

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 Govt., PSUs, Ministries, Academic & Educational Institutes only.
2. Tender Documents can be downloaded from NSD's website <http://www.nsd.gov.in> for which the Agency has to pay Rs. 1,000/- (Rupees One Thousand 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 **27.02.2017 till 1500 hours** along with the Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty 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 **27.02.2017 till 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.
7. Any exemption for tender cost, tender EMD & Security Deposit is to be taken should be supported by proper exemption valid documents failing which, exemption will not be considered and tender will be outright rejected without assigning any reason.

A. ELIGIBILITY CONDITIONS FOR TECHNICAL BID.

Bidder is required to forward the following documents as required in Technical bid Annexure-I

1. LICENCE/REGISTRATION NO. OF :-

- (i) Valid Delhi Labour Contract License with No.
 - (ii) Registration Number of the Agency under the Company's Act 1956 /Administration or any other Act for providing manpower
 - (iii) Registration Number under the Delhi Shop & Establishment Act 1954 of Delhi Administration
2. PAN No.
 3. Service Tax Registration No.
 4. Registration No. with PF authorities.
 5. Registration No. with ESI authorities.
 6. Current Bank Solvency Certificate of minimum value Rs. 30 Lakhs should be valid on date of submission.
 7. Annual Turnover of the Agency/firm should be minimum rupees One crore in each year i.e. 2013-14, 2014-15 & 2015-16. It should be supported by documentary evidence, like copies of balance sheet, profit & loss A/C, Income Tax returns etc.
 8. Details of the satisfactory experience in this field with Govt., PSUs, Ministries, educational/academic organization only etc. where the services are provided by the Agency during the previous three years i.e. 2013-14, 2014-15 & 2015-16 in the following format.
 9. All the document should be page numbered with proper index giving all the details.
 10. The tenderer should sign and stamp each page of tender document as a token of acceptance of the terms & conditions contained therein and submit the same along with the bid without which tender will be not be considered.

B. EARNEST MONEY DEPOSIT:-

1. Earnest Money Deposit of Rs. 50,000/- (Rupees Fifty 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. No interest shall be paid by NSD on the EMD for the above said period.

C. EVALUATION OF TENDER:-

1. The Qualifying/Technical Bid 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, Service Charges mentioned in proforma at **Annexure–II** 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.
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. 1,00,000/- (Rupees One Lakh 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. 1,00,000/- 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 tender will be rejected and the EMD shall be forfeited by NSD.

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

- | | |
|---|------------------------------|
| i) Cost of Tender | : Rs. 1,000/- |
| ii) Time and last date of submission of tender documents | : 27.02.2017 till 1500 hours |
| iii) Time and date of opening of qualifying/technical bid | : 27.02.2017 till 1530 hours |
| iv) Procedure for submitting the bids | : Two bid systems |

F. GENERAL CONDITIONS OF THE CONTRACT:-

1. 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.

2. The Contractor 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.
3. The Contractor will supply fresh sets of uniform/badges, Identity cards to his workers 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.
4. 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.
5. The successful tenderer shall be fully responsible and comply with all 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 montly report containing the details of EPF & ESI deducted and credited into individual's account with appropriate/concerned department as a Proof for release of their monthly payment.** If it is noticed at any stage that EPF & ESI of any individual has not been credited properly, this department will not take any responsibility for this lapse. The tenderer will bear all the consequences, whatsoever, of the same. TDS will be deducted as applicable.
6. The successful tenderer will accept full and exclusive responsibility for disbursement of full wages 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 against any accident.
7. 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.
8. 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 otherwise will be entertained by NSD.
9. 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.

10. 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, 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.
11. The tenderer should deploy his authorized representative for effective and proper supervision of the maintenance and upkeep jobs under the contract.
12. 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.
13. The decision of the authorized officials of NSD regarding the satisfactory standard of services shall be final and binding on the Contractor.
14. The contractor will be fully responsible for coordinating with the licence authority and have to be present & to provide all necessary details required time to time by licensing authority.
15. Service Tax paid by the firm to the Govt. in favour of NSD for the said work will be reimbursed on production of actual deposit receipt for NSD.
16. The bidder shall take the sole responsibility for providing services on the approved wages fixed by the Govt. of NCT of Delhi for a period of one year from the date of award of Contract as per the text provided by the NSD.
17. The successful tenderer should submit Universal Account Number (UAN) of all the staff deputed after release of their first payment.
18. The Agency will be responsible for procuring Contract Labour License from Labour Department, Govt. of NCT of Delhi after being awarded the contract within two months.
19. NSD is an International level theatre (culture) Institute, therefore, the 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.
20. NSD is looking for a Mechanized type of Cleaning by which Efficient Cleaning can be achieved.
21. All the statutory payments including bonus to be paid as per government rules & regulations.
22. Uniform to be provided 2 pairs of summer & 1 pair of winter woolen uniforms, 1 pair of shoes, 2 pair of socks. The uniform quality & colour strictly needs to be approved by NSD.

23. The agency have to give affidavit that
- (a) No 7A/14B enquiry etc. under the EPF & Manpower Act is pending against the company.
 - (b) The tenderer / party of the bidding firm is not involved in any criminal cases.
 - (c) The tenderer / party of the bidding firm is not black listed in any government offices.
 - (d) Credentials submitted by the tenderer for this tender (duly self certified) are genuine.

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 (fortnightly).
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 of all the Drains available in the premises of NSD.
8. 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 (fortnightly).

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.
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/naphthalene ball/toilet paper etc. also needs to be provided as per requirement.
14. The works are to be done as per following schedule:-

(a) Scrubbing 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 fortnight)
15. The bidder shall take the sole responsibility for providing Un-skilled manpower on the approved wages fixed by the Govt. of NCT of Delhi for a period of one year from the date of award of Contract as per the text provided by the NSD.
16. The services provided by Firm/Agency shall be to the entire satisfaction of NSD.
17. The Agency shall provide the details of the staff, proposed to be deployed viz., their name, fathers name, DOB, residential address, telephone number, recent passport size photograph in form of a data base in both hard & soft form.

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 30 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 (Ist Party), whose decision will be final and binding on both parties.

K. DURATION / PERIOD OF CONTRACT:-

The contract will be valid for a period of one year from the date of agreement, however will be awarded initially for six months and will be extended for another period of six months, if services are found satisfactory.

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.

NATIONAL SCHOOL OF DRAMA

Annexure – I

(To be kept duly signed in Envelope 1 – Qualifying/Technical Bid)

QUALIFYING/TECHNICAL BID

BIDDER IS REQUIRED TO FORWARD THE FOLLOWING DOCUMENTS FOR QUALIFYING DULY SELF-CERTIFIED, STAMPED WITH PAGE NO.:-

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. **Licence/Registration No. of :-**
 - (i) Valid Delhi Labour Contract License with No. :
 - (ii) Registration Number of the Agency under :
the Company's Act 1956 /Administration
or any other Act for providing manpower
 - (iii) Registration Number under the Delhi Shop & :
Establishment Act 1954 of Delhi Administration
6. PAN No. :
7. Service Tax Registration No. :
8. (i) Registration No. with PF authorities :
(ii) Registration No. with ESI authorities :
9. Current Bank Solvency Certificate of :
minimum value Rs. 30 Lakhs should be :
valid on date of submission
10. Details of EMD / Tender Cost :
11. Declaration certificate attached to be stamped & signed.

Annual Turnover of the Agency/firm should be minimum rupees One crore in each year.

A.

	2013-14	2014-15	2015-16
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. Details of the satisfactory experience in this field with Govt., PSUs, Ministries, educational/academic organization only etc. where the services are provided by the Agency during the previous three years i.e. 2013-14, 2014-15 & 2015-16 in the following format.

Name & Address of client	Total contract value	Job order enclosed Yes/No	Experience certificate enclosed - Yes/No	Page No.

A List of all the job undertaken with letter of contract and satisfactory work certificate duly self attested in the last 3 years by the Agency may be attached separately along with page no.

DECLARATION

I hereby certify that all the information furnished in the offer submitted above are complete and correct to the best of my/our knowledge. I also hereby confirm and declare that the firm has not been black listed / de-listed by any Institutional agencies / Govt. Deptt. / PSU. I understand that in case any deviation is found in the above statement at any stage, the tender will be out right rejected & action as deem fit will be initiated against the firm/agency.

(Signature of Authorized Signatory with date)

Date : _____

Place: _____

Name of the Firm/Agency & stamp

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. The details of the area as mentioned below:-
(i) NSD premises at Bahawalpur House, 1, Bhagwandas Road, New Delhi &
(ii) NSD Boys Hostel at 8, Hailey Road, New Delhi

19 nos. Un-skilled Safai Karamchari & 01 no. Skilled Supervisor per month (for six days in a week & 8 hours a duty)

Particulars	Total Service Charges per month
<p>1. Service Charges should be lumpsum for providing services of 19 nos. Un-skilled Safai Karamchari & 01 no. Skilled Supervisor per month (for six days in a week & 8 hours a duty). The Services charges should be inclusive of Material, Uniform charges, statutory requirements i.e. bonus etc. (Nothing extra to be paid.) To be quoted only in amount, not in percentage</p> <p>Note:- <u>No other charges will be paid extra.</u></p>	

Note:- The Firm/Agency has to pay to the above workers at least minimum wages fixed by the Labour Department, Govt. of NCT of Delhi from time to time & will be paid accordingly. Service Tax deposited and P.F. & ESI paid as per latest Govt.'s norms and will be reimbursed on production of documentary proof.

Signature of the Bidder with date

Date: _____

Place: _____

(Name of the Firm/Agency and stamp)

List of material with quantity & make required per month

S. No.	Item	Quantity (approx.)	Brand
1	Hard broom	6 Dozen	
2	Soft broom	6 Dozen	
3	Big pochha	10 Dozen	
4	White Duster	8 Dozen	
5	Phenyl	20 Can	Ganda
6	Wiper Big Size	8 Nos.	Supreme
7	Teepol	20 Litter	Original
8	Harpic	8 Can	Original
9	Phenyle Ball	4 Kg	
10	Urinal Cube	30 Packet	Bubbles
11	Odonil Original	100 Nos.	
12	Garbage bag big (20 Kg)	30 Nos.	
13	Small garbage bag (10 Kg)	30 Nos.	
14	Vim (1 Kg)	20 Packet	
15	Surf (1 Kg)	20 Packet	Surf excel
16	Room Freshener	30 Nos.	Best Quality
17	Hit Black	30 Nos.	
18	Scorch Brite	50 Nos.	
19	Jala Brush	5 Nos.	
20	Hand Wash	60 Litter	Santoor, Bubbles
21	Toilet Brush	5 Nos.	
22	Balti	10 Nos.	Supreme, Gala
23	Pressure Pump	6 Nos.	
24	Dettol Hand Wash	20 Litter	
25	Toilet Roll	20 Nos.	
26	Tissue Paper	1 Box	
27	Detergent powder (1Kg)	30 Packet	
28	Glass cleaner	20 Bottle	Colin
29	Brasso	4 Bottle	

Total material charges per month as per above list is to be included in the Service Charges quoted in the financial bid.