:2008 certification as mechanized Housekeeping services and OHSAS 18001:2007 Certification. Attested copies of these documents are to be enclosed.
3. The Agency should have at least five years experience with Govt. Depts., PSUs Educational/Academic organizations. The tenderer is also required to prove their competency for undertaking the jobs of providing required services and shall, therefore, furnish their standing and goodwill through **attested certificate/documentary proof** (letter of contract, satisfactory completion of services) from Ministries/Departments/Semi-Govt. bodies/PSUs etc. **A List of all the job undertaken in the last 5 years by the Agency may be attached separately.**
4. The tenderer should sign and stamp each page of this tender document as a token of having read and understood the terms & conditions contained therein and submit the same along with the bid.

B. EARNEST MONEY DEPOSIT

1. Earnest Money Deposit of Rs. 10,000/- (Rupees Ten Thousand Only) shall be kept in the envelope containing the qualifying/technical bid. Those who do not qualify the pre-qualification conditions, shall be summarily rejected and their financial bids shall not be opened.
2. The EMD shall remain deposited with the NSD during the period of validity of the offer, i.e., maximum period of 90 calendar days from the date of opening of tender.
3. No interest shall be paid by NSD on the EMD for the above said period.

C. EVALUATION OF TENDER:-

1. The Qualifying/Technical Bid and Commercial Terms shall be opened in the first instance in the presence of the tenderers or their representatives. Only one authorized representative per tenderer, will be permitted to be present at the time of opening of tender.
2. In the Financial Bid indicating item-wise prices for the items mentioned in proforma at Annexure-II and other information like discount etc. having a bearing on the amount shall be written both in words and figures. If there is any discrepancy between the amount / information quoted in words and figures, the amount/ information quoted in words will be treated as final.

Contd....P/3

7/10
25.3.14

-3-

3. The NSD reserves the right to select the tenderer on the basis of best possible bids received. The decision of the Tender Evaluation Committee arrived at as above shall be final and representation of any kind shall not be entertained on the above. Any attempt by any tenderer to bring pressure of any kind may disqualify the tenderer for the present tender and the tenderer may be liable to be debarred from bidding for tenders in future for a period of three years.

D. PERFORMANCE SECURITY:-

1. The successful bidders will have to submit performance security to ensure due performance of Contract to an amount of Rs. 50,000/- (Rupees Fifty Thousand Only) in the form of an Account Payee Demand Draft / Fixed Deposit Receipt from a commercial bank / Bank Guarantee from a commercial bank in the name of the Director, National School of Drama, New Delhi as per the text provided by the NSD.
2. The EMD of successful tenderer shall be returned after the Contract with NSD is given and performance guarantee of Rs. 50,000/- is furnished by the successful tenderer.
3. The performance security should be valid for a period of 30 days beyond the date of completion of the Contract obligation.
4. If the successful tenderer fails to furnish the performance guarantee on the terms and conditions laid down by the NSD, the EMD shall be forfeited by NSD.

E. COST OF TENDER AND SCHEDULE OF SUBMISSION OF TENDER DOCUMENTS:-

- | | | |
|---|---|-------------------------------|
| i) Cost of Tender | : | Rs. 500/- |
| ii) Time and last date of submission of tender documents | : | 1500 hrs on <u>09.04.2014</u> |
| iii) Time and date of opening of qualifying/technical bid | : | 1530 hrs on <u>09.04.2014</u> |
| iv) Procedure for submitting the bids | : | Two bid systems |

F. GENERAL CONDITIONS OF THE CONTRACT

1. The tender for cleaning the premises should be inclusive of cleaning material both consumables and durables as well as machines & equipments.
2. The tenderer entrusted with the work shall have to carry out the contract at the amount as approved by the NSD, which shall be valid for the whole of the period of the contract and no upward revision will be allowed during the period of the contract with the NSD under any circumstances.
3. National School of Drama does not bind itself to accept the lowest or any other tender and reserves the right to reject any or all the tenders. Tenders in which any of the prescribed conditions are not fulfilled, shall be summarily rejected.

Contd....P/4

ms
28-3-14

-4-

4. Canvassing whether directly or indirectly, in connection with the tender is strictly prohibited and the tenders submitted by the Contractors who resort to canvassing will be liable to rejection.
5. The Contractor shall provide labour and all the materials required for carrying out the work. He shall ensure discipline amongst his staff and restrict unnecessary movement/assembly of their personnel in premises etc. The Contractors shall ensure proper supervision of the duties of his staff through his own supervisor.
6. The Contractor will supply fresh sets of uniform/badges, gumboots, Identity cards who shall wear the same while on work and also keep their uniform clean and one set of recent passport size photograph for records each of his employee.
7. The Contractor shall be responsible for the conduct/integrity of his personnel and will also be responsible for any act of omission and commission on their part. He will vouch for their character & integrity. He shall submit police verification reports along with the photographs and the detailed particulars of the staff provided to the NSD.
8. The successful tenderer shall comply with all Act, Law under CL (R&A) Act 1970 and EPF & ESIC Act, Payments of Wages Act, Minimum Wages Act or other Statutory Rules, regulations with their latest amendments, by-laws applicable with regard to the performance of the work included herein or touching this Contract, from time to time and take such necessary steps as may be deemed necessary in this regard. **The tenderer shall submit a quarterly report containing the details of EPF & ESI deducted and credited into individual's account with appropriate/concerned department as a Proof.** If it is noticed at any stage that EPF & ESI of any individual has not been credited properly the same will not be paid by this department and will not take any responsibility for this lapse. The tenderer will bear all the consequences, whatsoever, of the same.
9. The successful tenderer will accept full and exclusive responsibility for disbursement of full wages, PF, Bonus, and Medical Leave etc. and other obligations referred to under the law now and hereafter imposed by State Govt./Local Bodies for the person(s) deployed by him. The successful tenderer should accept full and exclusive responsibility of insurance of the persons deployed by him.
10. The successful tenderer shall make regular and full payment of wages, salaries, PF and any other payments due to his employee(s) and furnish necessary proof.
11. NSD will have no liability whatsoever concerning the persons deployed by the tenderer for any purpose. The successful tenderer shall keep that the NSD indemnified against all losses or damages or liability arising out of or imposed in the course of employment of person(s) by him or for any violation of such Acts, Laws of Regulations etc. by him/her, his/her agent or his/her staff.

Contd....P/5

12. The successful tenderer shall be solely responsible for setting/resolving any dispute/claim of his/her personnel during the pendency of the Contract. No liability shall accrue to NSD under any circumstances even after expiry of the contract. No claim for continuity for service under contract or other wise will be entertained by NSD.
13. The tenderer shall be responsible for payment of any compensation/settlement of any liability arising out of any death or injury caused to the persons employed by him for rendering the jobs on contract under the agreement, either under the Workmen Compensation Act or any Act in force at that time.
14. The Tenderer shall at their cost take necessary insurance cover in respect of his employee(s) and other persons employed or engaged in connection with the process of rendering the aforesaid job. The tenderer shall also comply with the provisions of relevant Acts viz Employee State Insurance Act, Workmen's Compensation Act. The payment of Wages Act, Contract Labour (Regulations and Abolition) Act and the Employee's Provident Fund and Miscellaneous Provisions Act, 1952 and the rules made there under and as modified from time to time. If the payment of Bonus Act is applicable to the tenderer's Agency, they should comply with the provisions of the Act and the rules made there under, as modified from time to time.
15. The tenderer should deploy his authorized representative for effective and proper supervision of the maintenance and upkeep jobs under the contract.
16. Tenderer shall not sub-let or sub-contract any part of this contract/job without the expressed written consent of the NSD. The Contractor shall also be responsible for any act of omission or commission on the part of his supervisors/workers. Any damage done/caused to the existing structure/furniture/fitting/equipment by the workers of the Contractor Agency shall be got rectified by the Contractor at his own risk and cost/cost received from by the Contractor.
17. NSD is an International level theatre (culture) Institute, therefore, the Cleaning & Housekeeping works are to be carried out as per International norms/standards and in such a manner that all premises always look neat & Clean, Eco friendly chemicals/ Reagents to the extent possible are used. Similarly, the waste disposal is also carried out in totally sealed manner without affecting the Environment.
18. NSD is looking for a Mechanized type of Cleaning by which Efficient Cleaning can be achieved.
19. The decision of the Estate Manager/Caretaker of NSD or any other authorized officer regarding the satisfactory standard of cleanliness shall be final and binding on the Contractor. The Contractor shall comply with the monitoring mechanism/system as advised by the NSD.

770
28-3-14

G. **SCOPE OF WORK**

Cleaning of rooms, corridors, toilets, auditoriums and open space & etc.

1. There will be need for chemicals like floor cleaner, disinfectant for toilets, glass cleaner, air freshener and brasso. The consumable will include brushes, squeezes, brooms, mop, buckets, dusters and glass cleaning kits, wringer trolleys, toilet rolls and liquid hand soap. The machine will include at least wet and dry vacuum cleaner and scrubbing machine.
2. The work also includes dusting and cleaning of doors, cleaning of wash basin, cobwebs, glass panes, doors, windows, blinds and ventilators of room and water coolers and its space, cleaning & filling water in desert coolers, removal of garbage, cleaning and inspection of drainage/sewage system.
3. Spraying/fumigation of disinfectant/insecticide room pertains in the areas cover under the NSD including rooms, student hostels, mess, staff tea canteen & all auditoriums (monthly).
4. Cleaning glasses of doors, windows, ceiling & wall fans, blinds, carpets, pavement, stair cases, roof of all construction area and ventilators of all areas specified above by liquid soap/chemical/detergent.
5. The Contractor will carryout all the above on all working six days in a week (8 hours a duty) or as required by NSD.
6. The cleaning material etc. would be used to the satisfaction of NSD. Payment may be deducted if the quantity and quality of material is not satisfactory.
7. Cleaning & Attention of all the Drains & sewerage lines available in the premises of NSD.
8. Supply of suitable & adequate number of Dustbins, Cleaning of dustbins and Removal/disposal of collected garbage/debris at the NDMC approved location.
9. Pest control, Mosquito control & Rodent control of the entire NSD premises area including all rooms, student hostels, mess, staff tea canteen & all auditoriums (monthly).
10. Cleaning of lighting Fixtures & Accessories, Cleaning of Air conditioners, Cleaning of portable fire extinguishers / smoke detectors / fire detectors, Cleaning of Notice boards, Cleaning of furniture provided in all rooms/offices, Cleaning of Office equipments, Cleaning of Fire Hydrants, Fire Panels, All types of pipes, valves etc.
11. Cleaning of All Switch Boards, Panel Boards, Cleaning of Security equipments like Metal detectors etc., Cleaning of external lighting fixtures, Cleaning of R. O. Equipments etc., Cleaning of Automatic Hand Driers, Liquid Soap Dispensers etc., Cleaning of all miscellaneous equipments as available or being provided from time to time.

Contd....P/7

12. Toilets need to be kept clean in all respects by sweeping, washing and mopping of floors, washing of glazed tiles on walls, urinal pots W.C. pans, sinks, wash basins and all other fittings and fixtures using disinfecting material like phenyl, vim, detergent powder, acid liquid soap etc. on daily basis.
13. Soap containers need to be kept filled at all time and naphthalene balls in urinal pots and air fresheners/nepthaline ball/toilet paper etc. also needs to be provided as per requirement.
14. The works are to be done as per following schedule:-
 - (a) Scrubing of floors of all covered area (once in a week)
 - (b) Cleaning of all covered area (two times in a day)
 - (c) Cleaning of all open area (three times in a day)
 - (d) Cleaning of toilets (one hour check list will be maintained daily)
 - (d) The job of Pest, Mosquito, Rodent control and Spraying/fumigation of disinfectant/ insecticide (once in a month)

H. PROVISION OF MANPOWER

1. Sufficient manpower including supervisor will be required for cleaning and housekeeping of NSD premises as per scope of work.
2. All the Safai Karamchari deployed by the Contractor will perform duties as per schedule of NSD. The Contractor shall comply with the monitoring mechanism/system as advised by the NSD.
3. The Contractor will be liable to comply any instructions/order given in written or verbal for better and efficient services.

I. TERMINATION OF CONTRACT:-

The contract will be valid for a period of one year from the date of agreement and may be extended for another period, if services are found satisfactory. In the event of services rendered being found unsatisfactory, the contract is liable to be terminated by giving 15 days notice and security deposit will be forfeited. The decision of the NSD in this regard will be final.

J. DISPUTE RESOLUTION:-

In case of any dispute with regard to the interpretation of any clause(s) of this agreement, the same shall be referred to the sole arbitration of person appointed by NSD (1st Party), whose decision will be final and binding on both parties.

2014-3-14

K. DURATION / PERIOD OF CONTRACT:-

Normally the Contract may be awarded for 6 (six) months. However, extension of Contract may be considered keeping in view the various factors, such as prevailing market price, satisfactory performance of the Firm/Agency.

L. VALIDITY:-

The Tender shall be valid for a period of at least three calendar months from the date of opening of the tenders for the purpose of evaluation of tender. However, the rates quoted in the tender should be valid for the period of one year.

msd
25-3-14

National School of Drama

Annexure - I

(To be kept duly signed in Envelop 1 - Qualifying/Technical Bid)

QUALIFYING/TECHNICAL BID

Bidder is required to forward the following documents:-

1. Name of the Registered Firm/Agency :
2. Address of the Firm/Agency (with Tel no., Fax & Email) :
3. Name & Address of the Proprietor/ Partners/Directors (with mobile no.) :
4. Contact Person(s) (with mobile no.) :
5. Registration Number of the Agency under the Company's Act 1986 /Administration or any other Act for providing manpower :
6. Registration Number under the Delhi Shop & Establishment Act 1954 of Delhi Administration :
7. PAN No. and Income Tax No. :
8. Service Tax Registration No. :
9. (i) Registration No. with PF authorities ;
(ii) Registration No. with ESI authorities ;
10. Details of EMD :
11. Agency Memorandum & Profile :

Contd....P/2

- 12. The Agency must provide the certificates from at least 3 heads of Institutions where they are providing manpowers as safai karamchari : certifying that their services are professional and to their satisfaction

In order to assess the financial standing of the Agency/firm, the bid should contain the following two format.

A.

	2010-11	2011-12	2012-13
Turnover			
Taxable income			
Tax paid			

Above format should be supported by documentary evidence, like copies of balance sheet profit & loss A/C, Income Tax returns etc.

- B.** Name of at least five Government organizations / PSUs / Hospitals / Hostels / Establishments etc. including the names of two Educational Institutions, preferably having campus life where the services are provided by the Agency during the previous five years i.e. 2008-09, 2009-10, 2010-11, 2011-12 & 2012-13 in the following format.

Name & Address of client	Total contract value	Job order enclosed Yes/No	Contract period Start/End

Note: (Attested copies of above documents are to be enclosed)

DECLARATION

I hereby certify that the information furnished above are complete and correct to the best of my/our knowledge, I understand that in case any deviation is found in the above statement at any stage, the Firm/Agency will be blacklisted and will not have any right of dealing with the Department in future.

(Signature of Authorized Signatory with date)

Date : _____
Place: _____

Name of the Firm/Agency and stamp

200
27-3-14

National School of Drama

Annexure – II
(To be kept duly signed in Envelop 2 – Financial Bid)

FINANCIAL BID

1. Name of the Registered Firm/Agency :
2. Address of the Firm/Agency :
(with Tel. No., Fax & E-mail)
3. Particulars for providing services of Cleaning and Housekeeping at NSD including cleaning material & equipments for entire area as mentioned below:-

Particulars	Total Amount
1. a) NSD Students Hostel at 8, Hailey Road, New Delhi Total Super Area : 3,700 Sq. mtrs. (approx.) Total Covered Area : 2,300 Sq. mtrs. (approx.) Total Open Area : 1,400 Sq. mtrs. (approx.)	—
b) NSD Campus at Bahawalpur House, 1, Bhagwandas Road, New Delhi Total Super Area : 20,000 Sq. mtrs. (approx.) Total Covered Area : 9,000 Sq. mtrs. (approx.) Total Open Area : 11,000 Sq. mtrs. (approx.)	—
c) Un-skilled Safai Karamchhari Workers 17 nos. approximately (for six days in a week & 8 hours a duty)	—
d) Skilled Supervisor 01 no. (for six days in a week & 8 hours a duty)	—
2. Service Charges per month (To be quoted only in amount, not in percentage)	
3. Material Charges per month with (The list of material stating brand & quantity to be used per month must be enclosed separately)	
4. Any other charges, if any	
Total:-	

Wages, P.F., ESI & Service Tax will be applicable/paid as per latest Govt.'s norms. The Firm/Agency has to pay to the above persons at least minimum wages fixed by the Labour Department, Govt. of NCT of Delhi from time to time.

Date: _____

Signature of the Bidder with date

Place: _____

(Name of the Firm/Agency and stamp)