BUREAU OF INDIAN STANDARDS TENDER NOTICE

Ref: WRO/Admn/2:2:3/1-2015 02 March 2015

Sealed tenders are invited under two-bid system from eligible firms/companies for **hiring of Housekeeping & Gardening Services** for its office building located at Bureau of Indian Standards, Manakalaya, E-9, Behind Marol Telephone Exchange, Andheri (East), Mumbai. The tender document can be downloaded from www.bis.org.in and www.eprocure.gov.in.

The closing date and time of receipt of bids is 24.03.2015 (Tuesday) upto 10:30 hrs and the technical bids shall be opened on the same day at 11:00 hrs.

The Bureau reserves the right to reject any or all the bids without assigning any reason.

(T.D. Gadgil)
Officer Incharge (Administration & Finance)

BUREAU OF INDIAN STANDARDS

Manakalaya, E-9, Behind Marol Telephone Exchange, Andheri (East), Mumbai.

TENDER NOTICE

Bureau of Indian Standards invites sealed bids, under two bid system (*Technical bid and Financial bid*) for **Hiring of Housekeeping & Gardening Services on quantum of work basis** for its office buildings,(Manakalaya) located at E-9, Behind Marol Telephone Exchange, Andheri (East), Mumbai, from eligible bidders as per the details given below:

- a) Total Built up floor area approximately 4750 sq.mt.
- b) Total open space area for daily brooming: 1695 sq.mt.
- c) Total brooming terrace area: 1160 sq.mt.
- d) Gardening services required for 1100 sq.mt. Horticulture & Landscape work developed in the premises including 300 potted plants etc.
- **1. Eligibility** a)The bidder should have licence issued under Contract Labour Act for deploying personnel to provide housekeeping services
- b) Should have minimum 3 years experience in providing housekeeping services.
- c) Should have minimum Rs. 20 lakh annual turnover in providing similar services.
- d) Should have valid PAN, registration with EPF Organization and ESIC, Sales Tax Department etc..
- e) Should not be blacklisted by any other Departments/Ministries/Authorities etc.
- **2. Proposed validity of the contract:** Three Years.
- 3. Availability of Tender Documents:

Place: Administration Department, Manakalaya, Mumbai during office hours and BIS website www.bis.org.in www.eprocure.gov.in.

Period: February 2015 to 24 March 2015

- 4. Pre-bid Conference: 11.00 hrs on 16 March 2015 (Monday)
- 5. Opening of Bids: Technical Bids shall be opened at 11:00 hrs on 24 March 2015.
- **6. Method/manner for Submission of Bids:** An envelope super-scribing **Tender for Housekeeping Services at BIS Mumbai** having two envelopes containing "Technical Bid" and "Financial Bid" must bear the name and address of the party and shall be addressed to "Deputy Director (Administration & Finance), Bureau of Indian Standards, Manakalya, E-9 MIDC, Marol, Andheri East, Mumbai 400 093.
- 7. Earnest Money Deposit: Rs. 30,000
- **8. Performance Security Deposit:** 10% of the total annual value of the award of contract.
- **9. Validity of Bids:** 90 days from opening of technical bid.
- 10. The Bureau reserves the right to reject any or all the bids without assigning any reason.

(T.D. GADGIL) Officer In-charge (Admin. & Finance)

TENDER DOCUMENT

SCHEDULE - 1: INSTRUCTIONS TO BIDDERS

1. Notice inviting Bids:

1.1 Sealed Bids, under two bid system (Technical bid and Financial bid), are invited by the Bureau of Indian Standards (BIS), from eligible Bidders for Hiring of Housekeeping & Gardening Services on quantum of work basis as specified in the Schedule-2 of Tender document

2. Issue of Tender Document:

- **2.1** The blank Tender document will be available during the period indicated in the **Schedule-4**, during the office hours.
- **2.2** The Tender document can also be downloaded from the website of the Bureau (www.bis.org.in).
- **2.3** Any change that will be made in the Tender document by the Competent Authority after issue of the Tender will be intimated to the prospective Bidders in the form of Corrigendum/Addendum for incorporating the same in the Bid before submitting the Bid.
- **2.4** No alterations and additions anywhere in the Bid Document are permitted. If any of these are found, the Bid may be summarily rejected.
- **2.5** The Bidder shall bear all costs associated with the preparation and submission of its Bid. The Bureau shall, in no case, be responsible or liable for these costs, regardless of the conduct or the outcome of the Bidding process.
- **3.** Language of Bid/Contract: The language of the Bid shall be in English/Hindi and all correspondence, etc. shall confirm to the English/Hindi language. However,

4. Pre-bid Conference:

4.1 A Pre-bid conference of all intending Bidders will be held at the scheduled date and time indicated in the **Schedule-4.** Intended Bidders will be allowed to seek clarifications, if any.

5. Validity of Bids:

5.1 The Bids will be valid for a period of 90 days from the date of its opening (financial bid).

6. Earnest Money/ Bid Security:

6.1 The Bidder shall deposit with the Bureau a sum indicated in the Schedule-4, as an interest free Earnest Money Deposit (EMD). The Earnest Money shall be deposited in the form of

Demand Draft/Pay Order in favour of Bureau of Indian Standards, or a Bank Guarantee as per format indicated in **Annexure-1 of Schedule-7**.

- **6.2** The failure or omission to deposit the Earnest Money shall disqualify the Bid and the Bureau shall exclude from its consideration such disqualified Bid(s).
- **6.3** Bidder shall not revoke his Bid or vary its terms and conditions without the consent of the Bureau during the validity period of the Bid. If the bidder revokes the bid or varies its terms or conditions, the Earnest Money deposited by him shall stand forfeited to the Bureau without prejudice to its other rights and remedies and the Bidder shall be disentitled to submit a Bid to the Bureau for Hiring of Housekeeping & Gardening Services during the next twenty-four (24) months effective from the date of such revocation.
- **6.4** If the successful Bidder does not pay the Performance Security in the prescribed time limit or fails to sign the agreement bond, Earnest Money Deposit of the successful bidder will be forfeited by the Bureau.
- **6.5** The Earnest Money of unsuccessful Bidder shall be refunded after the successful Bidder furnishes the required Performance Security to the Bureau and signs the contractor within thirty (30) days of the expiry of validity period of Bids, whichever is earlier.

7. Eligible Bidders

- (a) should have licence issued under Contract Labour (regulation & Abolition) Act,1970 for deploying the personnel to provide the Housekeeping Services in Mumbai (attested copy has to be attached).
- (b)should have minimum three years of experience of providing housekeeping services to the Departments/Ministries of the Government of India/PSUs/ large reputed private organizations (copies of two work orders received from Govt.deptts./PSUs during each of the last three years should be enclosed).
- (c) should have a valid PAN issued by the Income tax Department, also registered with Employees Provident Fund Organisation, and Employees State Insurance Corporation, Service Tax Department (attested copies has to be attached).
- (d) should have minimum turnover of Rs. 30 lakh per year for providing the similar services during each of the last three years (copies of annual accounts of the last three years should be enclosed).
- (e) Should not have been blacklisted by the Deptts/Ministries of the Govt. of India/ State Govt./PSUs (Declaration has to be submitted in the specified format given at Annexure-4 of Schedule 7).

8. Rates how to be quoted

8.1 The bidder is expected to work out his rates keeping in view the technical specifications and conditions and arrive at the amount to be quoted. The Bidder shall be deemed to have satisfied itself before Bidding as to the correctness and sufficiency of its Bid and of the rates

and prices quoted in the attached schedules, which rates and prices shall, except as otherwise provided, cover all its obligations under the contract and all matters and things necessary for proper fulfilling his obligations under the contract.

8.2 The Financial Bid shall be exclusive of any service tax, education cess and secondary and higher education cess or any other applicable taxes. The taxes as may be levied by the Government from time to time shall be charged by the contractor in addition to the rates quoted in the bid by the contractor.

9. Manner of Submission of Bid

- **9.1** The complete Bid will be received as indicated in the Schedule-4, by depositing the same through the Bid Box or by post which reaches the specified place before the specified time.
- **9.2** E-mail or fax offers will be rejected.

10. Last Date for Submission

- **10.1** Sealed Bids shall be received at the address specified above not later than the time and date specified in the Tender Notice. Bids received after the specified date and time for receipt of bids shall not be considered. Hence, such bids shall be rejected and returned unopened to the Bidder.
- **10.2** In the event that the specified date for the submission of Bid offers is declared a holiday, the offers will be received up to the appointed time on the next working day.

11. Modification and Withdrawal of Offer

11.1 The Bidder may withdraw its offer after its submission, provided that written notice of withdrawal is received by the Bureau prior to the closing date and time prescribed for submission of offer.

12. Contents of Bid Document

- **12.1** Bids are invited in two-bid system (Technical bid and Financial bid). The completed Bid shall be submitted in sealed envelope, super-scribing Tender for Hiring of Housekeeping Services as mentioned in the **Schedule-4.**
- **12.2** The envelopes shall contain the following:
- a) Envelope No.1 (Technical Bid): This should contain all technical details alongwith commercial terms and conditions such as:
- (b) List of all the documents enclosed;
- (c) The EMD as indicated in Schedule-4 of the tender document.

- (d) Attested copy of the valid licence issued under Contract Labour (Regulation & Abolition) Act, 1970 for deploying the personnel to provide the Housekeeping services in Mumbai;
- (e) Copies of the last Income Tax Returns and Service Tax Returns filed with the concerned Authorities;
- (f) Details of the firm(s) including details of the proprietor/partner/director with regard to name, address for communication, telephone number, e-mail etc. (Annexure-2 of Schedule-7);
- (g) In case of a firm, each partner or power of attorney holder shall sign the Bid. The attested copies of power of attorney of person signing the Bid shall be enclosed with the Bid. The power of attorney shall be signed by all partners. In case of private limited/public limited companies, the power of attorney shall be supported by board resolutions and appropriate and adequate evidence in support of the same shall be provided;
- (h) All pages and pasted slips should be signed by the Bidder and no page shall be added or removed from the set of Bid Document. Duly signed Bid document is to be returned as a token of its acceptance;
- (i) A statement showing the magnitude of similar type of Work/Service done in the last three (3) years by the bidder (Annexure-3 of Schedule 7);
- (j) A declaration regarding black-listing and/or litigations (Annexure-4 of Schedule 7)
- **b)** Envelope No.2 (Financial Bid): This envelope shall contain price for the services to be hired at specified places as per Schedule-2, duly filled in and initialed on each page and signed by the Bidder at prescribed places of the Bid. The instructions contained in clause 8 may please be noted.
- c) Covering Envelope: Both the envelopes 1 and 2 shall be put together in a common sealed envelope super-scribing the "Bid for Hiring of Housekeeping & Gardening Services" and addressed to Sc. E & OIC (Admn. & Fin.) as mentioned in Schedule-4 and the name and address of the Bidder at the bottom left.

13. Other Important Points to be noted by the Bidder

- (a) The Financial Bid should be written both in words and figures at appropriate places (Schedule-5).
- (b) The Bidder shall submit the Bid which satisfies each and every condition laid in Tender document, failing which the Bid shall be liable to be rejected.

Conditional Bids will be rejected.

14. Opening of Bid

14.1 The Bid received before the time and date specified in Tender Notice, will be opened as per the specified program in the office as mentioned in the Schedule-4 (if possible), in the presence of Bidders or their authorized representatives who choose to remain present on the opening day, at the scheduled time.

15. Short-listing of Bidders

15.1 The Bureau will short-list technically qualifying Bidders and Financial Bids of only those Bidders, who qualify in technical bids, will be opened at a date and time to be intimated.

16. Opening of Financial Bids

16.1 The Bureau shall open Envelope No.2, on notified date, and the rates quoted by the bidder in price schedule (Schedule-5) shall then be read out.

17. Acceptance of Bid

17.1 Acceptance of Bid shall be done by the Competent Authority of the Bureau. The Bureau is not bound to accept the lowest or any Bid. The Bureau reserves the right to reject any or all Bids received without assigning any reason whatsoever. The acceptance of Bid will be communicated to the successful Bidder in writing by the authorized officer of the Bureau.

18. Process to be Confidential

18.1 Information relating to the examination, evaluation and comparison of Bids and the award of a Contract shall not be disclosed to Bidders or any other person not officially concerned with such process until the award to the successful Bidder has been announced.

19. Execution of Contract Document

- **19.1** The successful Bidder after deposit of Performance Security, is required to execute an Agreement in duplicate in the form attached with the Bid Documents on a stamp paper of Rs. 100/-. The Agreement should be signed within 15 days from the date of acceptance of the Bid. The Contract will be governed by the Agreement, the Conditions of the Contract (CoC) and other documents as specified in the CoC.
- **19.2** It shall be incumbent on the successful Bidder to pay stamp duty, legal and statutory charges for the Agreement, as applicable on the date of the execution.

20. Rights of the Bureau

- **20.1** The Bureau reserves the right to suitably increase/reduce the scope of work put to this Bid. The right to split up the hiring of housekeeping and gardening services in two or more parts is reserved by the Bureau and also the right to award contract to more than one agency is reserved.
- **20.2** In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the conditions of the Contract, interpretation of the clauses by the Bureau shall be final and binding on all Parties.

21. Notice to form Part of Contract

21.1 Tender Notice and these instructions shall form part of the Contract.

SCHEDULE - 2

CONDITIONS OF CONTRACT

1 Definitions:

- i) 'Annexure' referred to in these conditions shall means the relevant annexure appended to the Tender Document and the Contract.
- ii) 'Approved' shall mean approved in writing including subsequent confirmation of previous verbal approval and "Approval" shall mean approval in writing including as aforesaid.
- iii) 'Bid' means the Contractor's priced offer to the Bureau for the housekeeping and gardening services to be provided at the specified places and remedying of any defects therein in accordance with the provision of the Contract, and services as accepted by the Letter of Acceptance.
- iv) 'Bureau' shall mean Bureau of Indian Standards established under the Bureau of Indian Standards Act, 1986.
- v) 'Commencement Date' means the date upon which the Contractor receives the notice to commence the rendering of services at specified places.
- vi) 'Competent Authority' shall mean any officer authorized by the Bureau to act on behalf of the Bureau under this contract.
- vii) 'Contract' shall mean and include the Tender Notice, instructions to bidders, terms and conditions of contract, Letter of Acceptance, the Offer, the Agreement and mutually accepted conditions in the authorized correspondence exchanged with the bidder by the Bureau and any other document forming part of the contract.
- viii) 'Contract Amount' shall mean the sum quoted by the Contractor in his bid and accepted by the Bureau.
- ix) 'Contractor' shall mean the individual or firm or company whether incorporated or not, undertaking the Contract and shall include legal representatives of such individual or persons composing such firm or unincorporated company or successors of such firm or company as the case may be and permitted assigns of such individual or firm or company.

- x) 'Deputy Director General' shall mean the Deputy Director General of the Western Regional Office, Mumbai of the Bureau, for the time being holding that office and also his successor and shall include any officer authorized by him.
- xi) 'Government' shall mean the Central Government.
- xii) 'Letter of Acceptance' means the formal acceptance by the Bureau.
- xiii) 'Services' shall mean the services to be provided to the Bureau by the Contractor as stated in the Contract and other services that are prescribed in the Tender document.
- xiv) 'Specification' means the specification referred to in the tender. In case where no particular specification is given, the relevant specification of the Bureau, where one exists, shall apply.
- xv) 'Tender' means formal invitation by the Bureau to the prospective bidders to offer fixed price for hiring of housekeeping and gardening services.
- xvi) 'Time for Completion' means the time for completing the contract period as stated in the Contract calculated from the Commencement Date.

2. Parties to the Contract:

- **2.1** The parties to the contract shall be the Contractor, whose offer is accepted by the Bureau;
- **2.2** The person signing the offer or any other document forming the part of Contract on behalf of other persons of a firm shall be deemed to have due authority to bind such person/s or the firm as the case may be, in all matters pertaining to the Contract. If it is found that the person concerned has no such authority, the Bureau may, without prejudice to any other Civil/Criminal remedies, terminate the Contract and hold the signatory and / or the firm liable for all costs and damages for such termination.

3. Performance Security

- **3.1** To ensure due performance of the contract, an interest-free Performance Security, as defined in Schedule 4 shall have to be deposited by the contractor in the form of an Account payee Demand Draft in favour of 'Bureau of Indian Standards' payable at 'Mumbai' or a Bank Guarantee as per format indicated in **Annexure-1 of Schedule 7**.
- **3.2** Performance Security will remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the contractor.
- **3.3** Any amount due/recoverable from the Contractor under the terms of this Contract or any other account, may be deducted from the amount of Security Deposit. In case, the amount of Security Deposit is reduced by reason of any such deduction, the Contractor shall, within fifteen (15) days of receipt of notice of demand from the Bureau, make good the deficit. In case, security is deposited by way of bank guarantee by the Contractor, then any penalty for

damages liquidated or unliquidated or for any breach or failure or determination of Contract, not previously paid to the Bureau, shall immediately on demand be paid by the said bankers to Bureau under and in terms of the said guarantee.

- **3.4** If during the term of this Contract, the Contractor is in default of the due and faithful performance of its obligations under this Contract, or any other outstanding dues by the way of fines, penalties and recovery of any other amounts due from the Contractor, the Bureau shall, without prejudice to its other rights and remedies hereunder or at the Applicable Law, be entitled to call in, retain and appropriate the Performance Security.
- **3.5** Nothing herein mentioned shall debar the Bureau from recovering from Contractor by a suit or any other means any such losses, damages, costs, charges and expenses as aforesaid, in case the same shall exceed the amount of the Performance Security.
- **3.6** The Performance Security shall be retained until all disputes, if any, between both the parties have been settled to the entire satisfaction of the Bureau. The Performance Security shall be returned to the Contractor by the Bureau within sixty days following the Completion Date or Termination Date of this Contract provided that there are no outstanding claims of the Bureau on the Contractor.

4. Contract Documents:

- **4.1** The several Contract documents forming the Contract shall be taken as mutually explained to one party by the other, but in case of ambiguities or discrepancies the same shall be explained and harmonized by the Competent Authority of the Bureau who shall issue to the Contractor necessary instruction thereon and in such event unless otherwise provided in the Contract the priority of the documents forming the contract shall be as follows:
- i) The Agreement
- ii) Minutes of pre-bid meetings, clarifications
- iii) The Conditions of Contract
- iv)Tender Notice and Tender Document
- v) Letter of Acceptance.
- vi)Any other correspondence exchanged between the parties in connection with the contract.
- vii) The Contractor's Offer

5. Validity of the Contract

5.1 The period of Contract shall be for three years from the date of signing this Contract. However, the contract will be reviewed quarterly and extended every year subject to satisfactory performance of the contractor and on the mutual consent of both the parties.

6. Scope of Work

6.1 General Information

a) Daily brooming of ground floor open space covering area of 1695 sq.m.

- b) Daily Brooming /Moping of covered floor area including staircases covering the area of 4754 sq.mt.
- c) Brosoming terrace area of 1160 sq.m. Once a week.
- d) Daily cleaning/washing/moping of 17 toilets of WRO/WRTC building.
- e) Daily dusting of all furniture's & fixtures which includes 210 tables, 400 chairs, 150 cupboards, 94 computers, 50 printers, 10 Xerox/fax machines, 50 telephones, 35 partitions, 32 filing cabinets, 340 steel racks, 6 water cooler/refrigerators etc. and weekly cleaning of 410 fans, 250 tube lights.
- f) Daily cleaning of window panes, glass doors, staircases & railings including in toilet areas.
- g) The office working timings are from 0900 to 1730 hrs (Monday to Friday) However, the Housekeeping personnel the working days are Monday to Saturday. The cleaning work of inside building shall be completed before 0900 h every day. The cleaning work done by the Housekeeping personnel shall be ensured by the Housekeeping Supervisor who further shall report the same to Admn. Dept.
- h) The contractor shall ensure that at least two persons are available in the entire duration of working hours of WRO and WRO Lab even if the jobs mentioned in the contract are finished early so as to ensure that unfortunate situations are properly taken care of.
- **6.2** The purpose of housekeeping services is that the buildings and entire campus of Manakalaya, Mumbai must look neat and tidy every time and the contractor have to take all such jobs/activities for maintaining Housekeeping & Gardening.
- **6.3** The cleaning of the working area is ensured before office timing.

7. Contractor's Obligation

- **7.1** The cleaning material shall always be of ISI marked or of reputed brand such as Harpic etc. by the contractor for the housekeeping work. However, only the toilet paper and liquid soap to be used will be provided by Bureau.
- **7.2** All the required machinery and cleaning equipments for the purpose of cleaning and housekeeping has to be provided by the contractor at his own cost.
- **7.3** The contractor should provide sufficient number of female sweepers for cleaning ladies toilets in the building.
- **7.4** The Contractor shall provide housekeeping services at Bureau's premises as per para 6.2 which may be amended from time to time by the Bureau during the Contractual period and it shall always form part and parcel of the Contract. The Contractor shall abide by such assignments as provided by the Bureau from time to time.
- **7.5** The Bureau shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Contractor has no right to remove any personnel without prior approval of the Bureau, emergencies, exempted.

- **7.6** The Contractor shall exercise adequate supervision to ensure performance of housekeeping services in BIS.
- 7.7 The Contractor shall provide adequately trained and experienced supervisor to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.
- **7.8** All necessary reports and other information shall be supplied immediately as required and regular meetings (at least monthly) will be held with the Bureau.
- **7.9** The Contractor shall undertake to provide and use Totally Degradable Plastic Refuse Bags (TDP) for daily refuse collection. Moreover, the Contractor shall undertake to provide and use environmentally friendly cleaning products/agents/materials as required by the Bureau.
- **7.10** In any events of typhoon and emergency, the Contractor shall provide on site, sufficient number of cleanser(s) to carry out any necessary works. Such works may include work to the Building's surroundings, drainage and sand traps.
- **7.11** The Contractor shall be responsible for the efficient performance of the Contract and for the good conduct of his employees whenever they carry out cleaning works in the Building. The contractor shall maintain a sufficient number of cleaner's at all specific times to properly fulfill his obligations under the Contract. The contractor's employees shall be properly supervised at all times by a supervisor employed for this purpose by the Contractor. The contractor shall provide clean and tidy uniforms for all his employees. The uniform must be worn by all employees who are engaged to carry out the works under this Contract.
- **7.12** The Bureau reserves the right to monitor the clock-in time and clock-out time for the Contractor's employees as well as to give working instruction directly to the contactor's employees if in the opinion of the Bureau this is necessary.
- **7.13** The Supervisor, who has sound knowledge and experience in supervising cleaning works for high buildings, shall be the person in-charge of daily operation of cleaning team, responsible for reporting to with the Bureau. These personnel shall be strong in supervisory and communication skill, initiative, enthusiastic and reliable. The Supervisor may be required to perform his duties outside the normal working hours at the Contractor's own cost
- **7.14** All cleaners should be observant keen, alert, efficient, willing and pleasant. Adequate training for the cleaners shall be provided by the Supervisor to guarantee a high cleaning standard.
- **7.15** The contractor shall provide all necessary adequate suitable tools and fixtures for the proper execution of the work.

- **7.16** Unless written consent is given by the Bureau, the Contract or any part, share, or interest in it, must not be transferred or assigned by the Contractor, directly or indirectly to any persons whomsoever.
- **7.17** The contractor's employees must observe all reasonable instruction of the Bureau.
- **7.18** The Bureau shall have power to vary the work reasonably described in the Specifications and Service Schedule and no variation shall void this contract.
- **7.19** All services performed under this contract shall be subject, before payment, to inspection by the Bureau who may withhold payment when in his opinion any service has not been performed in accordance with the requirements of the contract. Payment for services will be made monthly in arrears by the Bureau only if the services have been performed to the satisfaction of the Bureau.
- **7.20** The contractor shall be solely liable for and shall indemnify the Bureau in respect of any liability, loss, claim or proceeding whatsoever, arising under any legislation or at common law in respect of personal injury to or the death of any person whomsoever arising out of or in the course of or caused by the execution of the work whether or not due to his negligence and shall effect adequate insurance cover in respect of such risks and shall furnish the Bureau with a copy of the insurance policy.

Contractor's Obligations with respect to the staff provided

- **7.21** The Contractor shall provide housekeeping services through its uniformed and trained personnel for the performance of its services hereunder and these personnel of the Contractor only and the Bureau shall not in any manner be liable and all statutory liabilities (such as ESI & EPF etc.) as shall be paid by the contractor.
- **7.22** The Contractor shall submit to Bureau the details of amount deposited on account of EPF and ESI in respect of the deployed personnel to the concerned authorities from time to time.
- **7.23** The wages/salary of the personnel deployed by the contractor for Housekeeping & Gardening services in BIS shall be made credited directly in the Bank Account of the individual. The contractor shall submit a proof of the same to the Bureau.
- **7.24** The Contractor shall produce to the Bureau the details of payment of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
- **7.25** The contractor shall cover its personnel for personal accident and death whilst performing the duty and the Bureau shall own no liability and obligation in this regard.
- **7.26** The Contractor after getting antecedents verified from police authorities shall issue identity cards/identification documents to all its personnel who will be instructed by the Contractor to display the same. The Bureau has the right to inspect the performance of the personnel deployed by the contractor and order for replacing them if the performance is not satisfactory.

- **7.27** The personnel of the Contractor shall not be the personnel of the Bureau and they shall not claim and salary or allowances, compensation, damages or anything arising out their deployment/duty under this contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
- **7.28** The Contractor shall also provide all benefits statutory or otherwise to its personnel and the Bureau shall not have any liability whatsoever on this account. The Contractor shall also abide by and comply with the Labour Laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax and Minimum Wages Laws, Contractor Labour (Regulations Abolition Act) or any other law in force.
- **7.29** The Contractor shall provide minimum of two sets of suitable uniforms to its personnel at its own cost.
- **7.30** The Contractor shall submit to Bureau a copy of wages sheet showing monthly wages paid to its personnel.
- **7.31** The Contractor shall not deploy any person below the age of 18 years old and more than 45 years old. Manpower engaged for the purpose shall be pre-trained and experienced in requisite field.
- **7.32** The contractor shall provide past deployment details of the personnel provided to Bureau and Bureau shall be at liberty to verify the details if felt necessary.
- **8. Performance certificate for housekeeping work:** The contractor shall obtain a satisfactory performance certificate from each Section/department of BIS Western Regional Office, Manakalaya, and Mumbai on daily basis after 1600 h about the work done by them. The certificate for the corridors/reception area/roads shall be given by the Supervisor/incharge of Security Section of BIS on daily basis.

9. Payments Terms

- **9.1** The payment towards the services will be made by the Bureau directly to the Contractor on receipt of bill on completion of month. The rates quoted shall be exclusive of any service tax, education cases and secondary and higher education cues or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the applicable rate.
- **9.2** Bills for services provided under this contract shall be prepared in duplicate by the Contractor immediately after the completion of month and accepted by the Bureau. The payment of bills and other claims arising out of the contract will be made credited directly in Bank Account of the Contractor. The payment will be subject to the provisions of the Income Tax Act, 1961 i.e., Tax will be deducted at source with cess/surcharge, at the prevailing rates, from the gross amount of each bill submitted.

9.3 The Bureau reserves the rights to retain and set off against any sum which may be from time to time due to the Contractor under any claim, which the Bureau may have under this or any other Contract/Agreement.

10. Imposition of fines / penalty

10.1 The Contractor may maintain adequate pool of manpower so that at any point of time the Client's requirements are met. If requirement of client is not met or services provided by the contractor are found unsatisfactory, on any particular day which shall be conveyed to the contractor in writing by BIS. The amount of penalty shall be deducted from the bills of the contractor for the same month. The client will have the power to appoint any other contractor for the manpower services at the risk and cost of the Contractor. The details of penalty are given as under:

Sl No.	Description of Work	Penalty	
i)	Any of the job like brooming, sweeping and wet mopping of rooms and office are not done	Rs 25/- per sq. ft. per day	
ii)	Unsatisfactory Cleaning of Toilets	Rs 100 per Toilet per day	
iii)	Unsatisfactory cleaning of other than office area	ceRs 10 per sq. ft. per day	
iv)	Non removal of plants and rubbish from terrace of the buildings	Rs 1000 per month	
v)	Cleaning of ceilings and walls not done	Rs 1000 per month	
vii)	Dusting and cleaning of furniture not done	Rs 25/- per rooom per day	
viii)	Unsatisfactory cleaning of dustbins	Rs 10/- per dustbin per day	

10.2 In case the Contractor fails to fulfill the minimum statutory requirements (ESIC/EPF) etc. as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the Contractor is liable to be blacklisted by the Client, in addition to forfeiting of the Performance Security.

11. Indemnity:

- 11.1 The Contractor shall indemnify and keep indemnified the Bureau against all losses and claims for injuries or damage to any person or any property whatsoever which may arise out of or in consequence of the Contract and against all claims, demands, proceedings, damages, costs, charges and expenses whatsoever in respect of or in relation thereto under the provisions of various labour laws as amended from time to time.
- 11.2 The Contractor shall indemnify, protect and save the Bureau against all claims, losses, costs damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements.

12. Termination / Suspension of Contract

- **12.1** The Bureau shall be at liberty at any time to suspend temporarily this Contract on giving 24 hours notice in writing to the Contractor for breach of any of the terms and conditions of this Contract for 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.
- **12.2** An event of default on the part of the Contractor, which results from the Contractor being unable to fulfill its Service obligations under the Contract, shall be deemed as a serious default, and is said to have occurred due to any of the following causes:
- (a) In the opinion of the Bureau, the Contractor has repudiated the Contract,
- (b) Without reasonable excuse has failed to commence supply of Services in accordance with this Contract, or failed to provide Services within the time stipulated for completion;
- (c) Despite previous warning from the Bureau, in writing, or otherwise persistently or flagrantly neglecting to comply with any of its obligations under the Contract;
- (d) Serious discrepancy in the quality of the services is noticed during the inspection.
- (e) If the Contractor is in breach of any law or statute governing the supply of Services;
- (f) The Contractor, in the judgement of the Bureau, has engaged in corrupt or fraudulent practices in competing for or in carrying out the Services under the Contract.
- (g) The Contractor enters into voluntary or involuntary bankruptcy, or liquidation;
- (h) The Contractor becomes insolvent;
- (i) A receiver, administrator, trustee or liquidator is appointed over any substantial part of its assets;
- (j) Any act is done or event occurs with respect to the Contractor or its assets, which, under any applicable law has substantially similar effect to any of the foregoing acts or events;
- (k) The Contractor (in case of a consortium) has modified the composition of the consortium and/or the responsibility of each member of the consortium without prior approval of the Bureau.

13. Termination by the Bureau

13.1 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 Contractor15 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.

14. Contractor's right to terminate

14.1 If the Contractor decides to terminate the Contract before the end of contract period, the Contractor has to give an advance intimation of at least 60 days. If the Contractor terminates the agreement without prior notice of 60 days, then the entire performance security deposit will be forfeited. During the notice period, contractor or the personnel deployed by him shall not indulge in any unlawful activity inside or outside the office premises including any sabotage.

15. Force Majeure Clause:

15.1 If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as such acts) provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Deputy Director General, Western Regional Office, Mumbai of the Bureau as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the Bureau shall be at liberty to take over from the Contractor at a price to be fixed by Deputy Director General, which shall be final, all unused, undamaged and accepted material, bought out components and stores in course of manufacture in the possession of the contractor at the time of such termination or such portion thereof as the Bureau may deem fit excepting such materials, bought out components and stores as the contractor may with the concurrence of the Bureau elect to retain.

16. Corrupt or Fraudulent Practices

- **16.1** The Bureau requires that the Bidders under this Bid observe the highest standards of ethics during the procurement and execution of such Contracts. Accordingly, the Bureau defines the terms set forth as follows:
- (a) "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the hiring process or in contract execution; and (b) "fraudulent practice" means a misrepresentation of facts in order to influence a hiring process or a execution of a contract to the detriment of the Bureau, and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Contract Prices at artificial non-competitive levels and to deprive the Bureau of the benefits of the free and open competition.
- **16.2.** The Bureau shall reject a proposal for award, if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the Contract in question; The Bureau shall deem a firm ineligible, either indefinitely or for a stated period of time, to be awarded a contract if it at anytime determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

17. Confidentiality

- **17.1** The Contractor shall not divulge or disclose proprietary knowledge obtained while delivering services under this Contract to any person, without the prior written consent of the Bureau.
- 17.2 Under no circumstances the personnel deployed by the contractor at BIS WRO and WRO Lab shall get involved in unauthorized transfer of information and papers to any outsider. If any such instance comes to the notice of Bureau, it will be sole responsibility of the contractor and Bureau may proceed against the contractor in a manner that deemed fit.

18. Publicity

18.1 Any publicity by the Contractor in which the name of the Bureau is to be used, should be done only with the explicit written permission of the Bureau.

19. Disputes & Arbitration

- **19.1** The Bureau and the Contractor shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract.
- **19.2** If a dispute(s) of any kind whatsoever that cannot be resolved, the same shall be referred to the Arbitrator, appointed by the Authorized Officer indicated in Schedule-4. The provisions of the Indian Arbitration and Conciliation Act, 1996 shall apply.

20. Mode of serving Notice

- **20.1** Communications between Parties which are referred to in the Contract are effective only when in writing. A notice shall be effective only when it is delivered (in terms of Indian Contract Act).
- **20.2** All notices shall be issued by the authorized officer of the Bureau unless otherwise provided in the Contract. In case, the notice is sent by registered post to the last known place or abode or business of the Contractor, it shall be deemed to have been served on the date when in the ordinary course of post these would have been served on or delivered to it.

21. Governing language

21.1 Governing language for the entire contract and communication thereof shall be English or Hindi only.

22. Law

22.1 The contract shall be governed and interpreted under Indian Laws.

23. Legal Jurisdiction

23.1 No suit or other proceedings relating to performance or breach of Contract shall be filed or taken by the Contractor in any Court of law except the competent Courts having jurisdiction within the local limits of Mumbai only.

24. Stamp duty

24.1 The Contractor shall bear and pay any stamp duty and registration charges in respect of the Contract.

Note: Interested agency may visit our office between 1000 h to 1600 h on any working days except Saturdays, Sunday and holidays and shall take note of office open area, carpet area, toilets etc to be cleaned. The name of contact person in BIS is: Sh. T.D. Gadgil, Officer In-charge (Administration & Finance).

SCHEDULE - 3

SCHEDULE – 4: SPECIFICATION & ALLIED TECHNICAL DETAILS

1. Proposed validity of the contract: Three Years. However, the contract will be reviewed on quarterly basis and extended after every one year subject to the satisfactory services of the firm and on the mutual consent of both the parties.

2. Availability of Tender Documents:

Place: Administration Department, Manakalaya, Mumbai and BIS website www.bis.org.in and www.eprocure.gov.in

Period: February 2015 to 24 March 2015

- 3. Pre-bid Conference: 15:00 hrs on 16 March 2015 (Monday) in the Conference Hall, Bureau of Indian Standards, Manakalya, E-9, MIDC Road No. 8, MIDC, Andheri (East), Mumbai-400093.
- 4. Opening of Bids: Technical Bids shall be opened at 11:00 h on 24 March 2015 (Tuesday) in the Conference Hall, Bureau of Indian Standards, Manakalya, E-9, MIDC Road No. 8, MIDC, Andheri (East), Mumbai-400093.
- **5. Method/manner for Submission of Bids:** An envelope super-scribing Tender for Housekeeping Services at BIS WRO, Mumbai having two envelopes containing "Technical Bid" and "Financial Bid" must bear the name and address of the party and shall be addressed to "Sc. E & Officer In-charge, Administration & Finance, Bureau of Indian Standards,

Manakalya, E-9, MIDC Road No. 8, MIDC, Andheri (East), Mumbai-400093", The bid shall reach in the office of the Administration Department, Bureau of Indian Standards, Manakalya, E-9, MIDC Road No. 8, MIDC, Andheri (East), Mumbai-400093 by 10:30 hrs on 17 March 2015

- 6. Earnest Money Deposit: Rs. 30,000/-
- 7. Performance Security Deposit: 10% of the total annual value of the award of contract.
- **8. Validity of Bids:** 90 days from opening of technical bid.
- 9. Authorized Officer on behalf of the Bureau for this tender/contract:

Sh. T.D. Gadgil, Sc. E & Officer In-charge, Administration & Finance

SCHEDULE - 5: Financial Bid (To be submitted in Financial Bid envelope)

Sh. T.D. Gadgil, Officer In-charge, Administration & Finance Bureau of Indian Standards, Western Regional Office, Manakalya, E-9, MIDC Road No. 8, MIDC, Andheri (East), Mumbai-400093 Sir, With reference to your tender enquiry dated for providing

Housekeeping and Gardening Services at BIS Western Regional Office, Manakalaya, Mumbai. I/We quote the rates as given below:

Trainious, 17 fre queste une raute une griffin etre fre		
SI.	Particulars	Price Bid
NO		(Rate for one month)

1	Bid value should be quoted only for one month for the quantified housekeeping and Gardening work as specified in Schedule-2 Cleaning and Housekeeping & GardeningServices	Rs.: (in figures)
	(Bid value should not include service tax which shall be raised in invoice every month in accordance to Government notification from time to time.) Total Bid Value	Rs (in figures)
	nave read the tender document and understood a ing housekeeping services as indicated in the Schedu	
Date	Name: _	e:
	SCHEDULE - 6: CONTRAC AGREEMENT	T FORM
M/sCONT thereof the Bu 8, MIL express	AGREEMENT made on thisday of(Name and Address of the Contract RACTOR, which expression shall, unless it be reported to mean and include its successors and reau of Indian Standards, Western Regional Office, OC, Andheri (East), Mumbai-400093 (hereinafter resion shall, unless it be repugnant to the context or measured its successors and assigns) of the OTHER PAR	ugnant to the context or meaning d assigns) of the ONE PART and Manakalya, E-9, MIDC Road No. eferred to as the BUREAU, which caning thereof, be deemed to mean

WHEREAS the Contractor is a authorized service provider.

AND WHEREAS the Bureau is	a body corporate, enacted by Parliament of India. The
	_ on rate contract basis, therefore, invited bids through
Open or Advertised / Limited / Sing	
	cessful bidder) submitted his bid vide in
`	and was selected as 'successful bidder' pursuant to the
	on contract prices, awarded the 'Letter of Acceptance'
U 1	± ′
(LoA) No to the Contractor of	ON
DOTH THE DARTIES HERETO	4 111 41 4 1 117 4 1
	agree to abide the terms and conditions as mentioned
in: "Schedule-2 (Conditions of Con	ntract) of Tender Document".
<u>(G:</u>	
(Signature of Contractor/	(Signature of Authorized Officer of the Bureau)
Authorized Representative)	
Name	Name
Designation	Designation
Address	Address
Seal of the Firm/Company	Seal of the Bureau
Witness:	Witness:
(Signature)	(Signature)
Name of Witness	Name of Witness
Address	Address

SCHEDULE - 7: OTHER STANDARD FORMS, IF ANY, TO BE UTILIZED BY THE BIDDERS.

1.	Annexure-1	FORM OF BANK GUARANTEE BOND
		(To be submitted by the bidder as Earnest Money and by successful bidder as performance security as applicable)
2.	Annexure-2	DETAILS TO BE FURNISHED BY THE BIDDERS
		(To be submitted by all the bidders in the envelope containing the technical bid.)
3.	Annexure-3	DETAILS OF THE SIMILAR TYPE OF SERVICES PROVIDED BY

		THE BIDDER DURING LAST 3 YEARS
		(To be submitted by all the bidders in the envelope containing the technical bid.)
4.	Annexure-4	DECLARATION REGARDING BLACK-LISTING AND/ OR LITIGATIONS
		(To be submitted by all the bidders in the envelope containing the technical bid.)

Annexure-1

FORM OF BANK GUARANTEE BOND

1. In consideration of Bureau of Indian Standards (hereinafter called 'The BUREAU') having
agreed to exempt (hereinafter
called "the said Contractor(s)") from the demand under the terms and conditions of an
Agreement dated made between
and
for
(hereinafter called "the said Agreement of
security deposit for the due fulfillment by the said Contractor (s) of the terms and conditions
contained in the said Agreement, on production of a Bank Guarantee for
Rs. (Rupees Only

we,	(hereinafter referred to as			
(indicate the name of the bank)				
'the bank') at the request of	[(Contractor (s) do hereby			
1 5	ureau an amount not exceeding			
Rsag	ainst any loss or demand caused to or suffered or			
	eau by reason of any breach by the said Contractor			
(s) of any of the terms or conditions conta				
2. We	do hereby undertake to			
(indicate the name of the bank	,			
1 0	this guarantee without any demur, merely on a			
	ards stating that the amount claimed is due by way			
	caused to or suffered by the Bureau by reason of			
	of the terms or conditions contained in the said or (s) failure to perform the said Agreement. Any			
<u> </u>	on (s) failure to perform the said Agreement. Any onclusive as regards the amount due and payable by			
	our liability under this guarantee shall be restricted			
to an amount not exceeding Rs				
	money so demanded notwithstanding any dispute			
	upplier (s) in any suit or proceeding pending before			
	ur liability under this present being absolute and			
unequivocal.	a of the second			
-	ond shall be a valid discharge of our liability for			
- ·	s) / Supplier (s) shall have no claim against us for			
making such payment.	· · · · · · · · · · · · · · · · · · ·			
4. We,	further agree that the Guarantee herein			
(indicate the name of Bank)				
contained shall remain in full force and effect during the period that would be taken for the				
performance of the said Agreement and that it shall continue to be enforceable till all the				
1 04 5				
	the said Agreement have been fully paid and its			
	authorized officer of the Bureau certifies that the			
	ant have been fully and properly carried out by the			
said Contractor (s) and accordingly of the said Agreement have been fully and properly				
carried out by the said Contractor (s) and accordingly discharges this guarantee. Unless a				
_	ade on us in writing on or before thewe			
shall be discharged from all liability under	further agree with the Bureau that the Bureau			
(indicate the name of Bank)	Turther agree with the Dureau that the Dureau			
	consent and without affecting in any manner our			
•	terms and conditions of the said Agreement or to			
, ,	Contractor (s) from time to time or to postpone for			
*	powers exercisable by the Bureau against the said			
· ·	ny of the terms and conditions relating to the said			
	om our liability by reason of any such variation, or			
-	actor (s) or for any forbearance, act or commission			

such matter or thing whatsoever which un	nder the law relating to sureties would but for this
provision, have effect of so relieving us.	
6. This guarantee will not be discharged d	lue to the change in the constitution of the Bank or
the Contractor (s).	
7. We,	lastly undertake not to revoke this guarantee
(indicate the name of bank)	
during its currency except with the previou	us consent of the Bureau in writing.
	Dated theday of20
	For
	(indicate the name of bank)

Annexure-2

DETAILS TO BE FURNISHED BY THE BIDDERS

1. Name of the Firm/Compan	1.	Name	of the	Firm/	Com	pany	V:
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- 2. Class of Registration with validity date:
- 3. Value of Registration:
- 4. Address for Communication:
- 5. Telephone No.:
- 6. E-mail:
- 7. Details of Proprietor/Partner/Director

Name	Address	Qualification and Experience

8. Annual Turnover of the Firm/Company during previous three Financial Years for the similar works (Certified copies of audited Balance Sheet to be submitted):

similar works (Certified copies of addited Balance Sheet to be submitted).		
Financial Year	Annual Turnover (Rs.)	Copies of audited Balance
	, ,	Sheet enclosed (Yes/No)
Previous Financial Year (Y-I)		
2nd Previous Financial		
Year (Y-2)		
1 5 61 (1 2)		
3rd Previous Financial		
Year (Y-3)		
, ,		
1	1	

- 9. PAN, TIN Number of the Firm/Company:
- 10. Service Tax Registration No.:
- 11. EMD Draft Number/Date & Name of the Bank:

This is to certify that the above facts are true complete and correct to the best of my knowledge and belief. Further, it is certified that I/We have read and understood the terms and conditions of the Tender Notice.

I/We give an undertaking and give our unconditional and unequivocal acceptance of all terms and conditions of the Tender and agree to abide by these terms and conditions.

	Name and Signature of the Firm/Company
Dated:	Seal of the Firm/Company
Place:	

Annexure 3

Details of the similar type of Services provided by the Bidder during Last 3 years

Name of the Bidder:

Year	& contact nos. of	Name and Type of services provided	Value of Contract	Remarks
2013-2014	the Client			
2010				
2012-2013				
2011-2012				

Note: - The turnover amount should be certified and audited by CA of firm and separate sheet should be enclosed

Signature of Bidder			
Name & Address of Bidder			
Seal of the Firm/Company			

Annexure-4

Declaration regarding black-listing and/ or litigations

I/we hereby declare that our firm/agency is not black-listed by any Ministry or Department of Central Government/State Government or PSU or other bodies under the Central Government/State Government. I/we further declare that no criminal case is registered or pending against the firm/company or its owner/partners/directors anywhere in India.

Date the	day of 201	
	Signature of Bidder_	
	Name & Address of I	Bidder
	Seal of the Firm/Com	pany