

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

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

**31 Oct 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 19 NOVEMBER 2014 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. 19/11/2014 or the tenders may also be sent by Registered Post/Speed Post so as to reach this office **on or before 19/11/2014**. The tenders will be opened on 21 NOVEMBER 2014 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**

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. The details of the area to be cleaned are furnished hereunder :

Sl. No.	Name and location of the Office	(*)Approximate Carpet area to be cleaned (in Sq. feet)
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.

**I. SCOPE OF THE WORK**

**A: GENERAL SERVICES ON DAILY BASIS**

- (a). Cleaning, sweeping and wet mopping of entire office floors/rooms, every day.
  - (b). Cleaning of utensils, equipment in Canteen during the Office Hours.
- Through Cleaning of toilets / Urinals wherever available in the premises using Cleaning material, by putting naphthalene balls / phenyl in all the urinals and air purifiers in the toilets for every three hours.
- Cleaning of toilets with toilet cleaners/chemicals and collecting/disposing of garbage Separately for wet and dry collected from all rooms.
- 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 etc.

5. Arranging and removing the Tiffin Plates/Meal Plates/Boxes etc. and cleaning in Canteen
6. 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

#### II. 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.

#### III: 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.

#### IV. 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 10.11.2014 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. 14/11/2014.
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 17.11.2014 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. 10,000/- (Rupees Ten 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.

**( P. SESHAGIRI RAO )**  
**Scientist - E**

TECHNICAL BID (QUALIFYING BID DOCUMENT)

Name of the Firm/Agency :

Sl. No	Particulars	Whether Complied	Remarks , if any
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		with(Yes or No)	
1	EMD value Rs 10,000/- 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 Accountant		
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 Evidence		
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		

## 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.

Total Monthly charges for House keeping services:

1. For the services :

2. For the consumables(Incl. all taxes) :

Add: any other charges if required :

Grand Total :

Add: Service Tax if applicable 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)