



RFP

FOR

HOUSE KEEPING

AND

PANTRY SERVICES

IN

IPA OFFICE

RFP No: IPA/Tender/HK&P/01/2019, Dated 15.02.2019
Last Date of submission: 01/03/2019

INDIAN PORTS ASSOCIATION
1st Floor, South Tower, NBCC Place
Bhisham Pitamah Marg, Lodi Road,
New Delhi - 110003

Rs. 5,000/-

INDIAN PORTS ASSOCIATION
1st Floor, South Tower, NBCC Place, Bhisham Pitamah Marg,
Lodi Road, New Delhi – 110 003.

TENDER NOTICE

Indian Ports Association invites sealed tenders under two bid system in prescribed format from reputed and experienced agencies/firms for providing “House Keeping & Pantry Services in the premises of Indian Ports Association,” 1st Floor, South Tower and 1st Floor Mini Complex, NBCC Place, Bhisham Pitamah Marg, Lodi Road, New Delhi – 110 003.

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 and Pantry Services” and should reach IPA on or before the closing date of tender i.e. 1400 hrs. of 01.03.2019. The technical bids shall be opened on the same day at 1430 hrs. at IPA.

Tender document can be downloaded from the website of Indian Ports Association (IPA) www.ipa.nic.in or www.eprocure.gov.in or may be obtained from the office of Indian Ports Association, New Delhi on payment of Rs. 5,000/- by way of demand draft drawn on a scheduled bank in favour of “Indian Ports Association payable at New Delhi”.

A pre-bid meeting is fixed for all participating Bidders on 22.02.2019 at 1400 hours in the Conference Room of IPA to clarify doubts, if any.

The last date for submission of tenders is 01.03.2019 at 1400 hours. .

Chief Administration Officer

General Instructions to Bidders

1. Eligibility Criteria:

- (i) Bidders shall be experienced in providing satisfactorily Housekeeping and Pantry Services either in one contract or in isolated contract to Government/Public Sector Undertaking/Registered Societies/ Institutions during the past 3 years ending December 2018 as below:
3 completed contract each costing Rs. 2.00 Lakhs OR
2 completed contract each costing Rs. 3.00 Lakhs OR
1 completed contract costing Rs. 4.00 Lakhs
- (ii) Average annual turnover of the Bidders during the last 3 financial years with ending financial year 31.03.2018 should not be less than Rs.4.00 lakhs.
- (iii) Bidder should be registered with Delhi Government and/or any other Statutory body, law & is licenced to provide such services. Documentary evidence in support needs to be submitted.

2. Bid Application Money & Earnest Money Deposit:

The Bidder shall have to deposit Bid application Money of Rs. 5,000/- (Rupees five thousand only) and Earnest Money of Rs. 10,000/- (Rupees ten thousand only) by way of demand draft drawn on a scheduled bank in favour of “Indian Ports Association payable at New Delhi”. The earnest money deposit shall be refunded to the Bidder whose offer has not been accepted, within 90 days of opening of tenders.

EMD shall be forfeited:

- i. If the bidder withdraws his bid during the period of bid validity.
- ii. In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.

3. Performance Guarantee

- i. The successful bidder shall furnish a performance guarantee for an amount equal to ten (10) percent of the annual awarded value, within 15 days from the date of acceptance of the offer from IPA for execution of contract.
- ii. EMD of successful bidder shall be discharged without any interest after receipt and acceptance of the performance Guarantee towards full security Deposit.
- iii. The performance guarantee provided by the successful bidder may be in the form of irrevocable bank guarantee from a Nationalized Bank (as per the format given in Annexure-C) which should be valid for the period of 90 days beyond the validity of Contract period.

4. Tender Procedure:

(i) Bid(s) must be submitted in a sealed cover superscribed as “Tender for House Keeping & Pantry Services in IPA” The cover shall contain two covers containing technical bid and price bid in the prescribed forms superscribed as “Tender for House Keeping & Pantry services in IPA” – Technical Bid as Annexure ‘A’ and “Tender for House Keeping & Pantry services in IPA” – Price Bid” as Annexure ‘B’ including Appendix-I of Annexure-B.

(ii) Technical Bid:

Technical bids, which are not accompanied with documents prescribed below along with Bid application money and EMD are liable for rejection forthwith. However, Bidders shall produce the original work orders of relevant experience for verification as and when required.

The technical bid consisting of the following documents shall be submitted by the Bidder:

- (a) Technical Bid Form.
- (b) Details of experience, copies of experience certificates i.e. only completion certificates of the experience issued by the Employer as specified in the eligibility criteria supporting their claim of experience.
- (c) Signed Tender Document
- (d) EMD as specified.

(iii) Price Bid :

The Bidders shall quote their rates for one month only in relevant column. The working hours of one person shall be 8 hours per day or as may be fixed by IPA. No individual shall be allowed to perform more than two duties in a single day. IPA shall deduct TDS at the prescribed rate before making the payment. The Price bids shall be valid up to 90 days from the date of opening of tenders.

(iv) The tender documents shall be properly numbered and signed on every page by the Bidder and submit with technical bid as an unconditional acceptance of the terms and conditions mentioned therein.

5. Tender Opening and Evaluation Procedure.

Main cover and the cover containing technical bid of the tender received up to **1400 hours** on **1st March 2019** will be opened at **1430 hours** on the same date in the Conference Room of IPA in the presence of Bidders. Technical bids shall be evaluated and those who are found eligible shall be shortlisted as per eligibility criteria.

Price Bids of those short listed Bidders who qualify in technical evaluation, shall only be opened for finalizing the tender.

6. GENERAL TERMS AND CONDITIONS:

1. The contractor should possess a **minimum of 3 (Three) years record** of providing unblemished care housekeeping services in Government/ Public Sector Undertakings/ Registered societies / institutions.
2. Financial bids of **ONLY** those contractors shall be opened who qualify in the Technical bids.
3. In case the rates quoted by two or more bidders are same, while determining the L1, then the weightage shall be given to that bidder whose average annual turnover during the last 3 financial years ending financial year 31.03.2018 is higher.
4. House Keeping contract shall include all IPA's Offices situated at NBCC Place, Lodhi Road i.e. Administrative Office at 1st Floor, South Tower & at Mini Shopping Complex at NBCC Place, Lodhi Road, New Delhi.
5. The housekeeping services are not required for Toilet portions which shall be attended by others.
6. All the daily services relating to office complex shall be accomplished before office hours, i.e. 9.00 a.m. unless specially advised otherwise.
7. The Contractor shall provide & deploy a team of adequate number of personnel every day, not below 5 persons per day. In case of any emergency/eventuality, the contractor shall provide for suitable replacement. One person shall be provided/deputed up to 8.30 PM on all working days i.e Monday to Friday for serving tea/coffee, snacks, etc
8. The staff deployed must be trained in House Keeping / pantry services, bear good conduct and physically fit for the work.
9. The contractor shall provide summer and winter uniforms, shoes etc. at his own cost and expenses in this regard shall be borne by Contractor and all the staff shall wear the same uniform in clean condition while on duty.
10. Desired level of cleanliness in the entire area of the Indian Ports Association shall be maintained and for which all materials / instruments / tools etc. will be provided/supplied by the Contractor. The prior approval of all materials/instrument/tools to be used by the contractor shall be taken from IPA.

11. Cleaning materials etc to be provided in sufficient quantity, by the contractor shall be as under:

- a. Glass Cleaners,
- b. Vacuum Cleaner,
- c. Brasso/ Silvo/ Polishing Material, etc.
- d. Cleaning Materials.

12. The cutlery, crockery and gas burner shall be provided by IPA for pantry services. However, arrangement for refilling of gas shall be done by the contractor at his cost.

13. The materials required for preparations of Tea/Coffee etc. have to be procured by the agency. The following rates shall be paid to the agency:

- (i) Tea : Rs.8/- per cup
- (ii) Green Tea : Rs 8/- per cup
- (iii) Coffee : Rs.10/- per cup
- (iv) Snacks:
 - a) Namkeen 80 gm : Rs 15/-(Haldiram\Balaji or equivalent)
 - b) Biscuit 50 gm : Rs 10/- (Britania or equivalent)
 - c) One Plate Biscuit(Bakery made/Confectionery- 6 PC) : Rs 15/-
 - d) Bisleri/Cold Drink: MRP
 - e) Nibu Pani : Rs 7/-
 - d) Other items as and when required shall be paid on MRP. However, it is IPA discretion to reimburse the appropriate amount of non MRP items.

14. Snacks to be served from time to time and shall be made available by the agency.

15. The period of contract shall be initially for **24 (twenty four)** months which may be reviewed thereafter for further renewal or otherwise. The charges for housekeeping services shall be paid on monthly basis on production of bills & vouchers subject to satisfaction of Indian Ports Association (IPA), New Delhi.

16. The Contractor and all his employees shall at all times during the continuance of this agreement, obey and observe all the directions and instructions which may be given by Indian Ports Association concerning any aspect of house-keeping and pantry services.

17. The Agency shall 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 whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to IPA, whatsoever it may be.

18. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the IPA from time to time.

19. The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from to time.

20. The agency shall be solely 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 IPA or for any accident caused to them and the IPA shall not be liable to bear any expense in this regard. The Agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the IPA for whatever reason. The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to with the following and their re-enactments/amendments/modifications

- i The Payment of Wages Act 1936.
- ii The Employees Provident Fund Act, 1952.
- iii The Factory Act, 1948.
- iv The Contract Labour (Regulation) Act, 1970.
- v The Payment of Bonus Act, 1965.
- vi The Payment of Gratuity Act, 1972.
- vii The Employees State Insurance Act, 1948.
- viii The Employment of Children Act, 1938.
- ix The Motor Vehicle Act, 1988
- x The Minimum Wages Act, 1948.
- xi The Shop & Establishment Act.

21. The Security Deposit (PBG) of the successful bidder shall be released without interest after 3 month 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, non-performance of the Contract as per the terms & conditions of Contract; and/or non-compliance with Statutory laws, rules & regulations, disruption in services the security deposit shall be discharged and amount shall be adjusted towards all dues, liabilities etc. including contribution towards EPF, ESS of workers engaged during contract period, Proof of payment of GST (month wise details) duly certified by Central Custom & Excise office etc., if any, shall also be submitted by the Contractor.

22. In case of any change of constitution of the agency, the rights of IPA shall not suffer. In such case; Contractor shall inform, IPA well in advance & take prior approval.

23. All personnel engaged under this contract by the Agency/Contractor shall be employees of the Agency/Contractor. IPA shall not have any liability/ responsibility to absorb the persons engaged by the Agency/Contractor and/or to extend any type of recommendation etc. for obtaining any job in IPA or elsewhere; In no case & under no circumstances, contractor's manpower shall be and/or deemed to be the employees of IPA.

24. The Agency shall maintain all records/registers as required to be maintained by him under various labour laws and other statutory laws in force as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of IPA as and when required.

25. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the IPA 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 IPA indemnified against all the claims and liabilities.

26. 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 IPA, they shall work under directives and guidance of Head, IPA and will be answerable to IPA. This shall, however, not diminish in any way, the agency's responsibility under contract to the IPA.

27. A senior level representative of the Agency shall visit IPA premises at least once-a day and review the service performance of its personnel. During the weekly visit, Agency's representative shall also meet the IPA 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 the IPA.

28. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the IPA at any time without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by IPA for any reason specified or otherwise, shall be effected promptly without any additional cost to the IPA. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with IPA.

29. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the IPA/Govt. of India/any State/or any Union Territory.

30. The Agency shall maintain good standard of food quality/services as indicated. In case the quality of food/services is not found up to the mark, a warning note shall be issued to the agency specifically indicating the discrepancy and a deduction to the extent of 20% of the billed amount for that particular instance shall be levied on recommendation/approval of Head (IPA). The performance of the agency shall be reviewed on monthly basis and in case the services are not found up to the mark the Agency's contract shall be terminated even before the expiry of contract period by giving one month's notice.

31. In case any personnel of the 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

IPA, it shall be the sole responsibility of the Agency to defend its personnel in court of law or to extend all medical and financial help etc. without charging any cost to the IPA.

32. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the IPA 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 IPA shall be recovered from the Agency's monthly bill or from his security. In such matters, where required, the agency shall investigate and submit a report to IPA and maintain liaison with the police. FIR may be lodged by IPA, wherever necessary. If need be, joint enquiry comprising of both the parties may be conducted and responsibility fixed.

33. In case IPA 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 IPA.

34. The agency shall ensure that all staff appointed by them is fully loyal-to and assist the IPA during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immoveable to the entire satisfaction of the IPA.

35. 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 there of, Authorized officer of IPA 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 IPA shall be final in regard to all matters arising under this clause.

36. 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.

37. IPA shall pay the agreed amount on production of Contractor's monthly bill along with its documentary evidence for having deposited PF, ESI for immediately preceding month. No other charges of any kind shall be payable under this contract.

38. 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.

39. No request for making advance payment on any ground shall be entertained.

40. Under no circumstances the Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

41. There would be no increase in rates payable to the Agency during the contract period.
42. The Income-tax or any other tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.
43. During the course of the contract period, the agency shall deposit GST at prevailing rates as per GOI norms and shall submit documentary evidence along with its monthly bills.
44. In case of non-compliance/non-performance of the services according the terms of the contract, IPA shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.
45. The decision of IPA in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.
46. In case of failure of the Agency in fulfilling the contract, the competent authority of IPA may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Agency to remove his persons and materials within two days or date specified by IPA. IPA shall not indemnify any loss caused to the agency/other agency by such termination, whatsoever it may be.
47. That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, the IPA reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the IPA.
48. The Agency shall not assign or sub-contract any of the services under the contract. In case of violation/contravention of any of the terms and conditions mentioned herein, IPA reserves the right to terminate the agreement forthwith without giving any notice to the Agency and without prejudice to its right to recover damages and other charges/cost to the IPA from amount payable to him or otherwise.
49. Any violation of instructions/agreement or suppression of facts shall attract cancellation of agreement without any reference.
50. An agreement shall be signed with the successful bidder.
51. In case the Agency or any of his employees fails to fulfil his/ their obligations for any day or for any number of days to the satisfaction of the IPA for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by IPA per day for the entire numbers of such days and the IPA shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the Agency.

52. If the performance of the Agency is found poor or defective and despite instructions, he fails to improve the same, IPA shall be liable to recover any amount towards penalty or losses as decided by the authorized officer and to terminate the contract without any notice. The Agency shall not be entitled for compensation for any loss which he may incur in this regard.

53. The Authorised officer of IPA shall be the sole authority to decide and judge the quality of the services rendered by the Agency and all other matters and his decision shall be final and binding.

54. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to IPA.

55. The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the IPA premises when not on duty. In the event of noticing such an incident a penalty of Rs. 5,000/- shall be imposed. The Agency shall deposit a list of man power proposed to be deployed at IPA well in advance before actual deployment of its manpower and seek IPA's approval before deployment.

56. Any complaint by IPA if not attended within specified time shall attract a penalty of Rs. 500/- for each complaint to the Agency, as decided by IPA.

57. In case of any dispute/claim or difference arising out of any terms and conditions, the same shall be amicably settled, If not settled amicably, the same shall be referred to Sole Arbitrator to be appointed by MD, IPA. The provisions of Arbitration and Conciliation Act, 1996 shall be applicable.

58. The local courts located at Delhi shall have jurisdiction over the matter.

7. Payment Terms:

IPA shall pay on monthly basis for the services that may be rendered by the Contractor on performing the services to its fullest satisfaction. Payment for the services rendered shall be made on monthly basis within 15 days after receipt of invoices and supporting documentary evidence complete in all respect in the form of report of cleaning of various area, etc in the prescribed format and duly signed by authorized IPA representative. Documentary evidences of having deposited monthly PF, ESI, GST shall be submitted by the contractor with each bill/Invoice failing which, IPA shall not release any payment to the contractor. The contractor shall keep records of tea, coffee, snacks provided every day in IPA, in the form of register which shall be signed by officer-in-charge nominated by IPA. This register shall be attached with the invoices.

8. **Escalation:** Escalation in the wages of manpower deployed (*as mentioned in the Appendix-I of Annexure-B*) shall be provided as and when local Delhi Government prescribe the increase in the minimum wages. However, such escalation shall be allowed only if the charges paid to contractor are less than the revised minimum wages. For escalation in the wages of manpower, documentary evidence shall be produced to IPA.

9. Contract Period:

The agreement shall be deemed to have come into force only for a period of **24 (twenty four) months** from the date of issue of Work Order and it may be extended further on the same rates, terms and conditions as IPA may decide in its own discretion/mutually agreed upon.

10. Deduction for Exceptions

The deduction shall be made for the following jobs, if missed as exception. Such exceptions shall duly be conveyed to the contractors by IPA in writing:

- a. Not properly carrying out the job as defined for 'Daily' – 1% (Each exception)
- b. Not properly carrying out the job as defined for 'Weekly' – 2% (Each exception)

However, if the exceptions become general practice, action shall be initiated as per clause given against Termination.

11. Confidentially Clause

The contractor shall ensure that no information of IPA in the form of documents or softcopy is taken out of IPA premises by the staff employed by him. If anyone is found indulging in such practices it shall be treated as breach of contract and may lead to termination of the contract.

12. Minimum Wages and Statutory Requirement

The contractor shall ensure that minimum wages as may be prescribed by local Delhi Government from time to time shall be paid to the staff/manpower deployed. And all the statutory requirements e.g. EPF, ESI, etc. shall be met by the contractor and the required documents shall be submitted to IPA along with its monthly bill/Invoice.

The Contractor shall be responsible for compliance with all statutory provisions (e.g. EPF, ESI, etc), as applicable and the IPA shall not be responsible for any lapse in this regard.

13. Health & Hygiene of Staff

The contractor shall ensure that the staff working in pantry is healthy. The medical checkup of the staff shall be carried out once every six months and records submitted to IPA. The staff preparing & serving food/eatables shall wear hand gloves while preparation/serving.

14. Termination of Contract

IPA reserves the right of termination of the contract at any time by giving one month's written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by IPA from the security deposit or pending bills of defaulter contractor.

15. The persons engaged by the contractor for performance of the services as per the contract shall be the employees of the contractor during the currency for the contract and under no circumstances shall be entitled to claim regular employment in IPA.

16. In case IPA is made a party to any litigation by the employees of the contractor for any reason whatsoever, the contractor shall bear /indemnify any cost incurred by IPA.

17. The contractor shall indemnify IPA against any claim including payment to statutory authorities for which the contractor shall be wholly and severally liable. The Contractor shall be responsible for payment of his employees as per the statutory rules at his end and the Indian Ports Association (IPA) shall not be responsible for any payment of anything to the employees of the Contractor.

SCOPE OF WORK

IPA has an office at 1st Floor, South Tower and at 1st Floor, Mini Complex, NBCC Place, Bhisham Pitamah Marg, Lodi Road, New Delhi-110003 with an overall approximate strength of 55 persons.

Besides reception, balconies and passages, the office is consisting of the following and require housekeeping services –

Northern Side:

1. MD's room
2. Chairman's room
3. ED's room
4. Sr. DD(MS)/Consultants' room (3 Nos.)
5. Cabin for PS to MD
6. Cabins for steno, etc.
7. Pantry
8. Reception

Eastern Side

1. Library
2. DD(EDP)'s room
3. AD's room
4. PCS Admin room/Server room
5. Computer room
6. Conference hall & /buffet hall
7. Cabin for Accountant
8. CAO's room
9. Port HR Specialist
10. DM(A)'s room
11. Office with low height partition
12. Three Cabin's and allied areas
13. IPA Office at 1st Floor in Mini Market, NBCC Place.

The above space is an indication only and shall not be considered as full and final area covered in this RFP however, it excludes Toilet portions which shall be attended by others.

SCHEDULE OF WORK:

DAILY SERVICES

- i) Cleaning with broomstick and Mopping of floor twice a day.
- ii) Cleaning of outside area at the entrance.
- iii) Cleaning of Glasses
- iv) Cleaning of Kitchen
- v) Removals of waste material from the office premises.
- vi) Dusting and vacuuming of furniture, cup-boards telephone instruments and doors, windows, ventilators, blinds partition using cleaning chemicals to keep all such articles dust free during the morning time, before commencement of office.
- vii) Preparation of Tea/Coffee and serving to the staff, officers, guests etc. twice a day, and/or as demanded by IPA Staff, Officers.
- viii) Serving of Tea/Coffee and snacks in IPA & other meetings and or as instructed by the Management from time to time.

WEEKLY SERVICES

- i) Scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- ii) Removal of cobwebs.
- iii) Windows sponging and cleaning.
- iv) Keeping wall/pedestal fans, air-conditioning grills dust free.
- v) Cleaning of dustbins with detergents.
- vi) To spray mosquito and fly repellent etc. in office rooms, conference hall, dining room etc. to keep all such areas insects free. The contractor will provide the pump for the same and the spraying material.
- vii) Vacuum cleaning/washing of carpets wherever provided at the office premises of Indian Ports Association.
- viii) Shampooing/Spraying/Disinfecting all carpets.

HOUSEKEEPING & PANTRY SERVICES – TECHNICAL BID
(Format of application for providing housekeeping & Pantry Services at IPA)

1. THE FIRM

- A) Name _____
- B) Regd. Address _____
- C) Address of Office at Delhi/NCR _____
- D) Contract Person's
 - i) Name & Designation _____
 - ii) Address _____
 - iii) Tel No. Landline _____ Mobile _____
 - iv) Email ID _____

2. Type of Firm : Private Ltd./Public Ltd./Cooperative/NGO/PSU
(Please tick and enclose copy of Memorandum/
Articles of Association/Certificate of Incorporation)

_____ enclosed.
(Please specify)

3. Name(s) of the Proprietors/Partners/
Director with their full address, telephone
Number, e-mail, fax number : _____

4. PAN/GIR No. : _____
(Please enclose photocopy)

5. GST No. : _____
(Please enclose photocopy)

6. EPF Registration No. : _____
(Please enclose photocopy)

7. ESI Registration No. : _____
(Please enclose photocopy)

8. Annual Turnover for the last 3 years : 2015 – 16 _____
2016 – 17 _____
2017 – 18 _____

(Please enclose copies of ITR/audited balance sheet/ P & L A/c /Chartered Accountant Certificate etc.)

_____ enclosed (Pl. specify)

9. Experience of similar work in the field during the last three years

(Should have satisfactorily provided Housekeeping and Pantry Services either in one contract or in isolated contract to Government/Public Undertaking/ Registered societies/ Institutions during the past 3 years ending December 2018 as below:

3 completed contracts each costing Rs. 2.00 Lakhs or
2 completed contracts each costing Rs. 3.00 lakhs or
1 completed contract costing Rs. 4.00 Lakhs.

10. Please submit copies of documentary evidence e.g. work order, corresponding satisfactory job completion certificates from clients specifying value and period of work order:

_____ enclosed (pl. specify)

11. Infrastructure Details

i) Workforce (N0) - _____ (not less than 10)
(Please enclose the list giving employee-wise name,
PF No. ESI.No.)

ii) Vacuum Cleaner _____ (at least 01 No)

iii) Floor Scrubbers (Electrically operated) _____ (at least 01 No)

DD No. _____ dated

12. Earnest Money details :

_____ Amount **Rs. 10,000/-**

Drawn on _____

13. I / We certify that I / We have read and understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and submit this tender for consideration. I / We certify that above statements are true.

Signatures of authorized signatory with date

Name _____

Designation _____

Seal :

HOUSEKEEPING & PANTRY SERVICES – PRICE BID

Sl. No.	Details of Scope of Work	Unit	Area/Strength	Amount Per month (lump sum inclusive of all) Breakup shall be given in Appendix-I of Annexure-B
1	2	3	4	5
1.	Carrying out the housekeeping & Pantry Services. Scope of work given in Annexure-I by deploying appropriate men days as per details in Appendix-I of Annexure-B.	Sq Mtr/ No. of Officials	880 sq mtr/ Total 55 Officials	Rs. _____

Total

Rs. _____

In word (Rupees)

Note :

1. The total manpower requirement for housekeeping including pantry is five numbers. All statutory contributions (ESI, EPF, etc) should be included in the rates quoted by the contractor. No reimbursement shall be paid by IPA separately for any of his obligations.
2. GST at the prescribed rates from time to time shall be reimbursed by IPA.
3. The TDS shall be deducted from the payments made by IPA.
4. The contract period is for two years initially and shall be commenced from the date of issue of work order.

Signatures of authorized person with date

Name _____

Designation _____

Seal

APPENDIX – I OF ANNEXURE-B

BREAKUP OF MANPOWER PROPOSED TO BE DEPLOYED, CLEANING MATERIALS/CONSUMABLE, etc BEING USED FOR HOUSEKEEPING WORK AS PER SCOPE OF WORK DETAILED IN ANNEXURE – I

PRICE BID - Detailed Breakup

Sl. No.	Detailed Breakup	No.	Charges per month	Total Amount Per Month (In INR)
1	Supervisor			
2.	Housekeepers Person			
3.	Pantry Services Person			
4.	Statutory Liabilities (EPF & ESI, etc)			
5	Cleaning Materials, Consumable, etc			
6	Service Charges, if any			
7	GST			
8	Any other tax			
Grand Total (Shall be equal to the Lump sum amount furnished in Annexure-B)				

We undertake that the minimum wages as may be prescribed by local Delhi Government from time to time shall be paid to the manpower deployed. The bidder also undertakes that all statutory requirements e.g. EPF, ESI etc. shall be met by the bidder and the required documents shall be submitted to IPA on demand.

Escalation: Escalation in the wages of manpower deployed will be provided as and when local Delhi Government prescribed the increase in the minimum wages. For escalation, documentary evidence shall be produced to IPA

All the terms and conditions contained in the Tender document are acceptable to us.

Signature of authorized person with date
Name _____
Designation _____
Seal

FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY

1. In consideration of the Managing Director representing the Indian Ports Association (here in after called “IPA”) having agreed to exempt.....
.....
(here in after called “said contractors”) from the demand, under the terms and conditions of contract awarded in No.Ref:.....
for providing Housekeeping and Pantry services in IPA office for a period of two years dated which shall any amendments / alterations or Addition made with mutual consent between the parties (herein after called ”the said agreement”) of performance security for the due fulfillment by the said contractor(s) of the terms and conditions contained in the said agreement, on production of Bank Guarantee for Rs. /- (Rupees only)

2. We Bank (hereinafter referred to as the Bank) at the request of contractor(s) do hereby undertake to pay to the IPA an amount not exceeding Rs..... /- against any loss or damage caused to or suffered or would be caused to or suffered by the Port by reason or any breach by the said contractor(s) of any of the terms and conditions contained in the said agreement.

3. We Bank do hereby undertake to pay the amounts due payable under the guarantee without any demur, merely on a demand from the IPA stating that the amount claimed due by way of loss or damage caused to or would be caused to or suffered by the IPA by reason of any breach by the said contractor(s) of any of the terms and conditions contained in the said Agreement or by reason of the contractor(s) failure by perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However our liability under this Guarantee shall be restricted to an amount not exceeding Rs. /-.

4. We undertake to pay to the IPA any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceedings before any Court of Tribunal relating thereto our liability under this present being absolute and unequivocal.
5. The payment so made by us under this bond shall be valid discharge of our liability for payment thereunder and the Contractor(s) shall have no claim against us for making such payment.
6. We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the IPA under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till the IPA certified that the terms and condition of the said

Agreement have been fully and properly carried out by the said contractor's and accordingly discharges this guarantee, Unless a demand or claim under this Guarantee is made on us in writing within three months from the date of expiry of the validity of the Guarantee period we shall be discharged from all liability under this Guarantee thereafter provided further that the Bank shall at the request of the IPA but at the cost of Contractor(s) renew or extend this Guarantee for such further period or periods as the IPA may require.

7. We, Bank further agree the IPA, that the IPA shall have the fullest liberty without consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IPA against the said Contractor(s) or for any forbearance, act or omission on the part of the IPA or any indulgence by the IPA to the said Contractor(s) or by any such matter or thing whatsoever which under the Law relating to sureties would but for this provision, have effect of so relieving us.

8. This Guarantee shall not be discharged due to the charge in the constitution of the Bank or the Contractor(s).

We, Bank lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the IPA in writing.

9. This guarantee is valid up to period two years.

Dated the .. day of 2019