



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 : 19th April, 2012.

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 11.05.2012.**

4. The "Technical Bid" will be opened on the same day i.e. **11.05.2012 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

ANNEXURE – I

TERMS & CONDITIONS

1. LAST DATE & TIME OF RECEIPT OF QUOTATIONS : **11.05.2012**
: **1500 Hrs.**
2. DATE & TIME OF OPENING OF TECHNICAL BID : **11.05.2012**
: **1600 Hrs.**
3. PLACE OF SUBMITTING QUOTATIONS : Reception of CCI
(3rd Floor)
Hindustan Times House
18-20, K.G. Marg,
New Delhi – 110 001.
4. LOCATION AND AREA TO BE COVERED

S.No.	Location	Area (Sq.Ft.)	No. of staff
1.	Hindustan Times House 18-20, Kasturba Gandhi Marg New Delhi-110001	47250	10*
2.	'Hudco Vishala' 'B' Wing, 14, Bhikaji Cama Place, New Delhi-110066	22393	03**

*inclusive of Supervisor and one lady housekeeper

**inclusive of one Supervisor

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 & 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	Twice in a day
	Dry mopping of the Floor	Twice 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	Once in a week

	Cleaning	
	Telephone and Computer Deep Cleaning	Once in a week
	Trash Removals	As required
	Emptying and cleaning of Dustbins with detergents	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
	Cleaning of Flask/crockery	Once in a day
	Cleaning of Water Dispenser	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 skirting	Twice in a day
	Washing of Toilet walls and floor with phenyl and detergent	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/sink	Twice 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 in a day
	Scrubbing of tiles with chemicals	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
	Cleaning of washbasins/sinks	Twice in a day

(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.
- Polishing of floors once in a week

(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 (ISI mark). Some of these items are illustrated below :

S.No.	Name of the Items
1.	Liquid Soap (Dettol)
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 (Harpik)
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
26.	Vim Powder for Washbasins/Sinks
27.	Phenyl (Bengal Chemicals) for wet mopping
28.	Colin (for dry mopping)

(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 responsible for smooth functioning of all facilities. The Supervisor will be responsible for maintaining discipline amongst the staff provided by the Agency.

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 further for a period of one year on mutual consent.

7. Eligibility conditions

- a) The agency/firm should have **experience of at least three years** in the relevant field and must doing 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** and possess **Service Tax Registration**. (copies to be attached)
- c) The agency/firm should have Work Contract Registration Certificate and must be **registered with Labour Department, Govt. of Delhi** (copy to be attached)
- d) The agency/firm should have a **minimum turnover of Rs.50 lakh per year** during the last three years. (copies of Balance Sheets to be attached)
- e) The details of inputs/information required to be submitted by the agency are listed in the format for Technical Bid (Annexure II).
- f) Documentary proof of depositing the EPF/ESI contribution of manpower engaged by the Agency/Firm during the last three years are to be submitted.
- g) **Satisfactory Performance Certificate** from at least three firms/agencies are to be submitted along with Technical Bid.
- h) The agency/firm should not have been blacklisted by any Government department.

i) The **details of current and previous clients** (minimum three) are to be submitted by the agency, in a tabular format, 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. No interest will be paid on EMD by CCI.

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. Character and antecedents of all personnel deputed for housekeeping services in CCI should have been verified by the Firm/Agency. CCI also reserve the right to get police verification of these personnel done and reject those not cleared by the Police, if necessary.
- iv) The agency/firm shall be responsible for the behaviour/conduct of persons deployed by the agency. CCI shall have the right to ask for removal of any person of the Agency who is not found to be competent and orderly in discharge of his/her duty.
- v) 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.
- vi) 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.
- vii) 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.
- viii) 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.
- ix) 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.

- x) 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.
- xi) The contractor shall provide documentary evidence to CCI from time to time about depositing the ESI, PF and other mandatory Contributions 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 11th May, 2012**.
- (vi) Technical bids shall be opened on **11th May, 2012 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.
- (ix) Only 'unconditional' bids will be accepted and bids with prior conditions will be rejected forthwith.

11. Agencies are advised to visit the place of work for assessing the nature and volume of work realistically before quoting the rates. The prospective bidders can seek clarification, in writing, at least 10 days prior to the date of submission of bids.

12. **Duty days/hours** : The Housekeeping exercise are to be undertaken regularly on every day (except Sunday and National holidays). The housekeeping staff shall remain available in the office from 8.30 AM to 5.30 PM on every working day. In case, services of housekeeping staff are 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. **Penalty** : CCI shall be free to impose Penalty as per the amount shown against each of the following activity. The penal amount may be deducted from the monthly bills submitted by the firm/agency :

- | | | | |
|----|------------------------------|---|---|
| a) | Absence of staff | : | Pro-rata amount of each absence will be deducted and a penalty of Rs.100 per day of absence may be Imposed. |
| b) | Poor Performance | : | Rs.100/- on each occasion |
| c) | Without uniform | : | Rs.50 per day per person |
| d) | Rude behaviour | : | Rs.100 per occasion |
| e) | Non-availability of material | : | Rs.250 per occasion |

In case of deficiency in service repeatedly, CCI reserves the right to impose a penalty up to 5% of total monthly contractual amount for each day.

16. **Validity of Rates** : Rates quoted by the Firm shall remain valid for the full period of Contract i.e. **ONE YEAR** from the date of implementation of Contract.

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

18. CCI reserves the right to terminate the Contract at any point of time during the currency of the Contract without assigning any reason, whatsoever.

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 <i>(Whether proprietorship, partnership, private limited, limited company)</i>	
3.	Name and Address of the directors proprietor /partners	
4.	Year of formation of the company/ experience as a house keeping agency	
5.	Details of registration	
6.	Total number of employees of the firm	
7.	Contact number in case of emergency	
8.	Income tax return for the last three financial years (attach copies)	
9.	Total turnover of the agency during last three financial years (attach copies)	
10.	Details of registration with statutory authorities like PF and ESIC, etc (attach copies)	
11.	(a) Service Tax No./ Certificate (b) PAN number (Attach copies)	
12.	Details of documents furnished in support of depositing EPF/ESI contribution of manpower engaged by the Agency during the last three years	
13.	Details of three prominent organizations served during the last three years with contact number of concerned officer	
14.	Whether blacklisted by any Government Department. If yes, provide details	

15.	Details of Tender Document Fee	DD No.	Date
16.	Details of Earnest Money	DD No.	Date
17.	Infrastructure details		
18.	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 person 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.....

