

No. A-12035/DPC/BGL/2017-18  
Government of India  
Ministry of Statistics and Programme Implementation  
National Sample Survey Office  
Data Processing Division

Data Processing Centre,  
III Floor, "F" Wing, Kendriya Sadan,  
Koramangala, Bangalore – 560 034.  
Dated. 15.09.2017.  
Telephone: 080-25522914/25631286  
Email: [dpc.nssso-kar@nic.in](mailto:dpc.nssso-kar@nic.in)

TENDER NOTICE

To,

Sub:- Tender for "Annual Contract for providing sweeping/cleaning services".

Sir,

Sealed tenders are invited from reputed registered firms/agencies providing Annual Contract for providing sweeping/cleaning services in the Office of the NSSO, DPC, Bangalore. The tenders should be submitted in the formats enclosed.


2. The tenders should be submitted in a sealed envelope superscribed as "Tender-Annual Contract for providing sweeping/cleaning services". The tender should be addressed to the Head of Office, NSSO, DPC, Bangalore.

3. The various crucial dates relating to "Tender for AMC for Annual Contract for providing sweeping/cleaning services" are given as under:-

(a)	Date of issue of tender documents	15.09.2017
(b)	Last date and time for submission of Tender Documents	11.10.2017, 5.00 PM
(c)	Date and time for opening of Technical bid	12.10.2017, 11.00AM
(d)	Date and time for opening of Financial Bid	At later stage
(e)	Place of submission of Tender	NSSO, DPC, III Floor, F Wing, Kendriya Sadan, Koramangala, Bangalore-560 034.
(f)	Place of opening of Tender	

4. The tender document submitted after the stipulated time & date will not be entertained. The office reserves the right to accept/reject any or all tenders without assigning any reason. All other terms and conditions in the tender will be binding on the tender.

Yours faithfully,

  
(Dr. P. T. Subha)  
Director & Head of Office

**Tender Document No.12035/DPC/BGL//2017-18 dated 15.09.2017**



Government of India  
Ministry of Statistics & Programme Implementation  
National Sample Survey Office  
(Data Processing Division)  
(Data Processing Centre)

**PHONE: 080-25522914**

**Email: dpc.nso-kar@nic.in**

**Tender Document**

Annual Contract for providing sweeping/cleaning services

at

National Sample Survey Office, Data Processing Centre, Bangalore

**Last date for submission: Date: 11.10.2017 upto 5.00 P.M.**

**Opening of Technical Bid: Date: 12.10.2017 on 11.00 A.M.**

A handwritten signature in black ink, appearing to be 'S. Saha', written over a horizontal line.

Sealed tenders are invited under **Two Bid System (Part-I Technical Bid and Part-II Financial Bid)** from reputed, experienced and financially sound Manpower Agencies to provide manpower for sanitation (sweeping / cleaning) 'Safaiwala' services at **National Sample Survey Office, (Data Processing Centre), Bangalore [hereinafter called NSSO (DPC)]**.

**A. Scope of the work**

**1. Sweeping/Cleaning:**

Cleaning the entire premises which include office rooms/halls and verandas/corridors except toilet and lavatories which are maintained by CPWD. The office is situated at 1<sup>st</sup> floor D-wing and 3<sup>rd</sup> floor F-wing, Kendriya Sadan, Koramangala, Sarjapur Road, Koramangala, Bangalore. The scope of work will also include proper collection/disposal of the garbage / waste / dirt materials as per the procedures of the local authority. Detailed scope of the work is as under:-

Sl. No.	Description of Work	Periodicity	Remarks
(i)	Sweeping and cleaning of all floors.	Once Daily	Using cleaning solution and wipe-out for floors.
(ii)	Dusting and cleaning of tables, chairs, files, cabinets, sofas, curtains, blinds and library book racks.	Once Daily	Conventional way of cleaning (including vacuum cleaning of upholstery).
(iii)	Cleaning all computers, telephone instruments, photocopiers and other office equipment in the office premises	Once Daily	Using DETTOL/Colin Liquid spray and fine cotton/cloth.
(iv)	Cleaning notice board, name plates, key boxes, etc.;	Daily	Conventional way of cleaning.
(v)	Cleaning fans, bulbs, tube lights, windows, doors, glass panels, partitions of cabins, A/C outlets, cobwebs, etc.;	Once in a week	Conventional way of cleaning.
(vi)	Cleaning mobile compactor Record Room	Once weekly or As and when required.	Using vacuum cleaner.
(vii)	Collection / Disposal of garbage from dustbins / containers	Twice daily	Collection through dustbins located at different positions in the offices premises
(viii)	Upkeep of the building (including cleaning of corridor/ staircase/ verandas/window panes on all the floors etc.)	As and when required	
(ix)	Cleaning Window glass panel	Once in a month.	
(x)	Filling water container in two	Daily as per	

	floors	requirement	
(xi)	Washing cups/saucers	Daily as per requirement	
(xii)	Miscellaneous Work	As and when required	

Apart from the above, the NSSO (DPC) can assign any type of job in the office premises related to sanitation and cleaning etc.

#### **B. Eligibility Criteria**

Only that Agency/Proprietary Firm/Partnership Firm/Company which fulfills the following minimum criteria needs to submit its bid and failure to provide necessary documents will render the bidder disqualified on technical grounds:

- a) The manpower supplying agencies should have its registered Head Office/Service branch at Bangalore and should have been in existence for a period not less than 5 years and should have a minimum annual turnover of Rs. 25 lakh during the last 3 years.
- b) It should have been registered under Relevant Act and a copy each of the registrations shall be attached with the bid.
- c) It should have PAN, TIN number and Sales Tax/Service Tax Registration/Goods & Service Tax (proof in this regard may be attached with the bid).
- d) It should be registered under EPFO & ESI.
- e) It should not have been blacklisted by any Government Organization. Undertaking in this regard is to be furnished.
- f) The bidders must have successfully completed minimum three contract jobs of providing Safaiwalas to organisations, Institutions or reputed Private firms.

#### **C. INSTRUCTIONS TO TENDERERS**

1. **The Tender should be addressed to Head of Office, NSSO (DPC), 3<sup>rd</sup> floor, F-Wing, Kendriya Sadan, Sarjapur Road, Koramangala, Bangalore.**
2. The Tenderers are required to submit one Technical and one Financial Bid as per the prescribed proforma in Sections E and F. The Financial Bid should be submitted in a separately sealed envelope superscribed "**Financial Bid for Sweeping & Cleaning Services in NSSO (DPC)**". All the sealed envelopes should be put in a sealed envelope superscribed "**Tender for Sweeping & Cleaning Services in NSSO (DPC)**". Financial Bids of only those tenderers shall be opened who are found to be technically qualified to carry out the work, for which prior intimation shall be given indicating the date and time of Financial bid opening.
3. The Tenderers are advised to visit the NSSO (DPC) Office premises before submitting their tender bid, if they desire so.
4. The various crucial dates relating to "**Tender for Sweeping & Cleaning Services in NSSO (DPC)**" are cited as under:-



- (a) Date of issue of Tender Documents: 15.09.2017 .
- (b) Last date and time for submission of Tender Document: 11.10.2017 upto 05.00 P.M.
- (c) Date and time for opening of  
Technical Bid: 11.00.A.M. on 12.10.2017  
Financial Bid: At a later stage
- (d) Place of submission of tender: NSSO(DPC), Bangalore
- (e) Place of opening the tender: NSSO(DPC), Bangalore

**D. TERMS & CONDITIONS**

1. NSSO (DPC) requires 1 (one) safaiwala for Sweeping and Cleaning Services.
2. The person to be deployed by the service provider as Safaiwala should be in the age group of 20-40 years, active, healthy and should be literate, preferably upper primary passed.
3. The Agency will have to employ trained person as Safaiwala, who has at least one year of experience in cleaning open areas/carpet areas using conventional methods and electronic gadgets, garbage collection etc.
4. The agency must ensure:
  - (a) That the person deployed do not smoke in the office premises
  - (b) That any specific sanitation task assigned by NSSO(DPC) or any officer authorized by the Administration is carried out diligently and well in time
  - (c) That before using any equipment/appliances or material and products of sanitation, it has the approval of NSSO (DPC)
  - (d) That the salary/wages shall be distributed in full as settled between the contractor and the worker duly keeping in view the contract signed between the contractor and NSSO (DPC)
5. For Safaiwala, the working hour would normally be of 8 ½ hours (0800 hrs to 1630 hrs) per day including half an hour lunch break from Monday to Friday (5 days) with weekly off on Saturday and Sunday. However, the Agency shall depute worker on holidays/weekly offs in case of need.
6. NSSO(DPC) will have the right to adopt any measures/setup system for ensuring proper performance of Safaiwala deployed by the contractor, including punctuality, discipline etc.

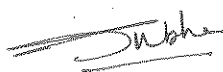


7. Payment shall be made on monthly basis on receipt of a bill from the contractor in duplicate, duly pre-receipted on revenue stamp and complete in all respect. No advance payment in any case would be made. The monthly payment will be subject to satisfactory services being rendered. In this regard, a certificate of satisfactory completion of the work has to be given and certified by the Officer/caretaker, NSSO(DPC) on the monthly payment bill. The payment would be based on actual attendance.
8. The period of contract shall initially be for a period of one year from the date of awarding the contract extendable for another year on satisfactory performance with such amendments as may be mutually agreed upon and also subject to the necessary approval of the Competent Authority. NSSO (DPC) also reserves the right to terminate the contract after giving 30 days' notice without assigning any reason thereof.
9. The service provider shall be contactable at all times and message sent by Tel/E-mail/Fax/Special Messenger from the office to the service provider shall be acknowledged within 2 hours on the same day.
10. The person engaged by the Agency should not have any adverse Police records/criminal cases against him. The Agency would be responsible to make adequate enquiries about the character and antecedents of the person before proposing his engagement for the purpose. The Character and antecedent of the person will get verified by the service provider before his deployment through the local police and such report should be submitted before deployment. Proofs of identity like Aadhar Card, driving license, Election photo Identity Card, bank account details, pervious work experience, proof of residence and recent photograph should be submitted to the NSSO (DPC). The Service provider shall withdraw such employee who is not found suitable by the office for any reasons immediately on receipt of such a request from NSSO (DPC).
11. If the Contract worker is found misbehaving with the supervisory staff or any other Staff member/officers of the NSSO (DPC), the Contractor shall, on receipt of instruction of the competent authority in this regard, replace such worker. The Contractor shall issue necessary instructions to its employee to act upon the instructions given by the supervisory Staff of NSSO (DPC).
12. The agency shall be solely responsible for complying with all the provisions of EPF and Misc. Provisions Act, 1952 and ESI Act relating to manpower engaged for this contract and in the event of any liability by virtue of its being principal employer due to failure of the contractor shall indemnify and reimburse the amount payable by NSSO (DPC) on this account.
13. The contractor shall submit every month the proof of having deposited the amount of contribution claimed by him on account of ESI & EPF towards the person deployed at NSSO (DPC) in the respective name before submitting the bill for the subsequent month. In case the contractor fails to do so, the amount claimed towards ESI & EPF contribution shall be withheld till submission of proof of payment by the contractor.
14. The contractor shall particularly abide by the provisions of Minimum Wages Act (Central Sphere, category "C" area), 1948. In any case, the wage should not be lower than the minimum wage of central sphere category "C" area. If the minimum wages



is revised by the Government of India., the incremental wages, if applicable, will be provided.

15. **The Earnest Money Deposit (EMD) (Bid Security) of Rs.5000/- (Rupees Five thousand only) in the form of Demand Draft from a commercial bank, drawn in favour of "DDO, NSSO (DPC)" should be enclosed with the tender. The EMD should remain valid for a period of sixty days beyond final bid validity period. The tender received without EMD would be summarily rejected. The earnest money will be returned on completion of the tender process.**
16. It is mandatory for the successful tenderer to submit Performance Security Deposit amounting to 10% of the total contract value for one year in the form of Bank Guarantee/Fixed Deposit Receipt/Demand Draft of in favour of "DDO, NSSO(DPC)." as Performance Security. The Security Deposit should be valid beyond 60 days of the period of the contract. The Security Deposit will be returned without any interest after satisfactory completion of the contract process. This amount, however, be confiscated in case of refusal or failure to provide satisfactory services or backing out in midstream.
17. The successful Agency will be required to execute an agreement with NSSO (DPC) within the period specified in the award letter. In case **the successful agency fails to enter into the agreement with NSSO (DPC) within the specified date mentioned in the award letter, the EMD deposited by such Agency shall forfeited without giving any further notice.**
18. There is no master and servant relationship between the employee of the service provider and NSSO(DPC) and further the engaged person of the service provider shall have no claim for any absorption in service of the Government of India at any stage.
19. The NSSO(DPC) reserves the right to accept or reject any or all tenders without assigning any reason.
20. Tenders should remain valid for 90 days from the date of opening of tenders with a provision for suitable extension.
21. Unsatisfactory performance of contract at any stage of time shall be liable for termination of work award order and may also lead to forfeiture of performance-cum-security deposit.
22. **PENALTY CLAUSE:-** In case of any irregularities noticed, the penalty amount will be levied by NSSO (DPC) up to the extent of 10% of the monthly charges due for the relevant month, after issuing show cause notice to the agency and considering the explanation of the agency, if submitted within stipulated time. Such repeated irregularities will make the agency liable for cancellation of contract with forfeiture of the Security Deposit.



**23. ARBITRATION CLAUSE:-**In case of any disputes between the parties viz. NSSO (DPC) on one hand and the agency/firm awarded the Contract on the other, arising out on account of scope of work and other mandatory liabilities as stated in the Contract Agreement, the dispute shall be referred to an Arbitrator as per **Arbitration and Reconciliation Act 1996, in Bangalore jurisdiction.**

**25. Evaluation Criteria:** The Technical bids will be scrutinized on the basis of Eligibility Criteria in Section-B. Financial bids will be opened only for the technically qualified (responsive tender) bid. The L1 would be decided on the basis of lowest price bid quoted by the tenderer.

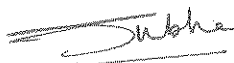
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E. PROFORMA FOR TECHNICAL BID

1. Name of Agency :
2. Name of Proprietor/Director  
of the Agency :
3. Full Address of Reg. Office :
  
- a) Telephone No. :
- b) FAX No. :
- c) E-Mail Address: :
  
4. If the registered/head office is not located  
at Bangalore, the complete address of local office :  
from where service would be provided
  
- a) Telephone No. :
- b) FAX No. :
- c) E-Mail Address :
  
5. Registration & Licence No. of  
the Agency under Contract Labour  
(Regulation & Abolition) Act, 1972  
(Attach attested copy of the Reg.) :
  
6. PAN / TIN No of the Agency  
(Attach attested copy of the Reg. Certificate) :
  
7. Service Tax Registration No.  
(Attach attested copy of the Reg. Certificate) :
  
8. EPF Registration No.  
(Attach attested copy of the Reg. Certificate) :
  
9. E.S.I. Registration No.  
(Attach attested copy of the Reg. Certificate) :
  
10. Demand Draft of requisite Earnest Money (Detail) :



11. Financial turnover of the Agency for the last 3 years  
(copy of the turnover statement of last three years duly  
Certified by Chartered Accountant to be attached).

Financial Year	Amount (in Rs.)	Remarks if any
2014-15		
2015-16		
2016-17		

12. Details of Major contract with Central Government/State Governments/ PSUs/  
Reputed Private Firms handled by the tendering Agency for providing manpower  
during the last five years in the following format (attested copies of the last five  
years work award may be enclosed):

S. No.	Details of client along with address, telephone and FAX numbers	Amount of Contract (in Rs.)	Duration of Contract		Nature of contract	
			From	To	Type of man power provided	No. of persons deployed
1						
2						
3						

(If the space provided is insufficient, a separate sheet may be attached)

1. I, ..... Son/Daughter/Wife of  
Shri..... Proprietor/Director/authorized signatory of the Agency  
mentioned above, is competent to sign this declaration and execute this tender document;

2. I have carefully read and understood all the terms and conditions of the tender and  
undertake to abide by them;

3. The information/documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief. I/we, am/are well aware of the fact that  
furnishing of any false information / fabricated document would lead to rejection of my  
tender at any stage besides liabilities towards prosecution under appropriate law.

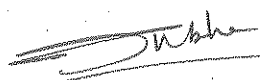
Signature of authorized person

Full Name:

Seal:

Place:

Date:



**F. PROFORMA FOR FINANCIAL BID**

The contractor is advised to visit the NSSO (DPC) Office before submitting his tender bid.

**Price Bid**

<b>S. No.</b>	<b>Description</b>	<b>Rate Per Month (Rs.)</b>
(i)	Basic Pay(to be paid to the worker)	
(ii)	ESI (mention %)	
(iii)	EPF (mention %)	
(iv)	Service Charge on the Basic Pay (mention %)	
(v)	Total [ (i) to (v) ]	
(vi)	Service Tax (mention %)	
	<b>TOTAL (v+vi)</b>	

**Total Amount (In words) :**

**Date & Place**

**Signature of the authorized person  
with Name & Company's seal**

