



सत्यमेव जयते



Competition Commission of India

Hindustan Times House(3rd floor)

18-20, Kasturba Gandhi Marg,

New Delhi – 110001

Tel : 011-23473690 Fax : 011-23704686

F.No.D-31011/1/2011-CSD

Dated : 1st April, 2011.

NOTICE INVITING TENDER FOR PROVIDING HOUSEKEEPING SERVICES

Competition Commission of India invite sealed quotations from established, reputed and experienced firms to provide Housekeeping services in the Office of the Competition Commission of India at 'Hindustan Times House', 18-20, Kasturba Gandhi Marg, New Delhi – 110 001 and at 'Hudco Vishala' 'B' Wing, 14, Bhikaji Cama Place, New Delhi – 110 066. Details of the services required and other terms and conditions relating to the award of Contract are given in the Annexure –I.

2. Tender Document is available on the website of the Commission i.e. www.cci.gov.in. The intending bidders may download the tender document containing the terms and conditions and submit the same along with the Tender Document Fee of Rs. 500/- (Rupees Five Hundred only) non-refundable in the form of crossed Demand Draft in favour of "Competition Commission of India (Competition Fund) Account" payable at New Delhi. Tenders received without the requisite Tender Fee and EMD will be rejected.

3. All interested service providers are requested to submit their sealed quotations as per prescribed procedure to this office on or before **1500 Hrs. of 21.04.2011**.

4. The "Technical Bid" will be opened on the same day i.e. **21.04.2011 at 1600 Hrs.** in the presence of authorized representatives of bidders. The "Financial Bids" of only those firm(s) shall be opened who qualify the eligibility criteria of "Technical Bid" as stipulated in the tender document.

(Virendra Singh)
Deputy Director

TERMS & CONDITIONS

1. LAST DATE & TIME OF RECEIPT OF QUOTATIONS : **21.04.2011**
: **1500 Hrs.**
2. DATE & TIME OF OPENING OF TECHNICAL BID : **21.04.2011**
: **1600 Hrs.**
3. PLACE OF SUBMITTING QUOTATIONS : Reception of CCI (3rd Floor)
Hindustan Times House
18-20, Kasturba Gandhi Marg,
New Delhi – 110 001.
4. LOCATION AND AREA TO BE COVERED

S.No.	Location	Area (Sq.Ft.)
1.	Hindustan Times House 18-20, Kasturba Gandhi Marg New Delhi-110001	47250
2.	'Hudco Vishala' 'B' Wing 14, Bhikaji Cama Place, New Delhi-110066	22393

5. SCOPE OF WORK :

The selected Agency/Firm shall be responsible to undertake the activities as per the periodicity indicated against each activity and given hereunder by using the material of high standard quality (ISI Mark) :

a) Activities and frequency of cleaning/sweeping :

S.No.	Works Details	Frequency
1	Rooms	
	Cleaning of the doors	Once in a day
	Removal of the Cobwebs	Once in a week
	Dusting of the Verticals	Once in a week
	Cleaning of Electrical Switches	Once in a week
	Spot cleaning of the walls	As required
	Dusting of Windows	Once in a week
	Cleaning of windows	Once in a week
	Scrubbing of the skirting	Once in a week
	Dusting of other article in the room	Once in a day
	Wet mopping of the Floor	Once in a day
	Dry mopping of the Floor	Once in a day
	Dusting of the Furniture's & Fixtures	Once in a day
	Telephone and Computer Cleaning	Once in a day
	Fax and Photostat Machine Cleaning	Once in a day
	Fax and Photostat Machine Deep Cleaning	Once in a week
	Telephone and Computer Deep Cleaning	Once in a week

	Trash Removals	As required
	Emptying of Dustbins	Once in a day
	Vacuum cleaning of Carpets	Once in a week
	Spotting of Carpet	As required
	Cleaning of the Doormat	Once in a day
	Electrical Equipment Cleaning	Once in a week
2	Toilets	
	Cleaning of doors and windows	Once in a day
	Scrubbing of the Urinals	Twice in a day
	Scrubbing of the skins	Twice in a day
	Washing of Toilet walls and floor	Once in a day
	Washing of W/C	Thrice in a day
	Washing of W/b	Thrice in a day
	Changing of the Urinal Cubes	As required
	Changing of the Odonil cubes	As required
	Cleaning of the Doormat	Once in a day
	Trash Removals	As required
	Refilling of the Soup dispenser	As required
	Refilling of the Toilet paper rolls	As required
	Refilling of the face tissues	As required
	Cleaning of Toilet Fittings	Once in a day
	Cleaning of washbasin	Once in a day
	Cleaning of Mirrors	Once in a day
3	Stairs	
	Wet Mopping of stairs	Thrice in a day
	Dry Mopping of Stairs	Thrice in a day
	Scrubbing of Stairs	Once in a day
4	Passage Area	
	Wet Mopping	Thrice in a day
	Dry Mopping	Thrice required
	Scrubbing of Front Entrance tiles	Twice in a day
	Washing of the Floors	As required
5	Pantry	
	Dusting	Once in a day
	Wet Mopping	Twice in a day
	Dry Mopping	Four times a day
	Washing of the Floor	As required
	Trash Removal	As required

(b) Other activities

- Removal of paper , litter, garbage and packing material from all floors/ rooms/ pantry etc. and to be dumped in dump yard outside the office premises
- Vacuum cleaning of carpeted floors on weekly basis.
- Dusting of furniture, telephones, etc., firstly with dry cloth and then with good quality liquid detergent.
- Cleaning and scrubbing of toilet on regular interval/ as & when required.
- Cleaning of washbasins, sanitary fittings and toilets floors with dry & wet mops.

- Cleaning of window glass panes/ panels both sides, frames & air conditioning grills.
- Dry & wet mopping of staircases, . Pantry & lobby area.
- Cleaning of planters.
- Reception and lobbies to be mopped twice/ thrice in a shift or as and when required.
- Cleaning of Reception door and main entrance glass door and frames on both sides.
- Dry & wet dusting of glass partitions with glass cleaner.
- Dusting and cleaning of conference tables and chairs.
- Spot cleaning of carpets on regular basis as per prescribed maintenance instructions.
- Cleaning of panel posters, painting, light fittings, furniture & fixtures etc.
- Scrubbing of staircase, lobbies and outside areas.
- Removal of cobwebs.
- Brasso polishing of brass/copper fixtures
- Cleaning of Glass panes from Outside – Once in a month.

(c) List of Premium Quality Materials to be used for cleaning:

The selected agency/firm shall provide all the material required for day-to-day use. Some of these items are illustrated below :

S.No.	Name of the Items
1.	Liquid Soap
2.	Odonil Cubes (Sandal Wood Balsara Brand)
3.	Naphthalene Balls
4.	Toilet Roll of Premium Quality
5.	C Fold tissues of Premium Quality
6.	Face Tissues of Premium Quality
7.	Cotton Dusters
8.	Glass Dusters
9.	Dust map with blue acrylic cloth and handle
10.	Flat Wet Mop with cotton mop head and handle
11.	Dust Mop head acrylic
12.	Flat Wet Mop Head
13.	Floor cleaner with marble floor
14.	Toilet cleaner
15.	Spiral- Floor Cleaner for other Floors
16.	Cotton Duster
17.	Housekeeping Caddy for each Housekeeping personnel
18.	Blue plastic floor squeeze with white color double blade (55Cm) with handle 35 (Cm)
19.	Manual scrubbing tool for skirting and corner with handle green pad
20.	Hand scrubbing tool for vertical area with green pat & white pad
21.	Glass cleaning set complete
22.	Cobweb brush round
23.	Cobweb brush curved
24.	Vertical Dust Pan clip with broom
25.	Red Duster with handle

(d) Deployment of Supervisor :

For coordination and supervision of all activities, at least one supervisor is to be deployed. The supervisor must be an experienced and qualified person who will be overall responsible for smooth functioning of all facilities. He will also be responsible for discipline of entire staff of the agency for all the activities.

6. Validity of the contract: The period of contract shall be for a period of one year from the date of start of contract. However, the contract may be extended for a further period of one year on mutual consent. CCI reserves the right to terminate the contract by giving 15 days notice and without assigning any reason thereof.

7. Eligibility conditions

- a) The agency/firm should have experience of at least 5 years in the relevant field and must have done such services for various reputed organizations/departments of Government of India/Public Sector Undertakings/statutory bodies/MNCs.
- b) The agency/firm should be registered under ESI Act (copy to be attached)
- c) The agency/firm should be registered under Service Tax Registration (copy to be attached)
- d) The agency/firm should have Work Contract Registration Certificate and must be registered with Labour Department, Govt. of Delhi
- e) The agency/firm should have a minimum turnover of Rs.20 lakh per year during the last three years.
- f) The details of inputs/information required to be submitted by the agency are listed in the format for Technical Bid (Annexure II).
- g) The details of current and previous clients are to be submitted by the agency incorporating the following details :
 - i) Name of Office
 - ii) Contact Person (Tel.No./Email ID)
 - iii) Period and volume of work with the manpower deployed

8. Earnest Money Deposit (EMD) : The bidder shall furnish an amount of Earnest Money of Rs.25,000 (Rupees Twenty Five Thousand only) by way of Demand Draft drawn in favour of "Competition Commission of India (Competition Fund) Account" payable at New Delhi. The bid security of the unsuccessful bidder will be discharged/returned subsequent to the award of Contract.

9. Responsibilities of the Firm/Agency :

- i) The firm/agency should take utmost care not to leak/divulge any information of the CCI;
- ii) The losses sustained to the CCI due to negligence of the services of the firm/agency in the form of loss/damage of property will be recoverable from the firm/agency as per the estimation in terms of money value by the CCI and

- the decision of the CCI in this regard will be final and binding on the firm/agency;
- iii) The agency/firm shall maintain the highest standard of ethics during the execution of contract
 - iv) The selected firm/agency shall not assign the contract or any part thereof to any other agency/firm without the prior written consent/approval of the CCI.
 - v) The selected firm/agency shall make payments to its employees in strict observance of Minimum Wages Act and other statutory requirements with regard to ESI/PF/Gratuity/Paid Leave etc. Any failure on the part of the contract in this regard will entail termination of the contract and forfeiture of the Security Deposits in addition to other penal action as per law.
 - vi) The contractor shall provide uniform to each of its staff members and ensure that they are properly attired including dress, shoes and also carry nameplates etc.
 - vii) CCI shall not be responsible for any claim of whatsoever nature against the contractors from third party including claims, if any, from the personnel employed by the contractors and deployed at CCI offices.
 - viii) The contractor should indemnify the CCI at all times against all claims, damages or compensation under provisions of Payment of Wages Act, 1936, Minimum Wages Act, 1948, Employer's Liability Act, 1938, the Workmen Compensation Act, 1923, Industrial Disputes Act, 1947, The Maternity Benefit Act, 1961, Delhi Shops and Essential Commodities Act, including any amendments to the said Acts or any other law relating to such contracts made hereunder from time to time by Central or State Governments or any other Authorities. CCI shall not be subjected to own any responsibility under the provisions of any such Act, Law or Rules.
 - ix) The agency/firm shall fulfill all the legal requirements for obtaining license under Contract Labour (Regulation & Abolition) Act, 1970 at their own part and cost.
 - x) The contractor shall provide documentary evidence to CCI from time to time about depositing the ESI and PF Contribution in the account of respective employees.

10. **Submission of Tenders:**

- (i) The technical and financial bids must be submitted in separate sealed cover in the format as prescribed in Annexure-II and Annexure-III respectively.
- (ii) Both the technical and financial bids along with third envelope containing EMD and Tender Fee (if payable) are to be kept in a big sealed envelope.
- (iii) The envelope containing EMD and Tender Fee should not be sealed and kept open.
- (iv) The big envelope containing the three envelopes must be superscribed "Tender for Housekeeping Services".
- (v) The sealed envelope containing all bids must be dropped in the Tender Box kept at the Reception of CCI at Hindustan Times House (3rd Floor) by **1500 Hrs. of 21st April, 2011**.
- (vi) Technical bids shall be opened on **21st April, 2011 at 1600 Hrs.** in the presence of authorized representatives of bidders.

- (vii) Commercial/Financial bids of only those bidders whose technical bids are acceptable/qualified will be opened.
- (viii) Late/delayed tenders due to any reason, whatsoever, will not be accepted/considered, at all, under any circumstances.

11. Agencies are advised to visit the place of work for assuring the nature and volume of work realistically before quoting the rates.

12. The Housekeeping exercise are to be undertaken regularly on every day (except Sunday and national holidays). In case, services of housekeeping staff is required on Sunday, the charges will be paid on pro-rata basis.

13. **Performance Security:**

- a. The successful bidder shall be required to deposit an amount equal to 10% of the contract value within 30 days of issue of letter of intent, as Performance Security.
- b. Performance security shall be submitted in the form of Demand draft drawn in favour of "Competition Commission of India (Competition Fund) Account" and shall be valid for a period of 18 months.
- c. Performance Security will be discharged after completion of contractor's performance obligations including warranty obligations under the contract.
- d. If the contractor fails or neglects any of his obligations under the contract, CCI reserve the right to forfeit either whole or any part of Performance security furnished by the bidder as penalty for such failure.

14. **Payment :** Payment to the selected agency shall be released on monthly basis on submission of attendance record in respect of each housekeeping personnel. Necessary deduction will be effected for absence of each housekeeping personnel.

15. **Validity of Tender:** Rates quoted by the Firm shall remain valid for a period of 90 days or more.

16. TDS and any other Government levies applicable shall be deducted on bill amount as per Government of India instructions issued from time to time.

17. CCI reserve the right to cancel the Contract any time during the currency of the Contract without assigning any reason, whatsoever, if the services provided by the firm are found to be unsatisfactory.

PROFORMA FOR TECHNICAL BID

S.No.	Items	Information/ Inputs to be filled by the tenderer <i>(If required separate sheets may be enclosed)</i>
1.	Name and Address of the firm/agency, telephone number, fax, mobile number, email address	
2.	Type of organization (Whether proprietorship, partnership, private limited, limited company)	
3.	Name and Address of the directors proprietor /partners	
4.	Year of formation of the company/ experience as a house keeping agency	
5.	Nature of business carried by the company	
6.	Branches in other cities in India and contact details	
7.	Any sister concerns and their address	
8.	Details of registration	
9.	Total number of employees of the firm	
10.	Contact number in case of emergency	
11.	Income tax return for the last three financial years (attach copies)	
12.	Total turnover of the agency during last three financial years (attach copies)	
13.	Details of registration with statutory authorities like PF and ESIC, etc (attach copies)	
14.	(a) Service tax number/ Certificate (b) PAN number	
15.	Change of the firm name at any time. If so, when and reason thereof	
16.	Details of three prominent organizations served during the last three years with contact number of concerned officer	
17.	Details of Tender Document Fee	DD No. Date
18.	Details of Earnest Money	DD No. Date

19.	Infrastructure details	
20.	Any other information	

Copies of relevant documents are to be enclosed in support of above information.

Undertaking

I hereby certify that all the information's furnished above are true to my knowledge. I have no objection to CCI verifying any or all the information furnished in this document with the concerned authorities, if necessary.

I also certify that , I have understood all the terms and conditions indicated in the tender document and hereby accept the same completely.

Signature of the authorized signatory of the agency
Official seal/ stamp

Date:
Place:

PROFORMA FOR FINANCIAL BID

1. Name, Address and Telephone Number :
Of the Organisation
2. Name of CEO/Proprietor with Tel.No. :
3. Rates offered

	Description	Rates per month (Rs.)
1	Labour Charges (per person)	
2	EPF & ESI charges (per person)	
3	Contractor's charges (per person)	
4	Service Charges (per person)	
5	Material Charges (per person)	
6	VAT Charges (per person)	
7	Any other charges (per person)(please specify)	
8	Total Charges (per person)	

(Rupees _____ per labour per month)

DECLARATION

1. We undertake that the payment to the employees will be made as per rates prescribed by Govt. of NCT of Delhi from time to time under Minimum Wages Act and applicable statutory payments on account of Provident fund, ESI etc.
2. It is certified that the information furnished is correct.
3. We have gone through the terms & conditions stipulated in the Tender Document and confirm to abide by the same.

.....
(Signature)

Place:

Name.....

Date :

Designation.....

Seal of the Company.....

