



Our Ref: DSBO/ Tender for House Keeping Services

01.07.2014

Subject : Tender for Housekeeping Services.

Dear Sir,

BUREAU OF INDIAN STANDARDS, Durgapur Sub Branch Office, adjacent to R & C Laboratory, Durgapur Steel Plant, Durgapur - 713203 invites sealed tenders under two-bid system from reputed and experienced agencies for providing Housekeeping Services for Durgapur Sub Branch Office building.

The interested agencies are required to submit the technical and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "Tender for Housekeeping Services" and should reach BIS Durgapur Sub Branch Office, Durgapur (shall be dropped in a sealed Tender Box, kept in the BIS Durgapur Sub Branch Office, Durgapur) before 1500 hrs on or before 22.07.2014. The technical bids shall be opened at 1500 hrs on 24.07.2014 at Durgapur.

The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from BIS Durgapur Sub Branch Office, Durgapur on any working day between 0930 and 1700 hrs on payment of Rs. 250.00-only (by demand draft in favour of Bureau of Indian Standards, payable to Durgapur) or can be downloaded from BIS website www.bis.org.in. Those who download the tender document from website [or the same can be purchased from office during working hours on any working day on or before 22.07.2014 on submission of DD (non-refundable) in favour of Bureau of Indian Standards, payable to Kolkata] should enclose an additional DD for Rs. 250.00 (non-refundable) in favour of BUREAU OF INDIAN STANDARDS, payable to Durgapur, along with their sealed cover superscribed "Tender for Housekeeping Services" on or before 22.07.2014. The tender bids received by post must reach this office latest by 1500 hrs on 22.07.2014.

The Competent Authority reserves the rights to cancel any or all the tenders without assigning any reason thereof.

Any further clarification and/or corrigendum (s), if any, shall be communicated through tender section on the BIS website www.bis.org.in

Thanking you,

Yours faithfully,

A. K. Chatterjee
(Scientist – F & Head)

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TENDER DOCUMENT

FOR

Housekeeping Services



भारतीय मानक ब्यूरो
BUREAU OF INDIAN STANDARDS

(Durgapur Sub Branch Office)

Adjacent to R & C Laboratory,

Durgapur Steel Plant,

Durgapur – 713 203

Tel: 0343-2583178, e-mail: iod@bis.org.in,

Web: www.bis.org.in

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BUREAU OF INDIAN STANDARDS
(Durgapur Sub Branch Office, Durgapur)
TENDER DOCUMENT
FOR
PROVIDING HOUSEKEEPING SERVICES
TENDER REQUIREMENT

A. Information relating to submission of Bids.

1. Tenders are invited for providing Housekeeping Services as mentioned in this document in the Durgapur Sub Branch Office of BIS located at Durgapur from the agencies that fulfill the criteria given below.
2. The period of contract under the scope of work shall be for 12 months, which can be further extended by mutual agreement on yearly basis up to 36 months depending on performance of the Bidder and at the discretion of BIS Durgapur Sub Branch Office, Durgapur. The following requirements are to be complied with:

(a) The tender documents are required to be submitted for technical and financial bid separately. The bids in Sealed Cover-I containing "Technical Bid" and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscribed "Tender for Housekeeping Services" and should reach BIS Durgapur Sub Branch Office, Durgapur (shall be dropped in a sealed Tender Box, kept in the BIS Durgapur Sub Branch Office, Durgapur) before 1500 hrs on or before 22.07.2014. The technical bids shall be opened at 1500 hrs on 24.07.2014 at Durgapur in presence of bidders or their authorized representatives, if they desire so.

(b) The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from BIS Durgapur Sub Branch Office, Durgapur on any working day between 0930 and 1700 hrs on payment of Rs. 250.00-only (by demand draft in favour of Bureau of Indian Standards, payable to Durgapur) or can be downloaded from BIS website www.bis.org.in. Those who download the tender document from website [or the same can be purchased from office during working hours on any working day on or before 22.07.2014 on submission of DD (non-refundable) in favour of Bureau of Indian Standards, payable to Durgapur] should enclose an additional DD for Rs. 250.00 (non-refundable) in favour of BUREAU OF INDIAN STANDARDS, payable to Durgapur, along with sealed cover superscribed "Tender for Housekeeping Services" on or before 22.07.2014 after ensuring compliance with the requirements as cited above. The tender bids received by post must reach this office latest by 1500 hrs on 22.07.2014.

3. All the pages of the tender shall be signed by the owner of the Firm or by the Authorized Signatory. In case the tenders are signed by the Authorized Signatory, a copy of the Power of Attorney/authorization shall be enclosed along with tender.
4. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
5. The bidder shall pay Bid Security (EMD) of Rs. 5000.00 (Rupees five thousand only) along with the technical bid by Demand Draft in favour of "BUREAU OF INDIAN STANDARDS" drawn on any Nationalized Bank/ Scheduled Bank and payable at Kolkata. Bids received without Earnest Money Deposit (EMD) and document fees shall stand rejected and thus shall not be considered for evaluation at any stage.
6. The bid security (EMD) shall be returned to the unsuccessful bidders after finalization of contract without any interest.
7. As a guarantee towards due performance and compliance of the contract work, the successful bidder (Bidder) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of demand draft in favour of "BUREAU OF INDIAN STANDARDS"

drawn on any Nationalized Bank/ Scheduled Bank and payable at Kolkata.

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8. The EMD deposited by successful Bidder will be adjusted towards Security deposit as mentioned above. The EMD amount shall be forfeited, if the successful bidder.
 - a) Fails to furnish the difference amount between Security Deposit and EMD within 15 days after the issue of letter of award of work.
 - b) Does not comply with other requirements for commencement of the contract.
2. The bid shall be valid and open for acceptance of the Competent Authority of BIS for a period of 90 days from the date of opening of the tenders and no request for any variation in quoted rates and/ withdrawal of tender on any ground by successful bidder shall be entertained.
3. To assist in the analysis, evaluation and computation of the bids, the BIS may ask bidders individually for clarification of their bids. The request for clarification and the response shall be in writing but no change in the price or substance of the bid offered shall be permitted.
4. In case two or more agencies are found to have quoted the same rates, the Competent Officer authorized by BIS shall decide about the Bidder to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final.
5. The quoted rates shall not be less than the minimum wages of Govt of West Bengal and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Income Tax. Employer EPF contribution, ESI contribution etc. and any other applicable statutory contribution.
6. BIS shall reimburse the bidder to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labour Commissioner of West Bengal above the rates mentioned in the contract and derived statutory obligations thereof provided the documentary evidence is produced by the Bidder making such payments to that extent only.
7. BIS reserves the right to accept or reject any or all bids without assigning any reasons. BIS also reserves the right to reject any bid which in its opinion is non responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
8. Financial bids of only those agencies will be opened who qualify in the Technical bids.
9. The tender document is not transferable under any circumstances.
10. Any changes with respect to this tender will be notified through BIS website (Tender Section in www.bis.org.in :)
11. All cost incurred in connection with submission of bids like preparation, submissions, any personal visits for seeing the location, submitting the bids personally, subsequent processing etc shall be borne by the bidder. BIS will not be responsible/ liable for the same regardless of the outcome of the tendering process.

B. Eligibility Criteria for Tendering.

1. The bidder may be a proprietary firm, partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender.
2. The Bidder shall have experience of providing Housekeeping Service for last 3 years ending 31st March

2011.

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3. Having successfully completed 3 similar works costing each not less than Rs. 10 lacs in the last one year.

Or

Having successfully completed 2 similar works costing each not less than Rs. 15 lacs in the last one year.

Or

Having successfully completed 1 similar work costing not less than Rs. 25 lacs in the last one year.

4. Financial Turnover during the last 3 years, ending 31st March 2010 should be at least Rs. 20 lac per year. Documentary evidence to be provided duly attested by Competent Authority.

5. There should be no case pending with the police against the proprietor/Firm/Partner or the Company
(Bidder.)

6. The bidder shall have the following Registrations and details of the same shall be provided in the Technical Bid.

- a) PF Registration
- b) ESI Registration
- c) Service Tax Registration
- d) Valid License, issued by Regional Labour Commissioner, Govt. of India.

C. Scope of work

1. General

The agency shall provide House Keeping, Upkeep and Maintenance services to the entire BIS premises. (The agency may visit the site to assess quantum of work)

2. Cleanliness.

- a) The agency shall ensure cleaning work including sweeping of floor, wet floor cleaning and dusting of walls, doors and windows from inside and outside ceiling, staircase, curtains Venetian blinds, tables, chairs, cupboards, side balconies, corridors and terrace on a regular basis.
- b) Cleaning shall be done with approved material manually or by using Mechanized equipment like vacuum cleaners, scrubbing machine and carpet shampooing machine etc, which shall be arranged by the Bidder. In no case acid will be used for cleaning purposes.
- c) Furniture, fixtures, exhaust fans, ceiling fans etc, to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc.

2. General Maintenance.

- a) Proper and regular care and safe maintenance of fittings, fixtures, electronic equipment, furniture and all other items will be the sole responsibility of the Agency.
- b) Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency himself or by any of his employees shall be repaired/replaced/compensated by them at their own cost immediately.

- c) The Agency shall arrange all type of cleaning/maintenance equipment and such of those special equipment and apparatus required for maintenance at their own cost.

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3. Operation.

- a) The Agency shall ensure cleaning of the rooms inside and outside the boundary wall by 08.45 a.m. daily.
- b) The Agency shall spray room fresheners of the approved quality by 8.45am in the office room and subsequently as required during the day.
- c) The Agency shall provide the services for upkeep and maintenance regularly. The Bidder for the purpose may schedule deployment of personnel on flexi time/shift basis in consultation with BIS Durgapur.
- d) The Agency shall nominate one of its employees/senior representatives as authorized representative for regular interaction with BIS Durgapur for smooth operation and implementation of the contract.
- e) The Agency shall arrange housekeeping services throughout the day, if held, till such time any programme comes to an end. For this purpose Bidder shall deploy sufficient number of workers in consultation with BIS Durgapur, by rescheduling their deployment if necessary.

4. Disposal of Waste/garbage.

- a) The Agency shall ensure disposal of the collected waste on a daily basis Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the BIS Durgapur premises. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms/ practice by the local Authority, if any.
- b) Dust, waste materials shall be collected in proper bins and disposed off immediately. Plastic bags shall preferably be used in all the dust bins.

5. Complaint

- a) The Agency shall keep a Complaint/ Suggestion Book at Security Desk to record complaints/suggestions on services rendered and such complaints shall be taken note of and acted upon immediately by the Agency.

6. Material for Cleaning.

- a) The Agency, at their own cost shall provide the following toiletries on regular basis as per consumption in the toilets.
 - i) Liquid Soap with dispenser.
 - ii) Paper Towels
 - iii) Disinfectant Balls for Urinals
 - iv) Air Fresheners in Toilets
 - v) Toilet Paper Rolls
- b) The Agency shall use the consumable items/materials of approved quality such as ISI Mark phenyl.
- c) The Agency shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The Agency shall also provide to workers

required number of gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protective sanitary and general cleaning.

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The Agency shall have suitable arrangements for disposing off the garbage beyond the premises up to Municipal bin/dumping yard.

- d) The Agency shall also arrange for all other equipments/materials not mentioned in the list or scope that may be required for providing housekeeping and maintenance services at their own cost.

D. General Terms & Conditions :

The Agency shall be responsible for the following.

1. Proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, stocks, books, periodicals lying in BIS Durgapur premises.
2. Maintain its gadgets & equipments in good working conditions with all safety measures at its own cost.
3. Devotion or full attention to the work of housekeeping shall discharge its obligations under the agreement most diligently and honestly.
4. Providing proper uniforms, identity card and safety items to his employees, as required under the law at his own cost. All personnel of the Agency will wear the same in clean condition, while on duty. BIS Durgapur shall not pay any extra charges to the Agency against these items.
5. Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with BIS Durgapur.
6. Desired level of cleanliness in the entire premises of BIS Durgapur shall be provided and for this to provide all materials/ instruments/ tools etc. The supervisor to attend to complaints on urgent basis.
7. Providing equipment in sufficient quantity, which may include the following.
 - e) Glass Cleaners
 - f) Vacuum Cleaner etc.
 - g) Polishing Machine
 - h) Brasso/ Silvo/ Polishing Materials etc.

7. Provision of the following services and specialized staff :

- a) Service boys to upkeep of office / Conference Hall/library/ reception counter/lobby etc.
- b) Skilled, semiskilled and unskilled staff whenever required
- c) Provision of daily, weekly and monthly services as given below.

A. Daily Services :

- i) Removals of waste materials.
- ii) Sweeping and wiping of all floors, dusting of furniture, cup-boards, telephone, instruments and doors, windows, blinds and glass partition using glass cleaning chemicals.
- iii) Upkeep of offices, including library, reception counter, lobby, toilets, staircase etc.

B. Weekly Services :

- i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- ii) Removal of cobwebs, dusts, termites, insects, pests etc.
- iii) Windows sponging and cleaning
- iv) Cleaning of ceiling fans, air-conditioning grills, tube light, etc
- v) Cleaning of dustbins and buckets with detergents.
- vi) Upkeep of partition glasses and panes if any, with utmost care and by application of glass cleaning chemicals.
- vii) Detergent cleaning of sanitary wares.
- viii) To apply permitted household pesticides etc in Conference Hall, office rooms, etc to keep all such areas insect and rodent free.
- ix)** Specialised cleaning of computers, peripherals, hardware, telephones, workstations and other electronic equipment.

C .Monthly Services :

- i) Vacuum cleaning/ washing of carpets
- ii) Polishing & Oiling of door closers, door handles, and other brass
- iii) Fitting with Silvo/ Brasso/ Lubricants, Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc.
- iv) Polishing of taps and other steel fittings in the toilets with Silvo/ Brasso.

D. Quarterly Services.

- i) Dry-cleaning of Sofas, Chair and Vanishing Blinds.
- ii) Cleaning of Ducts meant for Rain Water Harvesting after Removing Concrete Covers
- iii) Cleaning of Overhead and Underground Water Tanks
- iv) Cleaning of Sewerage Line

NOTE : The Agency shall maintain a register for Daily/ Weekly/ Monthly/ Quarterly Services including quality (Brand) and quantity of the material procured and used.

8. Staff deployed shall be trained in housekeeping, bear good conduct and physically fit for the work and not more than 50 years of age. The Agency will get their antecedents, character and conduct verified before deploying in BIS Durgapur.
9. The skilled, semiskilled and/or unskilled persons deployed by the Agency shall be of sound physical & mental health and should not be under the influence of any drug or alcohol during duty and have full knowledge & experience to competently perform the job assigned.
10. Deploying adequate trained manpower in all facets of Housekeeping work and shall provide necessary undertaking and documentary evidence in this regard.
11. Obtain necessary license, permit, consent, sanction, etc., as may be required or called for from/ by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time of State or local Govt. as applicable to him or to this contract without any liability and responsibility to BIS Durgapur whatsoever it may be.
12. To bear all taxes, rates charges, levies or claims, whatsoever, as may be imposed by the State. Central Government or any local body or authority. To furnish such proof of payment of compliance or the obligations including registration certificates, receipts licenses, clearance certificates etc. as may be required by the BIS Durgapur from time to time.

13. Responsible for compliance to the provisions of various labour and industrial laws, such as, wages allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at BIS Durgapur or for any accident caused to them and the BIS Durgapur shall not be liable to bear any expense in this regard. The Agency shall make payment of settlement of its bill by the BIS Durgapur for whatever reason. Also to be responsible for the insurance of is personnel and compliance of various Law/Acts and their re-enactments/ amendments/modifications.
14. The Security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the **Agency or the** its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities etc. including withdrawals of EPF account details to be certified by provident fund commissioner's office. Submission of receipts of payment of service tax (month wise details) duly certified by Central Custom & Excise office etc. If any, as specified in the tender at appropriate places.
15. In case of any changes of constitution of the Agency, the rights of BIS Durgapur should not suffer.
16. All personnel engaged under this contract by the Agency shall be employees of Agency. BIS Durgapur shall not have any liability/ responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in BIS Durgapur or elsewhere.
17. Maintain all records/registers as required to be maintained under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of BIS Durgapur as and when required.
18. Taking protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the BIS Durgapur against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep the BIS Durgapur indemnified against all the claims and liabilities.
19. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of BIS Durgapur, they shall work under directives and guidance of BIS Durgapur and will be answerable to BIS Durgapur. This will, however, not diminish in any way, the Agency's responsibility under contract to the BIS Durgapur.
20. A senior level representative of the Agency shall visit BIS Durgapur premises at least once-a –week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the BIS Durgapur officer dealing with services under the contract for mutual feedback regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of BIS Durgapur.
21. The Agency shall not deploy or shall discontinue deploying the person(s) if so desired by the BIS Durgapur at any time without assigning any reason whatsoever. Any replacement of the personnel, as required by BIS Durgapur for any reason specified or otherwise, shall be effected promptly be continued and would not be changed without written intimation and consultation with BIS Durgapur.
22. The personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the BIS Durgapur / Govt. of India/ any State/or any Union Territory.
23. Good standard of services shall be maintained as indicated
24. BIS Durgapur shall reserve the right to reduce or increase the manpower for housekeeping if considered necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.

25. In case any personnel of Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for BIS Durgapur it shall be the sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the BIS Durgapur.
26. In case it is found that any theft, pilferage, loss or damage has occurred to the person property or premises of the BIS Durgapur due to negligence of personnel in performing his/her duty and / or absence from the place of duty and/or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by BIS Durgapur shall be recovered from the Agency's monthly bill or from his security. In such matters, where required, the Agency will investigate and submit a report to **BIS Durgapur and maintain** liaison with the police. FIR will be lodged by BIS Durgapur, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.
27. In case BIS Durgapur is implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be borne by the Agency or recovered from the due amounts payable to the Agency and/or from the security deposit held by BIS Durgapur.
28. The Agency shall ensure that all staff appointed by them is fully loyal-to and assist the BIS Durgapur during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immovable to the entire satisfaction of the BIS Durgapur.
29. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments thereof, Authorized officer of BIS Durgapur shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of BIS Durgapur shall be final in regard to all matters arising under this clause.
30. In the event of any person deployed by the Agency being on leave/absent, the Agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the Agency shall make provision for leave reserve.
31. Maintain daily shift-wise attendance record of the personnel deployed showing their arrival and departure time at BIS Durgapur Building and to submit to BIS Durgapur an attested photocopy of the attendance record with the monthly bill.
32. The BIS Durgapur shall pay the agreed amount on production of monthly bill. No other charges of any kind shall be payable except as under the contract.
33. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.
34. No request for making advance payment on any ground shall be entertained.
35. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.
36. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages revised by the Government.

37. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

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38. During the course of the contract period, the Agency shall deposit service tax at prevailing rates as per GOI norms.

39. The decision of BIS Durgapur in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

40. An agreement shall be signed with the successful agency as per specimen enclosed.

41. The Authorized Officer/ Committee of BIS Durgapur shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.

42. At the end of contract period/ Termination of the contract, the Agency shall handover the charge to the new service provider (appointed by BIS Durgapur) without any hindrance. In case of non compliance, the Security Deposit shall be forfeited.

43. **Penalty :** In case of non-compliance of the terms and conditions of the contract, the BIS Durgapur reserves its right to impose penalty upto a maximum of 10% of the total annual value of contract during the period of operation.

44. **Termination :** The contract may be terminated by giving one months notice, in case the agency.

- a) Assigns or sub-contracts any of this service.
- b) Violation/contravention of any of the terms and conditions mentioned herein.
- c) Does not improve the performance of the services inspite of instructions.
- d) Any violation of instructions/agreement of suppression of facts.

On termination of the contract, it shall be the responsibility of the agency to remove his men and materials within two days or date specified by BIS Durgapur. BIS Durgapur shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.

45. **Arbitration :** In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by Sole Arbitrator to be appointed by BIS Durgapur, Bureau of Indian Standards. The provisions of Arbitrator and Conciliation Act, 1996 shall be applicable.

47. **Jurisdiction :** In case of any dispute, the jurisdiction shall be the Court at Durgapur.

TENDER DOCUMENT**BUREAU OF INDIAN STANDARDS****QUOTATION FOR ENGAGEMENT OF AGENCY FOR HOUSE KEEPING OF BUREAU OF INDIAN STANDARDS, DURGAPUR SUB BRANCH OFFICE AT DURGAPUR****(A) TECHNICAL BID**

(In separate cover superscribed as- Technical Bid for House Keeping)

1. Name & Address of the Tenderer Organization/Agency with phone number, e-mail and name & telephone /mobile number of contact person.	
2. Experience in the work of House keeping. Particulars of experience (Attach certificates, testimonials)	

Sl. No.	Name of Organization with complete address and telephone numbers to whom services provided	From	to	Contracted Amount (Rs. P. M.)	Reasons for Termination
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3. Set-up of the Organization, clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service : a) Is the establishment registered with the Government; Please give details with document/evidence. b) Do you have labour licence. Please provide details & attach a copy. c) Undertaking of the bidder conforming the availability of the adequate manpower with requisite experience for deployment	
4. Are you covered by the labour Legislations, such as ESI,EPF, Gratuity Act etc.	
5. Please give EPF Number ESI Code	

Gratuity Act Regn. No.	
6. Are you governed by minimum wages rules of the Govt of West Bengal. If yes, please give details.	
7. Please attach Copy of last return of Income tax	
8. PAN No. (Please attach Copy)	
9. Vat No. (Please attach Copy)	
10. Trade licence No. (Please attach Copy)	
11. Service Tax Registration No.(Please attach copy)	
12. Acceptance of terms & Conditions attached. (Yes/No) Please sign each page of terms & Conditions as token of acceptance and submit as part of tender document.	
13. Power of Attorney/Authorization for signing the bid documents, if any.	
14 Please submit an undertaking that no case is pending with the police against the Proprietor/firm/partner or the company (Bidder). Indicate any conviction in the past against the company/firm/partner .	
15. Details of DD/Pay Order of Rs. 5000.00 towards bid security DD/PO. No. Date: Drawn on:	

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls: 1. DD/pay order No. -----

2. Terms & Conditions (each page must be signed and sealed).

3. Financial Bid.

Date :

Signature :

Name :

Seal :

Cover-II

FINANCIAL BID

(In sealed cover-II super scribed “Financial Bid”)

[illegible]

Declaration by the Bidder:

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

- i. Note: Please enclose the copy of the latest Govt. Order or Minimum Wages
- ii. No other, charges would be payable by BIS Durgapur.
- iii. There would be no increase in rates during the Contract period except for provision made under the terms and conditions

(Signature of Bidder with seal)

Name:

Seal:

Phone No. (O):

Date:

(To be made on Rs. 50/- Non Judicial Stamp Paper)

DRAFT AGREEMENT

THIS AGREEMENT is made on ---- day of ----- Two thousand eleven between BUREAU OF INDIAN STANDARDS, Durgapur Sub Branch Office, Adjacent to R & C Laboratory, Durgapur Steel Plant, Durgapur – 713 203, as one part, hereinafter called ‘ BIS’ and M/s -----, having its registered office at ----- hereinafter called the ‘Agency’ for Housekeeping on the other part.

WHEREAS the BIS is desirous to engage the Agency for housekeeping for Bureau of Indian Standards Durgapur Sub Branch Office, Adjacent to R & C Laboratory, Durgapur Steel Plant, Durgapur – 713 203 on the terms and conditions stated below:-

1. The Agency shall be solely responsible for compliance to provisions of various labour and industrial laws and all statutory obligations such as wages, allowances, compensations, PF, Bonus, gratuity, ESI, etc relating to personnel deployed in BIS. The Bureau shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/Health related liability/ compensation. The Bureau shall have no liability in this regard.
3. **Penalty:** In case of non-compliance with the contract, the Bureau reserves its right to :-
 - a) Cancel/revoke the Contract; and/or
 - b) Impose penalty upto 10% of the total value of contract.
4. **Termination:** The Contract can be terminated by giving one month’s notice, in case the Agency:
 - a) Assigns or sub-contracts any of this service.
 - b) Violation/Contravention of any other terms and conditions mentioned herein.
 - c) Does not improve the performance of the services inspite of instruction.
 - d) Any violation of instructions/agreement or suppression of facts.

On termination of the contract, it shall be the responsibility of the agency to remove his personnel immediately. Bureau shall not indemnify any loss caused to the agency by such termination, whatsoever it may be.

2. Security deposit equal to 10% of the annual contract value (refundable without interest after three months of termination of the contract) in the form of pay order/Demand draft shall be payable at the time of signing of the Agreement.

3. The Agency shall be fully responsible for monthly payment of wages to the personnel deployed in BIS.
4. The workers provided by the Contractor will not claim to become the Employees of the BIS and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in BIS.
5. There would be no increase in rates payable to the agency during the contract period except reimbursement of statutory wages revised by the Government
6. The Agency also agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.
7. **Arbitration:** In case of any dispute or differences arising on terms and conditions, the same shall be settled by reference to arbitration by sole arbitrator to be appointed by Bureau of Indian Standards, Durgapur. The provision of arbitration and conciliation Act, 1996 shall be applicable
8. **Jurisdiction :** In case of any dispute or differences between the Agency and BIS , BIS shall have the right to decide. However all matters of jurisdiction shall be at the local courts located at Durgapur.
9. Decision of BIS in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

THIS AGREEMENT will take effect from ----- day of ----- Two thousand fourteen and shall be valid for one year which may be extended by three years, one year at a time, if the services are found to be satisfactory on the same terms and conditions and at the discretion of Authority of the 'BIS'.

IN WITNESS WHERE OF both the parties have set and subscribed their respective hands with their Seal in Durgapur in the presence of the witness :-

BUREAU OF INDIAN STANDARDS

Witness : 1.

2.

Agency

Witness : 1.

2.

JOB SCHEDULE & TERMS & CONDITIONS OF CONTRACT
(Annexure to Agreement)

Engagement of an Agency for Housekeeping at Bureau of Indian standards Durgapur Sub Branch Office, Adjacent to R & C Laboratory, Durgapur Steel Plant, Durgapur – 713 203.

Total Covered Area in Main Building: 2284 sq. ft. (at present) & 2 x 2284 = 4568 sq. ft (in future)

1. All parts of the buildings and surroundings within the boundary walls shall be cleaned by sweeping and mopping/washing etc. The work shall also include daily dusting of office furniture and equipment and carrying of garbage the nearest Corporation vat.
2. The work shall be completed by 0900 h i.e. start time of the office, every working day from Monday to Friday. If necessary, the house keeping persons may be called for housekeeping jobs on closed days. However, one sweeper shall always be available during working hours in the office building.
3. In case cleaning work including sweeping, mopping and dusting is not completed by 0900 hrs on any day, a penalty of upto 25% of the total daily charges may be imposed..
4. Toilet and common areas like corridors, reception, entry, stair-cases, lift-cabin etc shall be cleaned at least twice a day or more as per requirement. Scrubbing/soap cleaning of all floors shall be done at least once in a month or more if required. **The floor of the entire office premises shall be soap cleaned once a week.**
5. The housekeeping work shall be supervised by a Supervisor engaged by the Agency and he shall report to and work under instructions of the Administration department.
6. Arrival and Departure time of the housekeeping personnel shall be recorded in Agency's Attendance Register to be maintained by the Supervisor and the same shall be submitted along with monthly bill.
7. A senior representative of the agency shall visit BIS once in a week and meet the officer in-charge of Administration for feedback regarding the work performed by his personnel and removal of deficiencies, if any.
8. If so advised by BIS, the specific housekeeping person shall be promptly replaced by the Agency.
9. The housekeeping personnel deployed shall be medically fit and between 18 years and 40 years of age.
10. The Agency will provide required number of housekeeping personnel subject to a minimum of those mentioned in the Agreement.
11. The agency shall provide at its own cost reasonably good uniform and personal protection gear and good quality of cleaning aids necessary.

12. The Agency shall be solely responsible for compliance to provisions of various labour and industrial laws and all statutory obligations such as wages, allowances, compensations, PF, Bonus, gratuity, ESI, etc relating to workers provided to BIS. The Bureau shall have no liability in this regard.
13. The Agency shall be solely responsible for any accident / medical / Health related liability / compensation. The Bureau shall have no liability in this regard.
14. Bureau reserves the right to accept/reject any or all quotations without assigning any reasons.
15. The Agency shall follow the instructions given by BIS from time to time.
16. Income-tax applicable shall be deducted from the bill every month.
17. The agency shall be solely liable for all payments/dues including wages to the persons deputed in BIS. In the event Bureau makes any payment or incurs any liability the agency shall indemnify Bureau completely.
18. The tenderer shall have at least 3 years experience of providing housekeeping services.
19. Intending tenderers should possess personnel at least having experience of three years in the field.
20. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.
21. The Contract can be terminated by giving one month notice on either side.
22. The Agency shall ensure that housekeeping personnel deputed bear good moral character and do not indulge in theft or pilferage. In the event of any theft or pilferage by housekeeping personnel coming to the notice of the Bureau, such person will be handed over to the police and Agency informed.
23. The housekeeping persons provided by the Contractor will not claim to become the Employees of the BIS and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in BIS.
24. The Agency shall ensure that a substitute is provided if a person is absent.
25. The housekeeping personnel will be subjected to a thorough physical checking while leaving the office.
26. A security deposit of Rs 5000/- (Refundable after termination of contract), in the form of pay order/Demand draft shall be payable at the time of signing of the Agreement.
27. Decision of BIS in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
28. In case of any dispute between the Agency and BIS, BIS shall have the right to decide. However all matters of jurisdiction shall be at the local courts located at Durgapur.
29. An agreement shall be signed with the successful bidder as per specimen enclosed.

Note: These terms and conditions are part of the Agreement as indicated in the Agreement between BIS and the Agency and any non-compliance shall be deemed as breach of the Agreement.