

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

**Our Ref: VZBO/3:2**

**16 Dec 2014**

**NOTICE INVITING QUOTATIONS FOR OUTSOURCING OF CLERICAL STAFF SERVICES FOR BUREAU OF INDIAN STANDARDS, VISAKHAPATNAM BRANCH OFFICE**

Bureau of Indian Standards, Visakhapatnam Branch Office invites sealed quotations from Registered Firms/Companies engaged in business of Housekeeping to provide housekeeping services for the Visakhapatnam Branch Office of BIS located at 1<sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam as per quantum area basis (4600 Sq. ft). The nature of service to be provided and conditions are also placed in the official website of BIS i.e. [www.bis.org.in](http://www.bis.org.in)

**The last date for receipt of sealed tender is 05 January 2015 till 1700 hrs.** The sealed tenders may be submitted in the inward section of this office between 0900 hrs to 1700 hrs on all working days from (Monday to Friday) including the closing day i.e. 05/01/2015 or the tenders may also be sent by Registered Post/Speed Post so as to reach this office **on or before 05/01/2015**. The tenders will be opened on **06/01/2015 at 11.00 hrs.**

**(J N RAMESH KUMAR)  
Section Officer**

**HVZBO – for approval**

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

**NOTICE INVITING QUOTATIONS FOR OUTSOURCING OF CLERICAL STAFF  
FOR BUREAU OF INDIAN STANDARDS, VISAKHAPATNAM BRANCH OFFICE**

**1. Introduction**

1. On behalf of the Head, Bureau of Indian Standards, Visakhapatnam Branch Office, sealed tenders are invited from experienced Registered Firms/Companies engaged in business of Clerical Staff with previous experience of at least three years in the same field for the Bureau of Indian Standards, Visakhapatnam Branch Office for the year 2014-2015. Completed sealed quotations superscribed 'Tender for 'Clerical Staff' and accompanied with an EMD of Rs. 5,000/- in the form of demand draft drawn in favour of Bureau of Indian Standards, Visakhapatnam issued by a scheduled bank and placed in a separate cover, may be submitted in this office or be sent by Registered post to Bureau of Indian Standards, 1<sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam **upto 1700 hrs of 05/01/2015** and the tenders will be opened at **1100 hrs on 06/01/2015** in the presence of bidders or their authorized representatives.
2. The eligible bidders may submit their bids in two bid format – Technical bid and Financial bid. The contents to be included in the Technical bid are given in **Annexure A**. The financial bid must be submitted in the format given in **Annexure B**. The details of the same are available from the departmental website – [www.bis.org.in](http://www.bis.org.in).

<b>Sl. No</b>	<b>Name and Location of the Office</b>	<b>Name of Persons Engaged</b>
1	Bureau of Indian Standards, 1 <sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn. Visakhapatnam – 530003.	03

BIS shall not be responsible after submitting the bid and the successful bids shall extend the services for the area specified above.

1. Bureau of Indian Standards(BIS) reserves the right to obtain clarification/additional information from the bidders.
2. Bureau of Indian Standards(BIS) reserves the right to accept or reject any or all the offers without assigning any reasons, whatsoever and may not seek any services from any vendor as a consequence of the advertisement.
3. Tenders not submitted as per the format or in due time will be rejected.
4. Tender bid without EMD as stipulated are liable for rejection.
5. The agencies are advised to visit the work site to understand the nature of work/quantum of work in its true perspective to avoid any mis-understanding.
6. Tender will be finalized on lowest cost to Bureau of Indian Standards(BIS). Any conditional offer is not acceptable.
7. A tender may be rejected while scrutiny of technical bids in case there is unsatisfactory past performance in the execution of an earlier contract(s).
8. All the bills of the contractors will be cleared subject to the production of clearance certificate by the contractors in respect of compliance of all statutory requirements.

## II. PRE-QUALIFICATION CRITERIA

1. The agencies should be an incorporated entity.
2. The Service Provider should have at least a minimum of three years of experience in the same field with a minimum of 100 employees under their establishment and minimum turnover of 50 lakhs per annum each year in the last three financial years. Evidence of Income Tax returns shall be enclosed. Average turnover will not be considered or accepted.
3. **Should have experience of successfully completed similar works during the last three years and copies of the Performance Report(s) & also copy of one month bill should be enclosed from at least two Govt. Organizations/Departments. If tenders are submitted without experience certificates/bills, then such tenders will not be considered or they become invalid.**
4. The agency should be registered with EPFO and ESIC and other statutory bodies.
5. The agency should not have been black listed by any Government/semi Government or any other organization.

## III. SCOPE OF THE WORK

1. To keep record of appointments
2. To give stenographic / typing assistance / computer work
3. To do the maintenance/filing work of the Secretariat of HOD/concerned officer (s)
4. To give appointments
5. To guide visitors / officers coming to meet the HOD / concerned officer(s)
6. To receive calls meant for the office(s) and to connect the officer to others on phone
7. All other allied jobs connected with the post of assistants/clerical to officer(s)/SO
8. Any other work assigned to him by the concerned officer
9. All the supporting staff assists the officers/Section Officer in performing the jobs assigned to them.
10. Assigned work of movement of files, delivery of dak, distribution of files/dak within and outside department, collection of papers from other departments, clearing of out tray, photocopying / packing, sealing of samples, material from stores, maintaining general cleanliness in the department, keeping files and other records in proper position, retrieval, stitching and repairing etc

11. Other duties as may be assigned from time to time by the Competent Authority.

#### **IV. OBLIGATIONS TOWARDS STATUTAORY LIABILITIES:**

1. All statutory requirements under Minimum Wages Act, 948 Payment of Wages Act 1936 Workmen Compensation Act 1923, EPF & MP Act 1952, Payment of Gratuity Act 1972 ESI Act, 1948, the Contract Labour (R&A) Act 1970, Payment of Bonus Act 1965, Income Tax Act, Service Tax Act and all other applicable Acts shall be complied with by the service provider.
2. Service provider shall comply with all statutory requirements, rules, regulations, notifications in relation to employment of his employees issued from time to time by the concerned authorities.
3. Service provider shall ensure payment of statutory prescribed minimum wages as applicable from time to time in the presence of authorized representative of BIS and maintain proper records of their timely disbursement. These records need to be preserved for a period of at least 3 years and should be made available even after the contract is over for any verification by the statutory authorities/ BIS authorities.
4. Service provider to provide PF pass book to his employees and ensure payment of PF, EDLI, pension dues under EPF & MP Act 1952 to the RPFC.
5. Service provider shall ensure payment of ESI contribution under ESI Act 1948 and provide ESI membership card of each employee.
6. Service provider shall produce proof of deductions as well as remittance of PF, EDLI, Pension, ESI contribution, administrative charges etc., wherever applicable and shall maintain proper records. Service provider to issue wage slips to his employees.
7. Service provider shall furnish proper returns to the concerned statutory authorities and provide a copy of the same to BIS authorities.
8. Service provider shall be solely responsible for non payment/delayed payment of wages/DA, contributions under EPF & MP Act, ESI Act etc.
9. In case the service provider fails to make payment of wages to his employees or remittance of contribution to the concerned authorities, the security deposit/other dues/running bills under the contract can be utilized by the department to discharge the liability of the service provider.
10. Service provider shall indemnify the department against all claims and losses under various Labour Laws, statues or any civil or criminal law in connection with employees deployed by him.
11. The liability for any compensation on account of injury sustained by an employee of the service provider will be exclusively that of the service provider.
12. Service provider to obtain insurance cover for his employees/equipment, tools and tackles etc and take third party risk insurance coverage at his own cost. The department shall not be responsible for any loss, damage pilferage of his property and/ or his employees.
13. Service provider should have independent code numbers/exemptions under EPF & MP Act 1952 and ESI Act 1948 and shall cover his employees under the said codes.
14. Payment of bonus under the Payment of Bonus Act Payment of gratuity under the Gratuity Act, and retrenchment compensation under Act will be the sole responsibility of the service provider.

15. Over and above the daily wage rate, payment shall be made for leave with wages.

## **V OTHER TERMS AND CONDITIONS:**

1. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Housekeeping Agency at any time without giving any notice or reasons whatsoever.
2. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any person deployed by him even for short duration. This Office shall not entertain any claim arising out or mishap, if any that may take place. In the event of any liability / claim falling on BIS, the same shall be reimbursed / indemnified by the Service Provider.
3. The work shall be done on all week days except Sundays and in case of emergency, the service shall be provided subject to negotiation.
4. The general working hours will be from 09.00 hrs to 17.30hrs daily with half-an-hour lunch break
5. The personnel deployed shall be well experienced, trained adequately and of sound health. They should be in the regular establishment of the service providers and working on monthly wage basis. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which should be displayed prominently. They shall have the knowledge of local language and Hindi. Photo, full address of the persons who are going to be deployed in this office if the contract is awarded shall be provided for record and inform their credentials to Jurisdictional Police. If any of the persons deployed are having telephone, their telephone numbers may be provided to this office.
6. The Personnel should be punctual. The personnel should report to the officer-in-charge assigned by the BIS or any officer designated for this purpose.
7. The Service Providers should be registered under the ESI & Provident Funds Acts and other relevant statutory enactments dealing with employment of labour. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by the statutory Bodies. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to initiated by statutory bodies.
8. PAN/Service Tax Registration Number should be indicated.
9. The service Provider should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. Any breach of this condition will result in the immediate termination of the agreement besides the legal action to be initiated.
10. The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them under Law. The Service provider should ensure that salaries are paid on 5<sup>th</sup> of each month before the designated officer of the Bureau irrespective of receipt of payment to the Agency from BIS office
11. The payment shall be made to the Service Provider on or before 10<sup>th</sup> of the following month. At the time of submission of bill, payment made to the previous

month bills towards statutory liabilities like EPF, ESI etc should be enclosed in respect of all the engaged personnel.

12. Payment to the service Provider will be made by E-Payment and the details may be given to this Department (BIS) from time to time, on presentation of the bill. Income-Tax shall be deducted at source as per the rates notified by the Income-Tax Department. No cash payment will be made to him.
13. The persons engaged by the Agency will be in the regular employment of the Agency only, and not the employees of BIS.
14. The Service Provider shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party including the statutory obligations. For the entire work outsourced the service provider will be the principal employer for the disputes between their employee with them.
15. All the damages caused by the personnel to the property of the Department shall be recovered from the Service Provider.
16. The agreement will be for a maximum period of 12 months. This office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider. The contract can be closed before 12 months with mutual consent.
17. The contract can be terminated without any notice if the services are not satisfactory.
18. The Service Provider should have at least a minimum of three years of experience in the same field with minimum of 100 employees under their establishment and holding of at least 100000 sq. ft. He shall have minimum turnover of One crore per annum each year in the last three financial years. Evidence of Income Tax returns shall be enclosed. Average turnover will not be considered or accepted.
19. No other person except Service Provider's authorized representative shall be allowed to enter the office premises of BIS.
20. Service Provider shall in no case lease/transfer/sublet/appoint care taker for services.
21. BIS will not involve in any dispute between the Service Provider and the workers of the service provider.
22. Should have experience of successfully completed similar works during the last three years and copies of the Performance Report(s) & also copy of one month bill should be enclosed from at least two Govt. Organizations/Departments. If tenders are submitted without experience certificates/bills, then such tenders will not be considered or they become invalid.
23. The employees of service provider shall not deal with the department directly or indirectly.
24. It is the responsibility of the Service Provider to ensure that on all the working days the stipulated number of workers shall be deployed. In case, if any one of the workers deployed are absent, alternate arrangements shall be made by the Agency to ensure that the deployed strength is always maintained.

25. It is the responsibility of the Service Provider to monitor each worker deployed by them and ensure that the premises are always kept neat and clean.
26. The number of workers to be deployed by the Service Provider should be as per quantum area basis i.e., 4600 Sq. ft.
27. The Service Provider shall rotate the workers deployed on regular basis.
28. In addition to the above, any other work related to cleaning shall be carried out as and when assigned.
29. BIS reserves right to award the contract and the decision of the BIS is final.

VI. **MODE OF SUBMISSION OF BIDS:**

1. The sealed tenders shall be addressed to :- The Head, Bureau of Indian Standards, 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
2. The bidders are required to submit two bids, i.e. Technical and Financial bids in the prescribed formats i.e. Annexure-I and II. In the technical bid, the bidder will provide details about the experience in the field, the other Central Government Organizations for which he is providing services, details regarding compliance of statutory laws, number of persons proposed to be deployed etc. They should also specify any legal disputes if any pending against them. In the Financial bid, the bidder will submit the quotation for his charges. It should be written boldly on the top of the both envelopes as **TECHNICAL BID** and **FINANCIAL BID** as the case may be. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR LIMITED TENDER FOR CLERICAL STAFF** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders, who are short listed on the basis of Technical bid, will be opened. The decision of the BIS in awarding the contract will be final.
3. This office reserves the Right to postpone/and/or extend the date of receipt/opening of Rates / Quotations or to withdraws the same, without assigning any reason thereof. The Head, BIS also reserves the right to add / delete / amend / modify / append any clause before the tender is finalized and the agreement is signed with successful bidder.
4. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
5. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialling, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested.
6. Rates/quotations should be submitted and signed by the firm with its current business address.
7. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.

8. The Contractors must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the Service Provider in the rates/quotations and accepted by the BIS.
9. **THE LAST DATE FOR RECEIPT OF SEALED TENDER IS 05/01/2015 TILL 17.00 HRS.** The sealed tenders should be submitted in the Inward section of, The Head, Bureau of Indian Standards, 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
10. Between 09.00 hrs to 17.00 hrs on all working days (Monday to Friday) and also on the closing date i.e. **05/01/2015**.
11. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.
12. The tenders will be opened on **06/01/2015 at 1100 hrs** at 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
13. In the presence of the Tender Committee. Only authorized signatory or their authorized representative will be permitted to be present at the time of opening the tenders. No other person will be allowed.
14. Earnest Money Deposit Rs. 5,000/- (Rupees Five Thousand Only) per application in the form of Demand Draft/ Banker's Cheque of Scheduled Bank in favour of "Bureau of Indian Standards" payable at Visakhapatnam shall accompany the qualifying bid. Qualifying bids without EMD will be rejected. EMD will be returned to all the unsuccessful bidders after awarding the contract to the successful bidder. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure-I & II are found to be incorrect or false or if they do not fulfill the minimum eligibility conditions. No interest shall be paid on the EMD and EMD of selected bidder will be returned or furnishing performance guarantee as detailed below.
15. Performance Guarantee: The Successful bidder has to submit performance guarantee deposit of an amount equivalent to two month's payment in the form of Bank Guarantee from a Nationalized Bank/ Demand Draft/ Banker's Cheque of a Schedule Bank Drawn in favour of the "Bureau of Indian Standards" payable at Visakhapatnam before awarding contract. Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract. The Earnest Money Deposit should be refunded to the successful bidder on receipt of Performance Guarantee.
16. The tender details are being uploaded on [www.bis.org.in](http://www.bis.org.in)
17. For any clarification in the matter and/or for inspection of the premises, prior Appointment may be made with Shri. J N Ramesh Kumar, Section Officer of Bureau of Indian Standards, Visakhapatnam Branch Office @ 0891-2712834
18. Termination/Suspension of Contract : The Bureau shall be a liberty at any time to suspend this contract on giving 24 hours notice in writing the contractor for breach of any of the terms and conditions of this contract for poor quality, insufficient service or misconduct of the contractor as to which the decision of the Bureau shall be final and the Contractor shall not be entitled to any change or compensation by reason thereof.
19. Termination by the Bureau : It shall also be lawful for the Bureau to terminate the Agreement at any time without assigning any reason and without being

liable for loss or damage which the contractor may suffer by reason of such termination, by giving the contractor 15 days notice in writing by the Bureau for such termination. Any such termination shall be without prejudice to any other right of the Bureau under the Contract.

20. Contractor's right to terminate: If the contractor decides to terminate the Contract before the end of the Contract period, the Contractor has to give an advance intimation of at least 60days.
21. If the Contractor terminates the Agreement without prior notice of 60 days, then the entire security deposit will be forfeited.
22. Any disputes or differences arising under, out of or in connection with this order, shall be subject to the exclusive jurisdiction of Visakhapatnam.

**( J N RAMESH KUMAR )**  
Section Officer

**ANNEXURE – I**

**TECHNICAL BID (QUALIFYING BID DOCUMENT)**

Name of the Firm/Agency :

Sl. No	Particulars	Whether Complied with(Yes or No)	Remarks , if any
1	EMD value Rs 5,000/- by DD Enclosed		
2	3 Years Experience in the relevant field		
3	Minimum Man Power Strength of 100 Holding of at least One Lakh Sq. feet		
4	Average Annual Turnovers (last 3 years ending 31.03.2013) Certified by Chartered		
5	Permanent Account Number (PAN) (Profit & Loss A/c , balance sheet as evidence for filing of IT returns during last three financial years to be enclosed)		
6	Details of ESI & EPF Registra-tion along with Evidence		
7	Details of Service Tax Regn. along with		
8	Details of EMD		
9	List of present clients relating to Govt/PSU Departments (Documentary evidence)		
10	Firm blacklisted by the Govt. / PSUs Depts		
11	Details of legal disputes relating House Keeping, pendency if any.		
12	Whether your firm has Quality Assurance Certification like ISO/ISI Certification etc.		
13	Experience Certificate/ Performance Reports with supporting documents enclosed as proof		

## DECLARATION

I hereby certify that the information furnished above is true 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; I/ We shall be liable for disqualification and also liable for forfeiting of EMD and will be blacklisted and will not have any dealing with the Department in future. I/We convey our unconditional acceptance of the major terms and conditions as mentioned in the tender document.

It is also understood that the security handling personnel of our agency would be the employees of the agency and not of the Department. I/ We will comply with all the statutory requirements and there is no violation of all applicable laws in relation to the security personnel that we employ.

**(Signature of Authorized Signatory with date)**

## ANNEXURE - II

### FINANCIAL BID DOCUMENT

1. Name of the Party :
2. Address (With Tele.No. & Fax No.) :
3. Name & Address of the Proprietor/  
Partners/Directors (With Mobile Numbers)
  1. The cost of providing Clerical Staff per month as per scope of work in the tender document : **(As per Govt. Rules & Regulations)**

No. of Clerical personnel to be deployed	03
Basic Rate per Month for one Clerical	Rs.
VDA	Rs.
EPF	Rs.
ESI	Rs.
Add: any other charges if required	Rs.
Sub Total	Rs.
Add: Service Tax on services	Rs.
Grand Total	Rs.

**Note: Detailed break up shall be enclosed with regard to the statutory liabilities.**

(Rupees.....Only)

2. PAN/TAN No.
3. Service Tax Regn. No.
4. Details of Bank Particulars :
  - Name of the Bank & Branch
  - Bank Account No.
  - IFSC Code
  
5. Any other information :

**DECLARATION**

I hereby certify that the information furnished above is true 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; I/We shall be blacklisted and will not have any dealing with the Department in future. I/We shall be liable for debarment from the process of tendering besides forfeiture of the EMD. It is further submitted that the areas specified in the tender were verified and found correct. We shall not raise dispute in the areas specified.

**(Signature of Authorized Signatory with date)**

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

**Our Ref: VZBO/3:2**

**16 Dec 2014**

**NOTICE INVITING QUOTATIONS FOR OUTSOURCING OF HOUSEKEEPING SERVICES FOR BUREAU OF INDIAN STANDARDS, VISAKHAPATNAM BRANCH OFFICE**

Bureau of Indian Standards, Visakhapatnam Branch Office invites sealed quotations from Registered Firms/Companies engaged in business of Housekeeping to provide housekeeping services for the Visakhapatnam Branch Office of BIS located at 1<sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam as per quantum area basis (4600 Sq. ft). The nature of service to be provided and conditions are also placed in the official website of BIS i.e. [www.bis.org.in](http://www.bis.org.in)

**The last date for receipt of sealed tender is 05 January 2015 till 1700 hrs.** The sealed tenders may be submitted in the inward section of this office between 0900 hrs to 1700 hrs on all working days from (Monday to Friday) including the closing day i.e. **05/01/2015** or the tenders may also be sent by Registered Post/Speed Post so as to reach this office **on or before 05/01/2015**. The tenders will be opened on **06 January 2015 at 11.00 hrs.**

**(J N RAMESH KUMAR)**  
**Section Officer**

**HVZBO – for approval**

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

**NOTICE INVITING QUOTATIONS FOR OUTSOURCING OF  
HOUSEKEEPING SERVICES FOR BUREAU OF INDIAN STANDARDS,  
VISAKHAPATNAM BRANCH OFFICE**

**1. Introduction**

1. On behalf of the Head, Bureau of Indian Standards, Visakhapatnam Branch Office, sealed tenders are invited from experienced Registered Firms/Companies engaged in business of Housekeeping to provide Housekeeping services with previous experience of at least three years in the same field for the Bureau of Indian Standards, Visakhapatnam Branch Office as per quantum area basis (4600 Sq. ft) for the year 2014-2015. Completed sealed quotations superscribed 'Tender for Housekeeping Services' and accompanied with an EMD of Rs. 5,000/- in the form of demand draft drawn in favour of Bureau of Indian Standards, Visakhapatnam issued by a scheduled bank and placed in a separate cover, may be submitted in this office or be sent by Registered post to Bureau of Indian Standards, 1<sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam **upto 1700 hrs of 05/01/2015** and the tenders will be opened at **1100 hrs on 06/01/2015**.
2. The eligible bidders may submit their bids in two bid format – Technical bid and Financial bid. The contents to be included in the Technical bid are given in **Annexure A**. The financial bid must be submitted in the format given in **Annexure B**. The details of the same are available from the departmental website – [www.bis.org.in](http://www.bis.org.in).

<b>Sl. No</b>	<b>Name and location of the Office</b>	<b>(*)Approximate Carpet area to be cleaned (in Sq. feet)</b>
1	Bureau of Indian Standards, 1 <sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn. Visakhapatnam – 530003.	4600 Sqft

(\*) The above area is specified basing on carpet area and the bidder should make sure of the area before the quotation is submitted. Once the bid is closed, the area mentioned is final. In case of any variations, he should inform and get clarification before filing the quotation/bid. BIS shall not be responsible after submitting the bid and the successful bids shall extend the services for the area specified above.

1. Bureau of Indian Standards(BIS) reserves the right to obtain clarification/additional information from the bidders.
2. Bureau of Indian Standards(BIS) reserves the right to accept or reject any or all the offers without assigning any reasons, whatsoever and may not seek any services from any vendor as a consequence of the advertisement.
3. Tenders not submitted as per the format or in due time will be rejected.
4. Tender bid without EMD as stipulated are liable for rejection.
5. The agencies are advised to visit the work site to understand the nature of work/quantum of work in its true perspective to avoid any mis-understanding.

6. Tender will be finalized on lowest cost to Bureau of Indian Standards(BIS). Any conditional offer is not acceptable.
7. A tender may be rejected while scrutiny of technical bids in case there is unsatisfactory past performance in the execution of an earlier contract(s).
8. All the bills of the contractors will be cleared subject to the production of clearance certificate by the contractors in respect of compliance of all statutory requirements.

## **II. PRE-QUALIFICATION CRITERIA**

1. The agencies should be an incorporated entity.
2. The Service Provider should have at least a minimum of three years of experience in the same field with a minimum of 100 employees under their establishment and minimum turnover of 50 lakhs per annum each year in the last three financial years. Evidence of Income Tax returns shall be enclosed. Average turnover will not be considered or accepted.
3. **Should have experience of successfully completed similar works during the last three years and copies of the Performance Report(s) & also copy of one month bill should be enclosed from at least two Govt. Organizations/Departments. If tenders are submitted without experience certificates/bills, then such tenders will not be considered or they become invalid.**
4. The agency should be registered with EPFO and ESIC and other statutory bodies.
5. The agency should not have been black listed by any Government/semi Government or any other organization.

## **III. SCOPE OF THE WORK**

### **A: GENERAL SERVICES ON DAILY BASIS**

1. (a). Cleaning, sweeping and wet mopping of entire office floors/rooms, every day.  
(b). Cleaning of utensils, equipment in Canteen during the Office Hours.  
(c). Thorough Cleaning of toilets / Urinals wherever available in the premises using Cleaning material, by putting naphthalene balls / phenyl in all the urinals and air purifier in the toilets for every three hours.  
(d). Cleaning of toilets with toilet cleaners/chemicals and collecting/disposing of Garbage. Separately for wet and dry collected from all rooms.
2. Dusting and cleaning of all furniture like tables, chairs, racks, almirahs, sofa sets, fans and all other furniture items like Computers, electronic equipment including Telephones
3. Arranging and removing the Tiffin Plates/Meal Plates/Boxes etc. and cleaning in Canteen
4. Miscellaneous services such as serving of drinking water daily and refreshments etc during Conference/Meetings/Seminars.

### **B: WORKS TO BE ATTENDED ON ALL SATURDAYS (WEEKLY)**

1. Internal and external cleaning of window panes, doors and fans/Corridors removing Cob Webs etc.
2. De-dusting of the Standards, files, sample Cell Room of the entire office including the Record and Store Room with proper cleaning equipment like Vacuum Cleaners
3. Chemical wash of Tiles, Commodes, Wash Basins etc
4. Cleaning of Venetian / verticals blinds, ceilings, walls etc

### **C. CLEANING MATERIALS.**

The estimate for the cost of consumables like brooms, dusters, mop sticks, buckets, mugs, toilet cleaners, floor cleaner, toilet fresheners, urinal cakes, cleaning powder, phenyl, hand wash liquid, toilet cleaning brush, cleaning/dusting cloth. Water wipers, dustbins, garbage bins, room spray, scrubbing pads, naphthalene balls, glass cleaner all other cleaning reagents etc. required for the cleaning is to be mentioned separately. The Department reserves the option to include or exclude the cost of the consumables in the tender amount. If the tender is accepted excluding the cost of consumables, the Department will bear the cost of the consumables. However, as the inhaling of poisonous gases and pungent smelling liquids, may be hazardous, the service provider shall be responsible for such incidents and liable for legal action including for compensation if mishandled.

### **IV. OBLIGATIONS TOWARDS STATUTORY LIABILITIES:**

1. All statutory requirements under Minimum Wages Act, 1948 Payment of Wages Act 1936 Workmen Compensation Act 1923, EPF & MP Act 1952, Payment of Gratuity Act 1972 ESI Act, 1948, the Contract Labour (R&A) Act 1970, Payment of Bonus Act 1965, Income Tax Act, Service Tax Act and all other applicable Acts shall be complied with by the service provider.
2. Service provider shall comply with all statutory requirements, rules, regulations, notifications in relation to employment of his employees issued from time to time by the concerned authorities.
3. Service provider shall ensure payment of statutory prescribed minimum wages as applicable from time to time in the presence of authorized representative of BIS and maintain proper records of their timely disbursement. These records need to be preserved for a period of at least 3 years and should be made available even after the contract is over for any verification by the statutory authorities/ BIS authorities.
4. Service provider to provide PF pass book to his employees and ensure payment of PF, EDLI, pension dues under EPF & MP Act 1952 to the RPFC.
5. Service provider shall ensure payment of ESI contribution under ESI Act 1948 and provide ESI membership card of each employee.
6. Service provider shall produce proof of deductions as well as remittance of PF, EDLI, Pension, ESI contribution, administrative charges etc., wherever applicable and shall maintain proper records. Service provider to issue wage slips to his employees.
7. Service provider shall furnish proper returns to the concerned statutory authorities and provide a copy of the same to BIS authorities.

8. Service provider shall be solely responsible for non payment/delayed payment of wages/DA, contributions under EPF & MP Act, ESI Act etc.
9. In case the service provider fails to make payment of wages to his employees or remittance of contribution to the concerned authorities, the security deposit/other dues/running bills under the contract can be utilized by the department to discharge the liability of the service provider.
10. Service provider shall indemnify the department against all claims and losses under various Labour Laws, statues or any civil or criminal law in connection with employees deployed by him.
11. The liability for any compensation on account of injury sustained by an employee of the service provider will be exclusively that of the service provider.
12. Service provider to obtain insurance cover for his employees/equipment, tools and tackles etc and take third party risk insurance coverage at his own cost. The department shall not be responsible for any loss, damage pilferage of his property and/or his employees.
13. Service provider should have independent code numbers/exemptions under EPF & MP Act 1952 and ESI Act 1948 and shall cover his employees under the said codes.
14. Payment of bonus under the Payment of Bonus Act Payment of gratuity under the Gratuity Act, and retrenchment compensation under Act will be the sole responsibility of the service provider.
15. Over and above the daily wage rate, payment shall be made for leave with wages.

#### **V OTHER TERMS AND CONDITIONS:**

1. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Housekeeping Agency at any time without giving any notice or reasons whatsoever.
2. Insurance cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948 shall be taken by the Service Provider. The Service Provider shall arrange necessary insurance cover for any person deployed by him even for short duration. This Office shall not entertain any claim arising out or mishap, if any that may take place. In the event of any liability / claim falling on BIS, the same shall be reimbursed / indemnified by the Service Provider.
3. The work shall be done on all week days except Sundays and in case of emergency, the service shall be provided subject to negotiation.
4. Dress code of the staff should be specified.
5. The general working hours will be from 08.30 hrs to 17.45 hrs daily with half-an-hour lunch break
6. The personnel deployed shall be well experienced, trained adequately and of sound health. They should be in the regular establishment of the service providers and working on monthly wage basis. They should be disciplined and well mannered. They should be provided with uniforms and identity cards, which

should be displayed prominently. They shall have the knowledge of local language and Hindi. Photo, full address of the persons who are going to be deployed in this office if the contract is awarded shall be provided for record and inform their credentials to Jurisdictional Police. If any of the persons deployed are having telephone, their telephone numbers may be provided to this office.

7. The Personnel should be punctual and should complete the cleaning work of the entire office premises before this office commences its work. This office timing are from 0900 hrs to 1730 hrs with a lunch break between 1300 hrs to 1330 hrs.
8. The personnel should report to the officer-in-charge assigned by the BIS or any officer designated for this purpose.
9. The Service Providers should be registered under the ESI & Provident Funds Acts and other relevant statutory enactments dealing with employment of labour. All existing statutory regulations of both the State as well as the Central Governments, shall be adhered to by the service provider and all records maintained thereof shall be available for scrutiny by the statutory Bodies. Any failure to comply with any of the above regulations or any deficiency in service will render this contract liable for immediate termination without any prior notice in addition to the action proposed to initiated by statutory bodies.
10. PAN/Service Tax Registration Number should be indicated.
11. The service Provider should pay the personnel a minimum wage at the prevailing rate fixed under the Minimum Wage Act. Any breach of this condition will result in the immediate termination of the agreement besides the legal action to be initiated.
12. The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them under Law. The Service provider should ensure that salaries are paid on 5<sup>th</sup> of each month before the designated officer of the Bureau irrespective of receipt of payment to the Agency from BIS office
13. The payment shall be made to the Service Provider on or before 10<sup>th</sup> of the following month. At the time of submission of bill, payment made to the previous month bills towards statutory liabilities like EPF, ESI etc should be enclosed in respect of all the engaged personnel.
14. Payment to the service Provider will be made by E-Payment and the details may be given to this Department (BIS) from time to time, on presentation of the bill. Income-Tax shall be deducted at source as per the rates notified by the Income-Tax Department. No cash payment will be made to him.
15. The persons engaged by the Housekeeping Agency will be in the regular employment of the Agency only, and not the employees of BIS.
16. The Service Provider shall indemnify and keep this Office indemnified against all acts of omission, negligence, dishonesty or misconduct of the personnel engaged and this office shall not be liable for any damages or compensation to any personnel or third party including the statutory obligations. For the entire work out sourced the service provider will be the principal employer for the disputes between their employee with them.
17. All the damages caused by the personnel to the property of the Department shall be recovered from the Service Provider.

18. The agreement will be for a maximum period of 12 months. This office reserves the right to extend the contract further, subject to satisfactory performance of the Service Provider. The contract can be closed before 12 months with mutual consent.
19. The contract can be terminated without any notice if the services are not satisfactory.
20. The Service Provider should have at least a minimum of three years of experience in the same field with minimum of 100 employees under their establishment and holding of at least 100000 sq. ft. He shall have minimum turnover of One crore per annum each year in the last three financial years. Evidence of Income Tax returns shall be enclosed. Average turnover will not be considered or accepted.
21. No other person except Service Provider's authorized representative shall be allowed to enter the office premises of BIS.
22. Service Provider shall in no case lease/transfer/sublet/appoint care taker for services.
23. BIS will not involve in any dispute between the Service Provider and the workers of the service provider.
24. Should have experience of successfully completed similar works during the last three years and copies of the Performance Report(s) & also copy of one month bill should be enclosed from at least two Govt. Organizations/Departments. If tenders are submitted without experience certificates/bills, then such tenders will not be considered or they become invalid.
25. The employees of service provider shall not deal with the department directly or indirectly.
26. It is the responsibility of the Service Provider to ensure that on all the working days the stipulated number of workers shall be deployed. In case, if any one of the workers deployed are absent, alternate arrangements shall be made by the Agency to ensure that the deployed strength is always maintained.
27. It is the responsibility of the Service Provider to monitor each worker deployed by them and ensure that the premises are always kept neat and clean.
28. The number of workers to be deployed by the Service Provider should be as per quantum area basis i.e., 4600 Sq. ft.
29. The Service Provider shall rotate the workers deployed on regular basis.
30. In addition to the above, any other work related to cleaning shall be carried out as and when assigned.
31. BIS reserves right to award the contract and the decision of the BIS is final.

**VI. MODE OF SUBMISSION OF BIDS:**

1. The sealed tenders shall be addressed to :- The Head, Bureau of Indian Standards, 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.

2. The bidders are required to submit two bids, i.e. Technical and Financial bids in the prescribed formats i.e. Annexure-I and II. In the technical bid, the bidder will provide details about the experience in the field, the other Central Government Organizations for which he is providing services, details regarding compliance of statutory laws, number of persons proposed to be deployed etc. They should also specify any legal disputes if any pending against them. In the Financial bid, the bidder will submit the quotation for his charges. It should be written boldly on the top of the both envelopes as **TECHNICAL BID** and **FINANCIAL BID** as the case may be. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR LIMITED TENDER FOR HOUSEKEEPING** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders, who are short listed on the basis of Technical bid, will be opened. The decision of the BIS in awarding the contract will be final.
3. This office reserves the Right to postpone/and/or extend the date of receipt/opening of Rates / Quotations or to withdraws the same, without assigning any reason thereof. The Head, BIS also reserves the right to add / delete / amend / modify / append any clause before the tender is finalized and the agreement is signed with successful bidder.
4. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
5. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialling, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested.
6. Rates/quotations should be submitted and signed by the firm with its current business address.
7. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.
8. The Contractors must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the Service Provider in the rates/quotations and accepted by the BIS.
9. **THE LAST DATE FOR RECEIPT OF SEALED TENDER IS 05/01/2015 TILL 17.00 HRS.** The sealed tenders should be submitted in the Inward section of, The Head, Bureau of Indian Standards, 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
10. Between 09.00 hrs to 17.00 hrs on all working days (Monday to Friday) and also on the closing date i.e. **05/01/2015**.
11. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.

12. The tenders will be opened on **06/01/2015 at 1100 hrs** at 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
13. In the presence of the Tender Committee. Only authorized signatory or their authorized representative will be permitted to be present at the time of opening the tenders. No other person will be allowed.
14. Earnest Money Deposit Rs. 5,000/- (Rupees Five Thousand Only) per application in the form of Demand Draft/ Banker's Cheque of Scheduled Bank in favour of "Bureau of Indian Standards" payable at Visakhapatnam shall accompany the qualifying bid. Qualifying bids without EMD will be rejected. EMD will be returned to all the unsuccessful bidders after awarding the contract to the successful bidder. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure-I & II are found to be incorrect or false or if they do not fulfill the minimum eligibility conditions. No interest shall be paid on the EMD and EMD of selected bidder will be returned or furnishing performance guarantee as detailed below.
15. Performance Guarantee: The Successful bidder has to submit performance guarantee deposit of an amount equivalent to two month's payment in the form of Bank Guarantee from a Nationalized Bank/ Demand Draft/ Banker's Cheque of a Schedule Bank Drawn in favour of the "Bureau of Indian Standards" payable at Visakhapatnam before awarding contract. Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract. The Earnest Money Deposit should be refunded to the successful bidder on receipt of Performance Guarantee.
16. The tender details are being uploaded on [www.bis.org.in](http://www.bis.org.in)
17. For any clarification in the matter and/or for inspection of the premises, prior Appointment may be made with Shri. J N Ramesh Kumar, Section Officer of Bureau of Indian Standards, Visakhapatnam Branch Office @ 0891-2712834
18. Termination/Suspension of Contract : The Bureau shall be a liberty at any time to suspend this contract on giving 24 hours notice in writing the contractor for breach of any of the terms and conditions of this contract for poor quality, insufficient service or misconduct of the contractor as to which the decision of the Bureau shall be final and the Contractor shall not be entitled to any change or compensation by reason thereof.
19. Termination by the Bureau : It shall also be lawful for the Bureau to terminate the Agreement at any time without assigning any reason and without being liable for loss or damage which the contractor may suffer by reason of such termination, by giving the contractor 15 days notice in writing by the Bureau for such termination. Any such termination shall be without prejudice to any other right of the Bureau under the Contract.
20. Contractor's right to terminate: If the contractor decides to terminate the Contract before the end of the Contract period, the Contractor has to give an advance intimation of at least 60days.
21. If the Contractor terminates the Agreement without prior notice of 60 days, then the entire security deposit will be forfeited.
22. Any disputes or differences arising under, out of or in connection with this order, shall be subject to the exclusive jurisdiction of Visakhapatnam.

**( J N RAMESH KUMAR )**  
**Section Officer**

**ANNEXURE I**

**TECHNICAL BID (QUALIFYING BID DOCUMENT)**

Name of the Firm/Agency :

Sl. No	Particulars	Whether Complied with(Yes or No)	Remarks , if any
1	EMD value Rs 5,000/- by DD Enclosed		
2	3 Years Experience in the relevant field		
3	Minimum Man Power Strength of 100		
	Holding of at least One Lakh Sq. feet		
4	Average Annual Turnovers (last 3 years ending 31.03.2013) Certified by Chartered		
5	Permanent Account Number (PAN) (Profit & Loss A/c , balance sheet as evidence for filing of IT returns during last three financial years to be enclosed)		
6	Details of ESI & EPF Registra-tion along with Evidence		
7	Details of Service Tax Regn. along with		
8	Details of EMD		
9	List of present clients relating to Govt/PSU Departments (Documentary evidence)		
10	Firm blacklisted by the Govt. / PSUs Depts		
11	Details of legal disputes relating House Keeping, pendency if any.		
12	Whether your firm has Quality Assurance Certification like ISO/ISI Certification etc.		
13	Experience Certificate/ Performance Reports with supporting documents enclosed as proof		

**DECLARATION**

I hereby certify that the information furnished above is true 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; I/ We shall be liable for disqualification and also liable for forfeiting of EMD and will be blacklisted and will not have any dealing with the Department in future. I/We convey our unconditional acceptance of the major terms and conditions as mentioned in the tender document.

It is also understood that the security handling personnel of our agency would be the employees of the agency and not of the Department. I/ We will comply with all the statutory requirements and there is no violation of all applicable laws in relation to the security personnel that we employ.

(Signature of Authorized Signatory with date)

**ANNEXURE - II**  
**FINANCIAL BID DOCUMENT**

1. Name of the Party :
2. Address (With Tele.No. & Fax No.) :
3. Name & Address of the Proprietor/  
Partners/Directors (With Mobile Numbers)

S.No.	Name and address of the premises	Area to be cleaned (in SFT)	Monthly rate quoted (excluding materials)	Monthly cost of Consumables #

# The list of consumables and quantity to be used shall be mentioned separately.

1. Total Monthly charges for House keeping services: **(As per Govt. Rules & Regulations)**
  1. For the services (Basic) :
  2. VDA :
  3. EPF :
  4. ESI :
  3. For the consumables(Incl. all taxes) :
  - Add: any other charges if required :
  - Grand Total :
  - Add: Service Tax on services :

**Note : Detailed break up shall be enclosed with regard to the statutory liabilities.**

Grand Total : Rs.

(Rupees.....)

.....only)

**DECLARATION**

I hereby certify that the information furnished above is true 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; I/We shall be liable for department from the process of tendering besides forfeiture of the EMD. It is further submitted that the areas specified in the tender were

verified and we do not find any deviation and the measurements are as per the areas mentioned in the tender. In case of any increase of area, we shall not seek any proportionate charges as the terms and conditions accepted at the time of the tender.

**(Signature of Authorized Signatory with date)**

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

**Our Ref: VZBO/Security/2014**

**16 DEC 2014**

**NOTICE INVITING QUOTATIONS FOR OUTSOURCING OF SECURITY SERVICES,  
HOUSEKEEPING & CLERICAL STAFF FOR BUREAU OF INDIAN STANDARDS,  
VISAKHAPATNAM BRANCH OFFICE**

Bureau of Indian Standards, Visakhapatnam Branch Office invites sealed quotations from Registered Firms/Companies who are experienced and engaged in business of Security Services to provide Security services for the Bureau of Indian Standards, Visakhapatnam Branch Office located at 1<sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam. The nature of service to be provided and conditions are also placed in the official website of BIS i.e. [www.bis.org.in](http://www.bis.org.in)

The last date for receipt of sealed tender is **05 January 2015 till 1700 hrs**. The sealed tenders may be submitted in the inward section of this office between **0900 hrs to 1700 hrs** on all working days from (Monday to Friday) including the closing day i.e. **05/01/2015** or the tender may be sent by Registered post so as to reach this office on or before **05/01/2015**. The tenders would be opened on **06/01/2015 at 11.00 hrs**.

**(J N RAMESH KUMAR)  
Section Officer**

**HVZBO – for approval**

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

**TENDER FOR OUTSOURCING OF SECURITY SERVICES IN THE PREMISES OF  
THE BUREAU OF INDIAN STANDARDS, VISAKHAPATNAM BRANCH OFFICE**

**I. Introduction**

1. On behalf of the Head, Bureau of Indian Standards, Visakhapatnam Branch Office, sealed tenders are invited from experienced Registered Firms/Companies engaged in business of Security services to provide Security services with previous experience in the same field for at least three years
2. Completed sealed quotations superscribed 'Tender for security services' and accompanied with an **EMD of Rs. 5,000/-** in the form of demand draft drawn in favour of Bureau of Indian Standards, Hyderabad issued by a scheduled bank and placed in a separate cover, may be submitted in this office or be sent by Registered post to Bureau of Indian Standards, 1<sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam **upto 1700 hrs of 05/01/2015 and the tenders will be opened at 1100 hrs on 06/01/2015.**
3. The eligible bidders may submit their bids in two bid format – Technical bid and Financial bid. The contents to be included in the Technical bid are given in **Annexure A**. The financial bid must be submitted in the format given in **Annexure B**. The details of the same are available from the departmental website – [www.bis.org.in](http://www.bis.org.in).
4. The details are as under:

Sl. No	Name of the office and its location	Type of Visitors	Average No. of Visitors
1	Bureau of Indian Standards, 1 <sup>st</sup> floor, 1 <sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam – 530003.	Usually from various Govt. Depts/Industries related to BIS activities etc	50 per day

5. Bureau of Indian Standards(BIS) reserves the right to obtain clarification/additional information from the bidders.
6. Bureau of Indian Standards(BIS) reserves the right to accept or reject any or all the offers without assigning any reasons, whatsoever and may not seek any services from any vendor as a consequence of the advertisement.
7. Tenders not submitted as per the format or in due time will be rejected.
8. Tender bid without EMD as stipulated are liable for rejection.
9. The agencies are advised to visit the work site to understand the nature of work/quantum of work in its true perspective to avoid any miss-understanding.
10. Tender will be finalized on lowest cost to Bureau of Indian Standards(BIS). Any conditional offer is not acceptable.

11. A tender may be rejected while scrutiny of technical bids in case there is unsatisfactory past performance in the execution of an earlier contract(s).
12. All the bills of the contractors will be cleared subject to the production of clearance certificate by the contractors in respect of compliance of all statutory requirements.

## II. PRE-QUALIFICATION CRITERIA:

1. The agencies should be an incorporated entity.
2. The Service Provider should have at least a minimum of three years of experience in the same field with a minimum of 100 employees under their establishment and minimum turnover of 50 lakhs per annum each year in the last three financial years. Evidence of Income Tax returns shall be enclosed. Average turnover will not be considered or accepted.
3. **Should have experience of successfully completed similar works during the last three years and copies of the Performance Report(s) & also copy of one month bill should be enclosed from at least two Govt. Organizations/Departments. If tenders are submitted without experience certificates/bills, then such tenders will not be considered or they become invalid.**
4. The agency should be registered with EPFO and ESIC and other statutory bodies.
5. The agency should not have been black listed by any Government/semi Government or any other organization.

## III. SCOPE OF WORK:

1. The requirement is for provision of security services for the Bureau of Indian Standards(BIS) located at 1<sup>st</sup> floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram Jn, Visakhapatnam -530 003.
2. This office requires **two security personnel** from 0830 hrs to 1800 hrs (8.30 AM to 6.00 PM)
3. Dress code of the staff should be specified.
4. The security personnel are expected to be deployed immediately on awarding the tender. The security personnel so deployed shall be rotated on regular basis. The agency shall follow all the statutory laws/labour laws. However, it will be the responsibility of the agency to provide replacements and ensure uninterrupted security services on all working days and sometimes on close days as and when required.
5. While selecting the vendors, emphasis will be given on ability and competency in rendering good quality services an ability to promptly provide replacement of absent/deficient guards.
6. The bidders/vendors who meet all the eligibility criteria and terms and conditions in all respects should submit their tenders.

7. The number of security guards indicated above is provisional and the numbers may be increased or decreased at the discretion of the BIS and they may be rotated/relocated as per the requirements, at the discretion of the BIS.
8. The agency should have sufficient pool or trained/experienced reserve manpower to provide un-interrupted security during the period of the contract. The agency shall provide proper relievers for the security personnel on weekly offs/holidays. The security posts shall not be left un-attended at any point of time, whatsoever.
9. An authorized official of the security agency shall make rounds and check his guards at least once a week or as directed by the Department and make an entry in the register maintained for it along with company seal.
10. It shall be contractor's sole responsibility to protect the public and his employees against accident from any cause and provide required safety equipments and shall indemnify, the company against any claims for damages for injury to the person or property resulting from any such accidents and shall, where the provisions of the workmen's compensation act apply, take steps to properly insure against any claims there under.
11. Head, BIS reserves the right to add, modify, append or delete any clause without giving any notice.

#### **IV. OBLIGATIONS TOWARDS STATUTORY LIABILITIES:**

1. All statutory requirements under Minimum Wages Act, 1948, Payment of Wages Act 1936, Workmen Compensation Act 1923, EPF & MP Act 1952, Payment of Gratuity Act 1972, ESI Act, 1948, the Contract Labour (R&A) Act 1970, Payment of Bonus Act 1965, Income Tax Act, Service Tax Act and all other applicable Acts shall be complied with by the service provider. PAN/ST Registration No should be indicated.
2. Service provider shall comply with all statutory requirements, rules, regulations, notifications in relation to employment of his employees issued from time to time by the concerned authorities.
3. Service provider shall ensure payment of statutory prescribed minimum wages as applicable from time to time in the presence of authorized representative of BIS and maintain proper records of their timely disbursement. These records need to be preserved for a period of at least 3 years and should be made available even after the contract is over for any verification by the statutory authorities/ BIS authorities.
4. Service provider to provide PF pass book to his employees and ensure payment of PF, EDLI, pension dues under EPF & MP Act 1952 to the RPFC.
5. Service provider shall ensure payment of ESI contribution under ESI Act 1948 and provide ESI membership card of each employee.
6. Service provider shall produce proof of deductions as well as remittance of PF, EDLI, Pension, ESI contribution, administrative charges etc., wherever applicable and shall maintain proper records. Service provider to issue wage slips to his employees.
7. Service provider shall furnish proper returns to the concerned statutory authorities and provide a copy of the same to BIS authorities.

8. Service provider shall be solely responsible for non payment/delayed payment of wages/DA, contributions under EPF & MP Act, ESI Act etc.
9. In case the service provider fails to make payment of wages to his employees or remittance of contribution to the concerned authorities, the security deposit/other dues/running bills under the contract can be utilized by the department to discharge the liability of the service provider.
10. Service provider shall indemnify the department against all claims and losses under various Labour Laws, statues or any civil or criminal law in connection with employees deployed by him.
11. The liability for any compensation on account of injury sustained by an employee of the service provider will be exclusively that of the service provider.
12. Service provider to obtain insurance cover for his employees/equipment, tools and tackles etc and take third party risk insurance coverage at his own cost. The department shall not be responsible for any loss, damage pilferage of his property and/ or his employees.
13. Service provider should have independent code numbers/exemptions under EPF & MP Act 1952 and ESI Act 1948 and shall cover his employees under the said codes.
14. Payment of bonus under the Payment of Bonus Act Payment of gratuity under the Gratuity Act, and retrenchment compensation under Act will be the sole responsibility of the service provider.
15. Over and above the daily wage rate, payment shall be made for leave with wages.

#### **V. DUTIES OF THE SECURITY GUARDS:**

1. The personnel engaged ought to be polite yet firm, disciplined, physically fit and alert, smartly dressed in uniform provided by the agency.
2. They should conduct themselves in a fit manner before distinguished visitors, VIP and Officers.
3. They should check control and restrict entries to staff/workers/authorized personnel of the BIS and others by valid passes or searching if required and movement of vehicles and incoming/outgoing materials (with gate passes/challans) and time keeping.
4. Maintain strict security of the men, material and premises. They will be entirely responsible for thefts of easily movable items like bathroom fittings, fans, exhaust fans, telephone instruments, fire extinguishers and various types of office equipments etc.
5. They will not leave the place of duty under any circumstances until and unless properly relieved.
6. Alert the staff on duty in case of fire and assist in fire fighting operations if necessary.
7. Should watch out for any unidentified/unclaimed/suspicious objects persons in the buildings/premises.

8. Should stand by the BIS in case of any dharnas/strikes/bandh calls etc. and attend to the security of the officers of the Department.

## VI. **MODE OF SUBMISSION OF BIDS:**

1. The sealed tenders shall be addressed to :- The Head, Bureau of Indian Standards, 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
2. The bidders are required to submit two bids, i.e. Technical and Financial bids in the prescribed formats i.e. Annexure-I and II. In the technical bid, the bidder will provide details about the experience in the field, the other Central Government Organizations for which he is providing services, details regarding compliance of statutory laws, number of persons proposed to be deployed etc. They should also specify any legal disputes if any pending against them. In the Financial bid, the bidder will submit the quotation for his charges. It should be written boldly on the top of the both envelopes as **TECHNICAL BID** and **FINANCIAL BID** as the case may be. Both the envelopes should be submitted in a single sealed cover duly addressed and super scribed with **QUOTATIONS FOR LIMITED TENDER FOR HOUSEKEEPING** on top. The service providers will be short listed on the basis of their technical competency after opening of technical bids. Financial bids of only those bidders, who are short listed on the basis of Technical bid, will be opened. The decision of the BIS in awarding the contract will be final.
3. This office reserves the Right to postpone/and/or extend the date of receipt/opening of Rates / Quotations or to withdraws the same, without assigning any reason thereof. The Head, BIS also reserves the right to add / delete / amend / modify / append any clause before the tender is finalized and the agreement is signed with successful bidder.
4. The service providers are required to submit the complete rates/quotations only after satisfying each and every condition laid down in the terms and conditions.
5. All the rates must be written both in figures and words. Corrections, if any, are to be made by crossing out, initialling, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested.
6. Rates/quotations should be submitted and signed by the firm with its current business address.
7. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid.
8. The Contractors must comply with the rates/quotations, specification and all terms and conditions of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the Service Provider in the rates/quotations and accepted by the BIS.

9. **THE LAST DATE FOR RECEIPT OF SEALED TENDER IS 05/01/2015 TILL 17.00 HRS.** The sealed tenders should be submitted in the Inward section of, The Head, Bureau of Indian Standards, 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
10. Between 09.00 hrs to 17.00 hrs on all working days (Monday to Friday) and also on the closing date i.e. 05/01/2015.
11. Bids received later than the stipulated date and time will not be considered under any circumstances. This office reserves the right to reject any tender, even the lowest one, without assigning any reasons thereof.
12. The tenders will be opened on **06/01/2015 at 1100 hrs** at 1<sup>st</sup> Floor, C Block, VUDA Complex, Udyog Bhavan, Siripuram, Visakhapatnam – 530 003. Andhra Pradesh.
13. In the presence of the Tender Committee. Only authorized signatory or their authorized representative will be permitted to be present at the time of opening the tenders. No other person will be allowed.
14. Earnest Money Deposit Rs. 5,000/- (Rupees Five Thousand Only) per application in the form of Demand Draft/ Banker's Cheque of Scheduled Bank in favour of "Bureau of Indian Standards" payable at Visakhapatnam shall accompany the qualifying bid. Qualifying bids without EMD will be rejected. EMD will be returned to all the unsuccessful bidders after awarding the contract to the successful bidder. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure-I & II are found to be incorrect or false or if they do not fulfill the minimum eligibility conditions. No interest shall be paid on the EMD and EMD of selected bidder will be returned or furnishing performance guarantee as detailed below.
15. Performance Guarantee: The Successful bidder has to submit performance guarantee deposit of an amount equivalent to two month's payment in the form of Bank Guarantee from a Nationalized Bank/ Demand Draft/ Banker's Cheque of a Schedule Bank Drawn in favour of the "Bureau of Indian Standards" payable at Visakhapatnam before awarding contract. Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract. The Earnest Money Deposit should be refunded to the successful bidder on receipt of Performance Guarantee.
16. The tender details are being uploaded on [www.bis.org.in](http://www.bis.org.in)
17. For any clarification in the matter and/or for inspection of the premises, prior Appointment may be made with Shri. J N Ramesh Kumar, Section Officer of Bureau of Indian Standards, Visakhapatnam Branch Office @ 0891-2712834
18. Termination/Suspension of Contract : The Bureau shall be a liberty at any time to suspend this contract on giving 24 hours notice in writing the contractor for breach of any of the terms and conditions of this contract for poor quality, insufficient service or misconduct of the contractor as to which the decision of the Bureau shall be final and the Contractor shall not be entitled to any change or compensation by reason thereof.

19. Termination by the Bureau : It shall also be lawful for the Bureau to terminate the Agreement at any time without assigning any reason and without being liable for loss or damage which the contractor may suffer by reason of such termination, by giving the contractor 15 days notice in writing by the Bureau for such termination. Any such termination shall be without prejudice to any other right of the Bureau under the Contract.
20. Contractor's right to terminate: If the contractor decides to terminate the Contract before the end of the Contract period, the Contractor has to give an advance intimation of at least 60days.
21. If the Contractor terminates the Agreement without prior notice of 60 days, then the entire security deposit will be forfeited.
22. Any disputes or differences arising under, out of or in connection with this order, shall be subject to the exclusive jurisdiction of Visakhapatnam.

## **VII. MAJOR TERMS OF AGREEMENT:**

1. Period of agreement: The agreement is usually for one year, based on the performance and other factors. The agency would have to undertake to employ and provide the requisite number of trained personnel for the service. And also be responsible for payment of their emoluments and dues, discipline and work and compliance of all local, State and Central laws in this regard. Preference may be given to ex-servicemen. However, if ex-servicemen is not available, the agency should ensure that the persons engaged are of highest standards of integrity, discipline and capability. Notwithstanding anything contained herein, this office reserves the right to terminate the services of the Housekeeping Agency at any time without giving any notice or reasons whatsoever.
2. The entire responsibility for taking security measures of the said building/premises is of the agency and the Department will not be liable to pay anything for the loss of material or manpower during the period of the contract. The agency will be responsible for any loss of property etc., for the negligence of the persons employed by it including the civil and criminal liability arising from the acts of its personnel and BIS will not be responsible for such acts under any circumstances.
3. The BIS on its part shall not be liable to pay any charges, dues compensation under any of the industrial laws or other laws applicable to the security personnel which shall be the sole responsibility of the agency and the agency alone shall be the employer of such personnel. The security agency would ensure that the personnel deployed by it in the Department would not be entitled at any point of time of their service with the Agency claim employment in the Department in any circumstances whatsoever.
4. Terms of payment: The Department shall pay the agreed amount to the agency on monthly basis after completion of the month. In case the work is found unsatisfactory part of the payment will be withheld and the amounts will be released subsequently only after satisfactory performance for a continuous period as deemed fit. The agency will

submit a certificate wages for the previous month as per latest government laws/regulations and remitted the ESIC and EPF and other statutory remittance/contributions accordingly.

5. The Service Provider is responsible for payment of monthly salary including leave salary, bonus, gratuity etc. to the personnel as applicable to them under Law. The Service provider should ensure that salaries are paid on 5<sup>th</sup> of each month before the designated officer of the Bureau irrespective of receipt of payment to the Agency from BIS office.

6. Payment to the service Provider will be made by E-Payment and the details may be given to this Department (BIS) from time to time, on presentation of the bill. Income-Tax shall be deducted at source as per the rates notified by the Income-Tax Department. No cash payment will be made to him.

7. Earnest money: The tender will be accepted only with the earnest money as mentioned in para 2 above. The EMD of the unsuccessful bidders will be returned and no interest shall accrue on it at all in respect of the successful bidders, EMD will be adjusted against security deposit. The EMD shall not bear any interest.

8. **Performance Guarantee:** The Successful bidder has to submit performance guarantee deposit of an account equivalent to two month's payment in the form of Bank Guarantee from a Nationalized Bank/ Demand Draft/ Banker's Cheque of a Schedule Bank Drawn in favour of the "Bureau of Indian Standards" payable at Hyderabad before awarding contract. Performance Guarantee should remain valid for a period of sixty days beyond the date of completion of the contract. The Earnest Money Deposit should be refunded to the successful bidder on receipt of Performance Guarantee Security Deposit. Security deposit will be refunded after one month of completion of the contract period and after recovery of dues if any from the agency.

9. Decisions relating to the contract: The decision of the competent authority of the BIS in all matters of the contract shall be final and binding on both the parties- the Department (BIS) and the agency.

10. **Fitness of staff: The agency will employ and provide the requisite trained security armed guard not below the age of 18 years and not over the age of 45 years who are medically and physically fit for the job.** The agency will also ensure that all the workers are free from any infectious diseases before deployment for work. The security personnel must also be professional.

11. The antecedents of all the security personnel shall be got verified form the police by the agency before deployment for work at the agency's own cost. The BIS reserves the right to any verification (including police verification) independently and the agency shall provide full cooperation.

12. Uniform: The agency shall provide the security personnel with functional uniforms and equipment like whistles, laminated ID cards, proper shoes, torches and other security accessories.

13. Discipline: The security personnel will conduct themselves with utmost discipline. In case any of the personnel is found unfit by the Department(BIS), he has to be replaced by the security agency immediately.
14. Other requirements: Insurance accident risks of the security personnel will be the responsibility of the agency. The agency will ensure that proper licence/permission from the concerned authorities wherever applicable have been obtained. The agency will ensure that all its personnel/supervisors must have first aid training, fire safety training and adequate security duty before deployment for work.
15. Recovery: The Department shall have the right to impose cash penalty on the agency or deduct such amounts from its security deposit in case of default by security staff or breach in performance or if the BIS is put to any financial loss directly or indirectly by any act of commission or omission on the part of the security agency or its employees.
16. Termination/Suspension of Contract : The Bureau shall be a liberty at any time to suspend this contract on giving 24 hours notice in writing the contractor for breach of any of the terms and conditions of this contract for poor quality, insufficient service or misconduct of the contractor as to which the decision of the Bureau shall be final and the Contractor shall not be entitled to any change or compensation by reason thereof.
17. Termination by the Bureau : It shall also be lawful for the Bureau to terminate the Agreement at any time without assigning any reason and without being liable for loss or damage which the contractor may suffer by reason of such termination, by giving the contractor 15 days notice in writing by the Bureau for such termination. Any such termination shall be without prejudice to any other right of the Bureau under the Contract.
18. The agency shall maintain all information obtained by it and/ or provided by the Department(BIS) during the actual security work as strictly confidential.
19. The agencies are advised to visit the work site to understand the nature of the work/quantum of work in its true perspective.
20. Contractor's right to terminate : If the contractor decides to terminate the Contract before the end of the Contract period, the Contractor has to give an advance intimation of at least 60days. If the Contractor terminates the Agreement without prior notice of 60days, then the entire security deposit will be forfeited.
21. Service Provider shall in no case lease/transfer/sublet/appoint care taker for services.
22. BIS reserves right to award the contract and the decision of the BIS is final.

**(J N RAMESH KUMAR)**  
**Section Officer**

## ANNEXURE A

### TECHNICAL BID - SEALED QUOTATION FOR SECURITY SERVICES

1	Name of the Firm/Agency	
2	Address (With Tel. No. & FAX No)	
3	Name & Address of the proprietor/partners/ Directors (With Mobile Numbers)	
4	Contact person(s) (With mobile Numbers)	
5	Total No. of years of experience in providing Security services (enclose proof with certificates such as performance Report from Clients or TDS Copies)	
6	Average Annual Turnovers (last 3 years ending 31.03.2013) Certified by Chartered Accountant	
7	Total employees engaged for Security work. (Total Man Power of Security personnel available on the rolls of your company)	
8	Permanent Account Number (PAN) (The evidence for filing of IT returns along with profit and Loss account & balance sheet for the last three financial years to be enclosed 2010-2011; 2011-2012; 2012-2013)	
9	Details of ESIC & EPF Registration Nos (along with documentary evidence)	
10	Details of Service Tax Registration (along with documentary evidence)	
11	Details of EMD	
12	List of present clients relating to Government Departments/PSUs.(Enclose Certificates/bill)	
13	If your firm has been blacklisted by Govt Deptts/PSUs, please give details	
14	Details of legal disputes, relating to Security pendency if any.	
15	Whether your firms has Quality Assurance Certification like ISO/ISI Certification etc.	
16	Any other information	

### DECLARATION

I hereby certify that the information furnished above is true 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; I/ We shall be liable for disqualification and also liable for forfeiting of EMD and will be blacklisted and will not have any dealing with the Department in future. I/We convey our unconditional acceptance of the major terms and conditions as mentioned in the tender document.

It is also understood that the security handling personnel of our agency would be the employees of the agency and not of the Department. I/ We will comply with all the statutory requirements and there is no violation of all applicable laws in relation to the security personnel that we employ.

(Signature of Authorized Signatory with date)

**ANNEXURE B**

**FINANCIAL BID- SEALED QUOTATION FOR SECURITY SERVICES**

1. Name of the Party :
2. Address (With Tele.No. & Fax No.) :
3. Name & Address of the Proprietor/  
Partners/Directors (With Mobile Numbers)
4. **The cost of providing Security services per month as per scope of work in the tender document : (As per Govt. Rules & Regulations)**

<b>No. of Security personnel to be deployed</b>	<b>02</b>
<b>Basic</b>	Amount
<b>Rate per Month for one Security personnel</b>	Rs
<b>VDA</b>	Rs.
<b>EPF</b>	Rs.
<b>ESI</b>	Rs.
<b>Add: any other charges if required</b>	Rs
<b>Sub Total</b>	Rs
<b>Add: Service Tax on services</b>	Rs
<b>Grand Total</b>	Rs

**Note: Detailed break up shall be enclosed with regard to the statutory liabilities.**

**(Rupees.....Only)**

5. **PAN/TAN No.**
6. **Service Tax Regn. No.**
7. **Details of Bank Particulars :**
  - **Name of the Bank & Branch**
  - **Bank Account No.**
  - **IFSC Code**
8. **Any other information :**

## **DECLARATION**

I hereby certify that the information furnished above is true 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; I/We shall be blacklisted and will not have any dealing with the Department in future. I/We shall be liable for debarment from the process of tendering besides forfeiture of the EMD. It is further submitted that the areas specified in the tender were verified and found correct. We shall not raise dispute in the areas specified.

**(Signature of Authorized Signatory with date)**