



NATIONAL CENTRE FOR DISEASE INFORMATICS AND RESEARCH
(Indian Council of Medical Research)

Department of Health Research, Ministry of Health and Family Welfare, Government of India,
Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli, N.H-7, B. B. Road, Kannamangala Post,
Bengaluru-562 110 (India)

(Visit us at www.ncdirindia.org)

Tender No. NCDIR/ICMR/HK/2020-21

TENDER FOR

HOUSEKEEPING SERVICES
AT NIRMAL BHAWAN, ICMR COMPLEX, BENGALURU

Name of the tenderer _____

Cost of Tender Document – Rs. 1500/-



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Tender Notice

Tender No. NCDIR/ICMR/HK/2020-21

Date: 02.11.2020

Subject: Tender for providing for Housekeeping Services at ICMR-NCDIR on contract basis

Sir/Madam,

The ICMR-NCDIR, Bengaluru intends to engage a duly registered agency for providing Housekeeping Services. **The Agencies should also necessarily have a Class I or Class II Electrical Contractor's license for providing Electrician's service.** Agencies are required to submit the tender in the prescribed format under **"Two Bid Systems in separate sealed covers i.e. Part –I Technical Bid and Part-II Commercial Bid."** Both these sealed covers should be kept in a bigger cover which should also be sealed & duly superscribed as **"TENDER FOR HOUSEKEEPING SERVICES at ICMR-NCDIR, BENGALURU"**. The sealed tender document must be dropped in the tender box kept at Administration Department so as to reach this ICMR-NCDIR well before the due date and time.

Tender may be submitted **after inspection of the site** any time between **09:00 to 16:00 hrs** on any working days. It may be noted that no additional charges, whatsoever, shall be payable by ICMR-NCDIR, Bengaluru for non-awareness of the site conditions and constraints.

Sl. No	Particulars and Description	Minimum Man Power Required	Remarks
1.	Annual Contractual Services for (10) Unskilled, (4) Semiskilled, (1) Skilled (1) High Skilled Manpower for Housekeeping. Note: Terms and Conditions are Illustrated in enclosed Sheet.	16 Nos. (May Vary)	For General Shift Duties.

Yours faithfully,

Administrative Officer



**NATIONAL CENTRE FOR DISEASE INFORMATICS AND RESEARCH
(Indian Council of Medical Research), Bengaluru**

TENDER NOTICE

Sealed tenders are invited under two bid systems for Housekeeping services at National Centre for Disease Informatics and Research (ICMR) Bengaluru.

SCHEDULE		
S.No.	Activity Description	Schedule
1.	Tender No	No. ICMR/NCDIR/HK/2020-21.
2.	Sale of Tender Document	2 nd November 2020 from 5.00 PM to 1 st December 2020 up to 5.00 PM Tender document can be collected from ICMR-NCDIR office or downloaded from our website www.ncdirindia.org
3.	Time and last date of depositing Tender / Bid	1 st December 2020 up to 5.00 PM
4.	Time and Date of Opening of Technical Bid	3 rd December 2020 at 2:30 PM
5.	Time and Date of Opening of Financial Bid	The Financial bid will be opened after evaluation of technical bid, which will be announced later.
6.	Minimum Validity of tender Offer	180 days from the date of Opening of tender.
7.	Estimated cost of tender	Rs. 45,00,000/- per annum
8.	Amount of EMD to be Deposited	Rs. 1,12,500/-
9.	Duration of contract	In the beginning, the contract shall be on a trail basis for three months only and thereafter, it would be extended for a further period of nine months. If the services are found to be satisfactory during the trail period of the agency, the contract may be renewed at the discretion's of ICMR-NCDIR on year to year basis for maximum period of three years including trail period.
10.	Cost of Tender Document	Rs. 1500/-

**DIRECTOR
NCDIR (ICMR) BENGALURU**



BID LETTER
(On Agency's Letterhead)

To

The Director,
National Centre for Disease Informatics and Research
(Indian Council of Medical Research)
Department of Health Research, Ministry of Health and Family Welfare
Government of India, Nirmal Bhawan-ICMR Complex (II Floor),
Poojanahalli, N.H-7, B. B. Road, Kannamangala Post, Bengaluru-562 110 (India)

Dear Sir,

1. Having read and understood the conditions of contract and services to be provided, including addenda Nos.....the receipt of which is hereby duly acknowledged, we, undersigned, offer to provide Housekeeping services in conformity with the conditions of the contract and specifications for the sum shown in the schedule of prices attached herewith and made part of this Bid.
2. We undertake to enter into agreement within one week of being called upon to do so and bear all expenses including charges for stamps etc., and the agreement will be binding on us.
3. If our Bid is accepted, we shall furnish all required Security Deposit by way of a Banker's Cheque/ Demand Draft from a Nationalized Bank or we shall obtain Bank Guarantee from Nationalized Bank for an equivalent amount for due performance after contract as may be agreed upon.
4. We agree to abide by this Bid for a period of 180 days from the date fixed for Bid opening and it shall remain binding upon us and may be accepted at any time before the expiry of that period.
5. Until an agreement is signed and executed, this Bid together with your written acceptance thereof, in your notification of award shall constitute a binding contract between us.
6. We understand that ICMR-NCDIR is at liberty not to accept the any bid(s) received in response to this Tender Notice, merely on the basis of lowest percentage quoted or otherwise.

Dated thisday of 2020.

Signature of

In capacity of

Duly authorized to sign the bid for and on behalf of.....

Witness.....

Address

Signature

Section-I

TERMS AND CONDITIONS

1. This Invitation for tenders is open to the registered agencies having experience in **Housekeeping Services** for a minimum period of **three years as per eligibility criteria as shows below:**
 - i. The Agency should have executed with Central/ State Govt. Departments/ Govt. Bodies/ Undertaking funded by Govt., other large establishments at least one house-keeping service contract with a minimum annual tender **value of Rs.32 lakhs** during the last 3 years
 - OR**
 - ii. The Agency should have executed with Central/ State Govt. Departments/ Govt. Bodies/ Undertaking funded by Govt., other large establishments at least Two house-keeping service contracts with a minimum annual tender **value of Rs.24 lakhs** in respect of each tender during the last 3 years
 - OR**
 - iii. The Agency should have executed with Central/ State Govt. Departments/ Govt. Bodies/ Undertaking funded by Govt., other large establishments at least one house-keeping service contracts with a minimum annual tender **value of Rs.50 lakhs** in respect of each tender during the last 3 years
 - iv. The agency **should produce** copies of agreements/letters of intent/work orders/satisfactory work completion certificates from their clients.
2. The tendering agency is expected to examine all instructions, forms, terms and conditions, and specifications in the document. Failure to furnish information required in the document or submission of a tender not substantially responsive to the document in every respect will result in rejection of the tender.
3. Earnest Money Deposit (EMD) amount **Rs. 1,12,500/- (Rupees one lakh twelve thousand five hundred only)** and **Tender Fee** (Non-refundable) amount **Rs. 1,500/- (Rupees one thousand five Hundred only)** should be submitted in separate envelopes in the form of two separate **Demand Drafts** drawn in favor of **The Director, ICMR-NCDIR** payable at Bengaluru. **Tender/ Bid submitted without the EMD & Tender fee would be summarily rejected.** Micro & Small Enterprises registered under Single point registration scheme of **NSIC** are exempted from payment of EMD and Tender Cost. Copy of such registration certificate may be attached.
4. The Tender Document submitted by the tenderer shall include the following:
 - a) Valid License under Contact Labour (Regulation & Abolition) Act, 1970 (Central Labour). Copy of registration with the Labour Commissioner having jurisdiction over the territory in which service are sought to be provided by the Agency under this contract. In case the agency is exempted from obtaining such registration, the agency is required to produce an affidavit signed by the authorized signatory of the agency that their firm is



exempted and is not required to obtain any such registration or approval or order from the Labour Commissioner.

- b) Valid Class I or II Electrical Contractor's License for Electrician's service**
- c) Copy of valid EPF and ESIC registration particulars, GST Certificate.
- d) Income Tax returns at least for the previous three financial years 2017-18 to 2019-20.
- e) A copy of PAN Card.
- f) Copies of experience in Housekeeping services executed with Central/ State Govt. Departments/ Govt. Bodies/ Undertaking funded by Govt. for a period of 3 years (self-attested copies of the relevant work orders are to be enclosed).
- g) Information regarding any litigation, current or during the last five years in which the tenderer was/is involved, the opposite party(s) and the disputed amount.
- h) Details regarding any work orders that was abandoned at any stage, prematurely terminated or resulted in inordinate delay along with reasons for the same (copies of relevant documents to be enclosed).

5. Submission of Tenders:

The Tenderer along with requisite documents shall be placed in a sealed envelope superscribed as **Housekeeping Services at ICMR-NCDIR, Bengaluru** and shall be addressed to **The Director, ICMR-NCDIR, Bengaluru**. The tenderers name, telephone number and complete mailing address shall be indicated on the outer envelope. Bidders may please note that:

- a) If the envelop is not sealed and marked as required, ICMR-NCDIR will assume no responsibility for the tender's misplacement or premature opening and the tender is liable to be rejected.
- b) All the Tender documents submitted shall be serially page numbered and contain the table of contents with page numbers.
- c) Tenders must sent to ICMR-NCDIR on the above address not later than the time and date specified in the invitation for tenders. In the event of the specified date for the submission of the tenders being declared a holiday for ICMR-NCDIR, the tenders will be binding on all tenderers.

- 6. Tenders shall remain valid for 180 days** after the date of tender opening prescribed by the ICMR-NCDIR. A tender valid for a shorter period shall be rejected by the ICMR-NCDIR for Non-Compliance.

7. Opening and Evaluation of Tenders:

- a) The Committee appointed by the Director of ICMR-NCDIR will open the tenders in the first instance on the appointed date & time.
- b) During evaluation of the tenders, ICMR-NCDIR may at its discretion, ask the tenderer for clarification of his/her tender.



- c) No tenderer shall contact ICMR-NCDIR on any matter relating to his tender from the time of the tender opening to the time the contract is awarded. If the tenderer wishes to bring additional information to the notice of the ICMR-NCDIR it shall be done in writing. However, all tenderers are strictly advised to furnish all material information in the tender itself.
- d) Any effort by a tenderer to influence ICMR-NCDIR in its decision on tender evaluation, tender comparison or purchase order decision will result in rejection of the tenderer.
- e) The tenderer shall comprise the price component for all the services. The price quoted by the tenderer shall include all taxes, wherever applicable. The tenderer shall include Service Tax and surcharges/cess etc. as applicable on the services that are provided under this contract in the lump sum rates quoted and ICMR-NCDIR would not bear any additional liability on this account.
- f) ICMR-NCDIR shall however, deduct such tax sources as per the rules in force. The prices once accepted by ICMR-NCDIR shall remain valid throughout the currency of the contract. ICMR-NCDIR shall not entertain any increase in the price during the period.
- g) **Rates shall ensure compliance of under noted statutory obligations:**
 - Contract Labour (Regulation & Abolition) Act, 1970 (Central Labour).
 - Employee's State Insurance Act 1948 and rules made there under.
 - Minimum Wages Act, 1948 and payment Bonus Act, 1965, payment of wages Act, 1936 and rules made there under.
 - EPF (Misc. Provisions) Act 1952 and rules made there under.
 - Any other Labour Legislation that may be applicable or may become applicable from Workman's compensation Act 1923.
 - Industrial Safety Rules
- h) The rates are inclusive of all (i.e. Provident Fund, ESI, pay for National Holidays, Uniform Allowances, Operational Cost etc.,) Charges and levies that are applicable from time to time shall be met within the total tender value. Price shall be quoted in Indian Rupees only.

8. Payment Terms: ICMR-NCDIR shall make the contract payments as per the payments schedule mentioned below:

- a) Monthly bills submitted by the agency for the Housekeeping Services executed in the preceding month, shall be paid after submission bills duly completed in all respects. ***The payment for the work will be released only after production of attendance records and copies of acquaintance roles/scroll for proof of payment of wages to the Labourers i.e. digital proof of disbursement and remittance of EPF, ESI, PT etc. Inadequate supply of work for Housekeeping services, will attract deduction at pro-rata basis from the work bill towards compensation.*** The decision of the Director, ICMR-NCDIR, Bengaluru is final and binding in this regard.



- b) If the performance of the Housekeeping Services by the Agency is found Unsatisfactory the Competent Authority of ICMR-NCDIR shall have power to terminate the Contract. Upon such termination, the security deposit of the agency shall be liable to be forfeited and shall be absolutely at the disposal of NCDIR, Bengaluru.
- c) The Monthly bills will be calculated only for the number of working days in a month.
- 9. ICMR-NCDIR reserves the right to accept or reject any tender, and to annual the tendering process and reject to all tenders at any time, without thereby incurring any liability to the affected tenderer or tenderers or any obligations to inform the affected tenderer or tenderers of the grounds for the ICMR-NCDIRs action.
- 10. ICMR-NCDIR will award the contract to the successful bidder determined to be in conformity with the tendering document and who has offered the best – lowest tender, within the prescribed validity period of the tender is technically acceptable.
- 11. In case the tender document submitted has deviations from the specifications or terms and conditions prescribed, ICMR-NCDIR reserves the right to reject the tender having deviations from the prescribed terms and conditions.
- 12. It will be the sole responsibility of the tenderer alone to execute the entire contract awarded to him and no sub contract of the housekeeping services shall be permissible.
- 13. Prior to the submission of the tender, the tenderer's authorized representative shall personally inspect the campus area at ICMR-NCDIR, Bengaluru at their own cost and under prior intimation. This is necessary to enable the tenderer to gather all the information, so as to prepare the tender accurately after taking into consideration all the relevant factors. Submission of the tender will, therefore, be considered as meeting the requirements of tenderer having fully read and understood the tender document and the scope of work prescribed therein.
- 14. ***The agency will submit an undertaking that is fully acquainted with all the conditions and circumstances under which the supplies required under the contact will have to be made or furnished and the terms, clauses and conditions, specification and other details of the contact and the suppliers. The agency shall not plead ignorance on any matter as an excuse for deficiency in service or failure to perform of with a view to asking for increase of any rate agreed to the contact or to evading any of his obligations under the contact.***
- 15. The selected agency will have to deposit performance guarantee amount of 1/10th of the total contract value in the name of the Director, ICMR-NCDIR, Bengaluru for the full contact term.
- 16. In the event of the agency failing to fulfill or committing breach of any of the terms and conditions of these contract or indulge in omission or commission the without prejudice to the ICMR-NCDIR's right and remedies otherwise, ICMR-NCDIR shall be entitled, to terminate the contract forthwith, forfeit the performance guarantee deposit and to blacklist the agency and execute the work or arrange otherwise at the agency's risk and cost at the absolute discretion of the ICMR-NCDIR. The cost of such works together with all incidental charges or expenses shall be recoverable from the agency; under the following circumstances:
 - a) If the Agency or his agents are employees are found guilty of fraud in respect of the contact or any other contract entered into by the agency or any of his partners or representatives thereof with the ICMR-NCDIR; or



- b) If the agency or his agents or employees attempt to or indulge in giving, promising or offer in any bribes, gratuity, gift, loan perquisite, reward or advantages pecuniary of otherwise to any person in the employment of the ICMR-NCDIR; or
 - c) If the agency or any of his partner become insolvent or applies for relief as insolvent debtor or commence any insolvency proceeding makes any composition with his/ their creditors or attempts to do so; or
 - d) If at any time during the pendency of the contract, it comes to the notice of the ICMR-NCDIR, that the agency has misled the ICMR-NCDIR by giving false/incorrect information.
17. The Agency will be responsible for the conduct of all workers deployed by him and will be legally liable for any harm or loss occurring to any person whomsoever, in whatever form from any misconduct or any act of negligence, omission or commission, whether intentional or otherwise, of the agency or any of the workers/ agents/ any other deployed by the agency in the course of providing any services stated in this contract, and the agency will bear the full responsibility and cost of the same. ICMR-NCDIR will not be liable for any loss or harm to any person within or outside ICMR-NCDIR campus from any act of omission or commission of any of the workers/ agents/any others deployed by the agency in the course of providing the services stated in this contract.
18. ICMR-NCDIR shall not be liable for any compensation, claim or damages etc. due to any accident, injury or harm to any person deployed by the agency or death due to accident or otherwise, which may arise out of any circumstances related or unrelated with their duties at ICMR-NCDIR. ICMR-NCDIR shall be indemnified by the agency against all such claims.
19. Without prejudice to terms and conditions of contract, the agency will be liable to reimburse to ICMR-NCDIR of any cost or legal liability/penalty/fine imposed on ICMR-NCDIR by authority, because of any misconduct or any act of omission or commission, whether intentional or otherwise of the agency or any of the workers/ at the agency deployed by the agency in the course of providing any services stated in this contract.
20. It shall be the responsibility of the agency to comply at the provisions of various Labour laws. The agency shall faithfully discharge all the liabilities under the Labour laws. The agency shall indemnify the ICMR-NCDIR against the claims arising out of non-fulfillment of the obligations by him under the various Labour laws.
21. The agency shall be solely responsible for compliance with all statutory laws/ rules/ regulations such as those concerning PF, ESI, Labour laws, Minimum wages, etc. ICMR-NCDIR shall not be liable for any contravention/ Non-Compliance on the part of the agency. Any contravention/Non-Compliance on the part of the agency would be construed as a sufficient ground for termination of the contract at the discretion of ICMR-NCDIR. Notwithstanding with this, in the event of the imposed with any penalty/fine etc., by any agency/ authority due to the non-compliance/contravention on the part of the agency to any statutory laws/ rules/ regulations etc., ICMR-NCDIR reserves the right to compensate such fine/ penalty etc., from the agency by the way of recovery from the bills raised by the agency or by any other means.



22. ICMR-NCDIR may discontinue the contract at any point of time, by giving a notice at least 30 days before the intended days of discontinuation, and will not be liable to any additional charges or compensation payable to the agency or any other person.
23. The agency may discontinue the contact at any point of time by giving a notice at least 60 days before the intended date for discontinuation. However, the agency will forfeit the security deposit submitted by it, in case of discontinuation without a notice or a notice less than 60 days prior to the intended date of discontinuation. ICMR-NCDIR reserves the right to claim the damages, and recover them from the payments due to the agency or by any other means, in addition to forfeiting the security deposit of the agency.
24. Identity cards must be issued to the employees in the agency and their wages must be paid to them on acquaintance role/ scroll by 10th day of every month. Before submission of bills by the agency to ICMR-NCDIR for payment against the services a certificate will have to be submitted by the agency for having paid in full to the workers employed by him along with the copy of acquaintance role/ scroll.
25. The agency should maintain all the relevant register/ records as per the laws related with the labour engagement etc. **An affidavit on a Non-Judicial stamp paper of appropriate value** to the effect that the agency will be entirely responsible for fulfilling all the statutory obligations under different statutes like workmen compensation Act. Contact Labour (Regulation & Abolition) Act, ESI Act, PF Act, Bonus Act, Gratuity Act is for the workers employed by him for Housekeeping services will be submitted by the agency before execution of the contact agreement. The workers employed by the agency will not be treated as the employees of the ICMR-NCDIR for any purpose whatsoever.
26. Notwithstanding whatsoever stated above and in case of any controversy regarding the scope of work or any other terms and conditions of the tender, the decision of the Director, ICMR-NCDIR, Bengaluru shall be final and binding in this regard.
27. In case the workers engaged by the agency/ contractor have any grievances, the same should be resolved by the agency/ Contractor without creating any disturbances in the ICMR-NCDIR. On the expiry of the contact of the agency/ Contactor undertakes the responsibility to vacate the premises in peace with all the workers without creating any disturbances to the ICMR-NCDIR. The agency/ Contractor will be solely responsible if the employees misbehave or create problems to ICMR-NCDIR; such employees may be removed from his duties immediately and shall provide replacement. And also noted that **in case of employee goes on long leave a substitute employee should to be provided.**
28. The courts of India at Bengaluru will have exclusive jurisdiction to determine any unresolved dispute with respect to this contact.
29. The contactor shall not be allowed to sub-contact any part of the contract without the prior consent of ICMR-NCDIR, Bengaluru. If such consent is given this shall not relieve the tenderer from any liability or obligation under the contact and he shall be responsible of the acts/ defaults and neglects of any sub-contractors, his agents or workmen as if they were the acts, defaults or neglects of the tenderer, agents or workmen.



30. In case of any ambiguity/dispute in the interpretation of any of the clauses/ terms and conditions/ Director, ICMR-NCDIR's interpretation of the clauses/ terms and conditions shall be final binding on all the parties. The jurisdiction of arbitration shall be Bengaluru.
31. In case of any dispute arising out of this contract between the ICMR-NCDIR and the agency, the matter shall be referred to the sole arbitration of a person to be appointed by the Director, ICMR-NCDIR, Bengaluru on receipt of an official request with details of the dispute, from either the ICMR-NCDIR or the agency.
32. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to the contract. The submission shall be deemed to be submission arbitration under the arbitration and conciliation Act, 1996 or any statutory modifications or re-enactment thereof and of the rule made there under for the time being in force



SCOPE & AREAS OF WORK

1. Cleaning, dusting and moping of all floors, washrooms, Labs, Offices, all furniture and fixtures at ICMR-NCDIR, Nirmal Bhawan, ICMR Complex, Bengaluru.
2. The Contractor shall ensure that its Housekeeping personal observe the following rules and norms in the discharge of their work:
 - Are always smartly turned out and vigilant.
 - Are punctual and arrive at least **30min before start of their duty time**.
 - Take charges of their duties properly and thoroughly.
 - Perform their duties with honesty and sincerity.
 - Read and understand their post and site instructions and follows the same.
 - Extend respect to all officers and staff of the office of Nirmal Bhawan, ICMR Complex, ICMR-NCDIR, Bengaluru.
 - Shall not consume intoxicated drinks on duty hours, or come drunk and report for duty.
 - Will not chit-chat while on duty.
 - Will not read newspaper or magazine while on duty.
 - Will immediately report to the concerned officer any untoward incident/ misconduct or misbehavior.
 - Do not entertain visitors.
 - The Housekeeping contractor shall ensure that the staff engaged by him shall not smoke beedies, cigarettes or consume alcoholic drinks in the premises of the ICMR-NCDIR and nor they are allowed to chew pan, gutkhas, tobacco items etc.

Work to be done Daily:

- Brooming and sweeping of floors.
- Dusting and cleaning of office furniture, table top office equipment, tables, paper trays and other installations.
- Toilets, washbasins and canteen areas etc, should be cleaned twice a day and disinfected with necessary disinfectant.
- If require, additional cleaning should be taken up as per the directions.
- Replenishment of soap, Naphthalene balls/ air purifiers (as on when required).
- Emptying of dustbins.

Work to be done once in two weeks:

- Linen/ Towel washing.
- Dusting of files, cleaning of side racks and office furniture items.
- Partition glass should be cleaned with cleansing liquid.
- Dusting and cleaning of doors and window panes.
- Vacuum cleaning of venetian blinds and carpets etc.
- Cobweb removal, Dusting of ceiling fans, tube light, fixtures, furniture items specifically steel Amirah.



3. Attendance muster come wages register of persons maintained should be duly signed with **In** and **Out** timings by the individual employees and countersigned by the representative of the agency/ contractor and NCDIR, Bengaluru.
4. In case of loss of property due to the theft/ negligence of the agency/ contractor during the contract period, the cost of properties shall be borne by the agency/ Contractor and such loss of property shall be recovered from the monthly bills or security deposit of the agency/ Contractor.
5. The agency will deploy manpower on **07:30hrs duty on Five/ Six** days as per requirements of ICMR-NCDIR. They will also be deployed on shift duties, whenever required including on holidays. The agency will not charge the additional payment to provide the cleaning services on holidays, Sunday and odd hours during Nirmal Bhawan, ICMR Complex, ICMR-NCDIR, Bengaluru functions.
6. The employees engaged by the agencies/ contractor should observe the discipline and office decorum during their course of employment.
7. Absence or deploying fewer people shall be liable for penal recovery from monthly bills.
8. Agency/Contractor should supply reliable person after thoroughly checking their personnel identity with **Police Verification** of each person employed. The credential of the employed contractual staff will be checked by ICMR-NCDIR, Bengaluru authorities. One set of verified documents should be submitted for office records.
9. The appropriate payment of wages and other benefits to the employees of the agencies/contractor shall be the **EXCLUSIVE RESPONSIBILITY OF THE AGENCY** and persons so employed by the agency/ Contractor shall have **NO CLAIM** whatsoever on the ICMR-NCDIR.
10. All personnel employed by the agency/ Contactor shall be medically fit at the time of employment.
11. ICMR-NCDIR, Bengaluru is not bound to provide stationeries (Such as papers, pencils, etc.) for photocopying of monthly bill copies of attendance register duly certified that are required to produce to the office for payments nor any mode of transport in respect of men or material required for the contact.
12. All consumable, detergents, brooms, chemicals like (Naphthalene Balls, Room fresheners, Mosquito/Insect repellents, liquid soap, Colin, Phenyl) equipment, machinery etc. shall be arranged by ICMR-NCDIR.
13. The Proprietor on his subordinate shall visit ICMR-NCDIR at least twice in a month to ensure supervision and smooth functioning of the agency/ contact.

Areas work of housekeeping, day to day electrical & plumbing and general maintenance for ICMR-NCDIR, Bengaluru are as enumerated below:

Part 1
Areas

1. **Ground Floor (North Wing & South Wing)**
Total Area and No of Toilets - 8
2. **FIRST FLOOR (North wing and South Wing)**
Total Area and No of Toilets - 5
3. **SECOND Floor (north Wing and South Wing)**
Total Area and No of Toilets - 6
4. **DORMITORY Guest House (Block C) –**
4 Rooms including toilet/bath room
5. **CANTEEN Guest House (Block B) –**
5 Rooms including toilet/bath room
1 Dining Room including toilet/bath room
6. **VIP Guest House (Block A) –**
4 Rooms including toilet/bath room
1 meeting room including toilet/bath room
1 Dining room including toilet/bath room

Special care should be taken for regular upkeep and improvement of the public canteen and VIP Guest House and the adjoining areas including the terrace, which shall always be free from food wastes, food packets and any sort of left-outs so that the infesting of flies, insects, etc. can be avoided.

7. **OPEN CAMPUS AREA**

General maintenance including cleaning and trimming of grass, removal of weeds etc, in the entire Campus

8. **General Electrical Maintenance (Round the Clock)**

Maintenance of electrical installations of ICMR-NCDIR and attending to fault complaints by deploying qualified and experience skilled Electricians should be provided.



9. General Maintenance of AC Units (General Shift)

Day to day maintenance of all Air conditioners at ICMR-NCDIR and attend to fault complaints by deploying a qualified and experience skilled AC Mechanic should be provided.

10. Maintenance of Generator

Day to day maintenance and operation of Generator set at ICMR-NCDIR by deploying a qualified and experience skilled mechanic.

11. Maintenance of doors, windows and office furniture

General maintenance of doors, windows and office furniture by deploying a qualified and experience skilled carpenter as and when required.

12. Plumbing Maintenance

Day to day maintenance of all plumbing and sanitary installations

13. Operating of Car Driver:

Routine Maintenance and Driving Car as per requirement.

Part 2

SPECIFICATIONS OF HOUSEKEEPING, MAINTENANCE OF ELECTRICAL INSTALLATIONS, AC UNITS, DG SET, FURNITURE ETC., AT ICMR-NCDIR, BENGALURU

- 1) Complete upkeep and improvement of all toilets to the extent of International standard with disinfectants.
- 2) Complete upkeep and improvement of all metallic items fixed in the toilets such as Water taps, Flush Valves etc.
- 3) Complete upkeep and improvement of all basins, sinks and other toilet fixtures.
- 4) Complete upkeep and improvement of all areas with suitable disinfectant to maintain those areas in a spick and span condition.
- 5) Complete upkeep and improvement of glazed tiles and floor area as per the international standard.
- 6) Complete upkeep and improvement of the floors with appropriate materials and to keep the floors ready for use at any point of time.

- 7) Complete upkeep and improvement of the carpeted areas, if any, at all times in consultation with the designated Authority of ICMR-NCDIR.
- 8) Complete upkeep and improvement of all auditorium/Conference Room chairs as per instructions of the designated authority of ICMR-NCDIR. At no point of time the chairs and tables are to be kept in stained or dirty conditions.
- 9) Complete upkeep and improvement of all the tables, dais, and other furniture & fittings of ICMR-NCDIR.
- 10) Complete upkeep and improvement of all window panes and fixed glasses of ICMR-NCDIR.
- 11) All the required equipment and consumable items required for the services under this contract are to be provided by the Agency.
- 12) Complete upkeep and improvement of all the bare doors/columns etc.
- 13) The entire services under this contract shall be rendered by the Agency in co-ordination with the designated authority of ICMR-NCDIR.
- 14) Shifting of Tables, Chairs, Furniture etc., as and when required.
- 15) Complete upkeep and improvement of tables, chairs and other office furniture and equipment, in office and Research Labs.
- 16) Periodical trimming of overgrown grass, removal weeds etc., at Nirmal Bhawan, ICMR campus.
- 17) Proper maintenance of all electrical installations, fittings etc., at Nirmal Bhawan, ICMR campus and attending to fault complaints.
- 18) Proper maintenance of AC Units at ICMR-NCDIR and attending to fault complaints.
- 19) Day to day maintenance and operation of Diesel Generator set at ICMR-NCDIR.
- 20) Routine maintenance and driving office car as per requirement.

Read and accepted.

Date:

Place:

Signature and Seal of the Agency / Contractor



Part-I TECHNICAL BID

Housekeeping

Agency / Contractor Details Form

Sl. No	Information Sought	Proof Requires Yes/No	Page No
1.	Name of the Firm		
2.	Date of Establishment/Incorporation		
3.	Registration No. for registration under Companies Act 1956. (Please enclose self-attested photocopy of Certificates)		
4.	Correspondence Address, Telephone No, Email ID, Mobile No.		
5.	Address of Head Office (If separate) and Telephone Number.		
6.	Status Proprietary/Partnership/Private Limited Company/Public Limited Company		
7.	Name of the Proprietor/Partners, Address, Mobile No.		
8.	Banker of Agency with full address (Attach Bankers certificate of account maintenance for the last two years) Telephone number of Banker		
9.	PAN No. of the Firm (Please enclose self-attested photocopy)		
10.	GST Registration No. (Please enclose self-attested photocopy of certificate)		
11.	Labour License no. and validity under various section of Labour laws (of state & Central Govt.) (please enclose self-attested photocopy of certificate/ Registration)		
12.	EPF Registration No (please enclose self-attested photocopy of certificate)		
13.	ESI Registration No. (Please enclose self-attested photocopy of certificate)		
14.	Professional Tax Enrolment Certificates (Please enclose self-attested photocopy of certificate)		



15.	Certificate of satisfactory performance from the Government/Banks/PSUS organization to whom the service was provided.		
16.	Income Tax Return (I.T.R) copies of last 3years, Balance Sheet & Revenue Account for last 3years (Please enclose self-attested photocopy of certificate) paid during 2017-18, 2018-19, 2019-20.		
17.	Turnover for the last three financial years 2017-18,2018-19,2019-20		
18.	Whether holding certificate under shops and Establishment Act. (If yes, enclose self-attested copy of last renewal certificate.		
19.	If the firm registered under the factories Act, Details of license No. (if Yes, enclose self-attested last renewed copy		
20.	Certificate — Not blacklisted etc.		
21.	Total No. of Housekeeping employed as on 30.10.2020		
22.	Class – I or II Electrician License Certificate*		
22.	Whether police verification, address verification & Character verification of Housekeeping employee has been done by the agency (Certificate to be submitted at the time of deployment)		
23.	Details of the Draft of EMD (Name of the Bank, D.D. No, Date, Amount.		
24.	Details of bank Draft for tender fees ((Name of the Bank, D.D. No, Date, Amount.		

*** The Electrician to be deployed should have a valid wireman's permit for carrying out routine maintenance of electrical installations**

Signature of the authorized person

Name:

Seal:

Date:

Place:

HOUSEKEEPING SERVICE RATES/ TENDER AT ICMR-NCDIR, BNEGALURU

1. The bidder has to submit the tender, statutory charges (with documentary proof in its support) and services charges. The bidder has to claim the GST as revised by the government from time to time.
2. Agency/ contractor shall not be entitled to any additional payment during the period of contract except revised special allowance/ variable dearness allowance/ basic pay etc., depending on the government orders from time to time, with permission of the competent authority.
3. Successful agency/ contractor have to enter into agreement with ICMR-NCDIR as per detailed terms and conditions and to pay 10% of Annual Contract amount in the form of Bank Guarantee should be submitted to ICMR-NCDIR, which shall bear no interest.
4. The Security Deposit will be released to the agency/ contractor on written request two months after completion and fulfilling all the liabilities of the contract.
5. Agency/ contractor may submit bill by 1st week of every month and payment will be made through PFMS within 30 days after receipt of bill along with proof of payment made to the contractual staff, copy of ESI & EPF deposit list of previous month. TDS will be deducted as per prescribed rate every month. Agency/ contractor should make payment to its workers on or before 10th day of every month. Contractual staff should mandatorily make the payments to the staff through electronic bank transfer only and issue monthly pay slips separately.
6. Criteria for shortlist will be exclusive of GST.
7. All tenders must be sealed and superscribed on the cover along with attested valid copies of their Contract Labour (R&A) Act (Central Labour), 1970 & Central Rules, 1971 license, Shop Act/ Establishment Certificate, EPT, ESI, GST Registration Certificate, Professional Tax Enrolment Certificates, Agency & Proprietor PAN Card, three years latest IT Return/ clearance Certificate, Present Client List and Profile of the agency. The above said documents are mandatory, failing which agency/ contractor shall be treated as disqualified.
8. Offers made on conditions like “subject to execution” or “taxes are applicable” or such other vague conditions are likely to be ignored. Hence, specific mention of conditions in the quotations must be ensured.
9. Agency/ Contractor should submit their all documents mentioned in below acceptance form. The agency/ contractor will be scrutinized by the committee for opening of commercial bid on the basis of their eligibility criteria.
10. The agency/ contractor shall abide by this terms & conditions of ICMR-NCDIR, Bengaluru. No other terms & conditions of the agency/ contractor are binding on ICMR-NCDIR, Bengaluru.

Acceptance from the agency/ Contactor:

I have gone through the terms and conditions of the tender documents and the same acceptable to me. I know that the Liveries/ Uniforms of goods quality are to be provided by me at my cost to all the staffs engaged in this contract. I have given the price bid/ tender after visiting/ confirming the nature of work in ICMR-NCDIR, Bengaluru.

Place:

Signature:

Date:

Name of the Proprietor:

Seal:

Enclosures:

Copies of the documents tick marked as () hereunder, have been attached:

- () 1. Copy of valid Contract Labour (R&A) Act, 1970 & Central Rules, 1971 License (Central Labour).
- () 2. Copy of valid shop Act License/ Establishment Certificate.
- () 3. Copy of E.P.F. Registration with Code No.
- () 4. Copy of E.S.I. Registration with Code No.
- () 5. Copy of valid GST Registration Certificate.
- () 6. Copy of valid professional Tax enrolment Certificates.
- () 7. Copy of Agency and Proprietor PAN Cards.
- () 8. Copy of three years latest Income Tax Return/ Clearance Certificate.
- () 9. List of Present clients list along with contact details and copies of agreement/work order/completion certificate etc.
- () 10. Copies of Credentials such as letter of intents (letter head), work completion certificates for Housekeeping services rendered by agency for last 5 years.
- () 11. Class I or II Electrical Contractor's License
- () 12. Others. (Please Specify).

TENDER FEE & EARNEST MONEY DEPOSIT PAYMENT PARTICULARS

Number of Demand Drafts enclosed:

Demand Draft particulars: [Micro and Small Enterprises (MSEs) registered under Single Point Registration Scheme (SPRS) of NSIC are exempted from payment of EMD and Tender Fee.]

Sl. No.	D.D. No.	Date	Name of the Bank / Branch and Place	Amount
1				
2				
3				

I/We, hereby declare that the particulars furnished by me/us in this offer are true to the best of my/our knowledge and I/We understand and accept that, if at any stage the information furnished by me/us are found to be incorrect or false, I/We am/are liable for disqualification from this tender and also liable for any penal action that may arise due to the above, besides being black listed.

Signature :

Name :

Designation :

Name of the Agency :

Address of the Tenderer :

Phone No. & Mob. No.:

Email Address:

Website address (if any):

Date:



**CERTIFICATE FOR THE DOCUMENTS DOWNLOADED FROM THE ICMR-NCDIR,
BENGALURU WEBSITE.**

In case the tender document is downloaded from the website a declaration in the following Performa has to be furnished.

"I..... (Authorized signatory) hereby declare that the tender document submitted has been downloaded from the website www.ncdirindia.org and no additional/deletion/ correction has been made in the Performa downloaded. I also declare that I have enclosed a DD/Bankers Cheque No..... Datedfor Rs. 500/- towards the cost of tender document along with technical bid".

In case at any stage, it is found that the information given above is false / incorrect, NCDIR Bengaluru shall have the absolute right to take any action as deemed fit/without any prior intimation.

SIGNATURE OF THE BIDDER WITH SEAL

{Format for Declarations & Undertaking to be typed on bidder agency's letterhead and to be submitted in Part –I (TECHNICAL BID) of the tender document}

DECLARATION -1

This is to certify that neither we/any of us/ are/is in anyway related to any employee in the Indian Council of Medical Research or any of its ICMR-NCDIR/institute/units including ICMR-NCDIR

Date:
Place:

(Signature of the tenderer
with agency seal/rubber stamp)

DECLARATION -2

We hereby declare that we have not stipulated any extra condition along with the Part-II (COMMERCIAL BID) of the tender and the terms and conditions in Part I and Part II of the NIT shall prevail under all circumstances.

Date:
Place:

(Signature of the tenderer
with agency seal/rubber stamp)

DECLARATION-3

I/We having our office as mentioned below and declare that I/we have never been blacklisted by any State Government/Central Government or any State/Central PSU.

Signature :

Name :

Designation :

Name of the Agency :

Address of the tenderer :

Date:

Place:

UNDERTAKING

This is to certify that we have carefully gone through the job requirement, terms and conditions given in the tender documents & have clearly understood the terms & conditions of the tender and have accordingly quoted our balanced rates after going through all details. We hereby give an undertaking that we shall provide the security, watch & ward services strictly as per the given job requirement during the period of contract.

Date:

**(Signature of the tenderer
with agency seal/rubber stamp)**

Place:

DETAILS OF MAJOR CONTACTS

Details of major contracts with Central Government, State Governments, PSUs/ Nationalized Banks/Reputed Private Firms handled by the tendering Agency for providing house keeping services during the last five years in the following format (attested copies of the last five years work award may be enclosed).

Sl. No	Details of client along with address, telephone and email id etc.	Amount of contract (Rs. lakh per year)	Duration of contract	
			From	To
1.				
2.				
3.				
4.				
5.				

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

Signature of authorized person

Date:

Name:

Place:

Seal:



PERFORMANCE SECURITY BOND FORM

1. In consideration of National Centre for Disease Informatics-Indian Council of Medical Research, Bengaluru (here in after called the ICMR-NCDIR Bengaluru) having agreed to exempt _____ (here in after called the said contractor(S) from the demand of security deposit/earnest money of Rs _____ on production of Bank Guarantee for Rs. _____. For the due fulfillment by the said contractors of the terms & conditions to be contained in an Agreement in connection with the contract for supply of _____ we, (name of the Bank) _____ (herein after referred to as “the Bank”) at the request of _____ Contractor’s do hereby undertake to pay the ICMR-NCDIR Bengaluru an amount of not exceeding _____, against any loss or damage caused to or suffered or would be caused to or suffered by the ICMR-NCDIR Bengaluru reason breach by the said contractor’s of any of the terms & conditions contained in the said agreement.
2. We (Name of the Bank) _____ do hereby undertake to pay the amounts due and payable under this guarantee without any demur, merely on a demand from the ICMR-NCDIR Bengaluru stating that the amount claimed is due by way of loss or damage caused to or would be caused to or suffered by the ICMR-NCDIR Bengaluru reason of breach by the said contractor’s of any of terms & conditions contained in the said agreement or by reason of the contractors failure to 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, where the decision of the ICMR-NCDIR Bengaluru in these counts shall be final and binding on the Bank. However, our liability under this guarantee shall be restricted to an amount not exceeding Rs. _____.
3. We undertake to pay to the ICMR-NCDIR Bengaluru any money so demanded notwithstanding any disputes raised by the contractor(s)/supplier(s) in any suit or proceeding pending before any court or tribunal relating thereto our liability under the present being absolute and equivocal. The payment so made by us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/ supplier(s) shall have no claim against us for making such payment.
4. We (Name of the bank) _____ further agree that the guarantee herein contained shall remain in full force and effect immediately for a period of one year from date herein and further agrees to extend the same from time to time (one year after) so that it shall continue to be enforceable till all the dues of the ICMR-NCDIR Bengaluru, under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till ICMR-NCDIR Bengaluru certifies that the terms & conditions of the said agreement have been fully and properly carried out by the said contractor(s) and accordingly discharges guarantee.
5. We (name of the bank) further agree with the ICMR-NCDIR Bengaluru that the ICMR-NCDIR Bengaluru shall have the fullest liberty without our consent and without affecting in any manner our obligations here under to vary and of the terms & condition of said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time to time any of the powers exercisable by the ICMR-NCDIR Bengaluru against the said any contractor(s) and to forbear or enforce any of the terms & conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said contractor(s) or for any forbearance, and or any omission on the part of the ICMR-NCDIR Bengaluru or any indulgence by



the ICMR-NCDIR Bengaluru 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.

6. The guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s)/ supplier(s).
7. This guarantee shall be irrevocable and the obligations of the Bank herein shall not be conditional to any prior notice by ICMR-NCDIR Bengaluru.

Dated : _____

For _____
(Indicating the name of the bank)

N.B. This guarantee should be issued on non-judicial stamped paper, stamped in accordance with the stamp act.



PART II – SEPARATION PAGE

To be submitted in a separate/sealed envelope duly superscribing

“Financial Bid for Housekeeping services at ICMR Complex”

Nirmal Bhawan-ICMR Complex (II Floor), Poojanahalli, N.H-7, B. B. Road, Kannamangala Post,
Bengaluru-562 110 (India)

Tender No. NCDIR/ICMR/HK/2020-21

FINANCIAL BID OF THE TENDER FOR

HOUSEKEEPING SERVICES

AT NIRMAL BHAWAN ICMR COMPLEX, BENGALURU

Part-II Financial Bid

Name of the work: Tender for providing manpower for “Housekeeping services at Nirmal Bhawan ICMR-Complex, NCDIR, Bengaluru”

Sl. No	Particulars	Rates per Day/Person (In Indian rupees)			
		Unskilled	Semi-Skilled	Skilled	Highly Skilled
I	II	III	IV	V	VI
1.	Basic Pay	Rs.	Rs.	Rs.	Rs.
2.	VDA	Rs.	Rs.	Rs.	Rs.
3.	Sub Total	Rs.	Rs.	Rs.	Rs.
4.	EPF (13%) on Basic + VDA	Rs.	Rs.	Rs.	Rs.
5.	ESI (3.25%) on Basic + VDA	Rs.	Rs.	Rs.	Rs.
6.	_____ %age of Service Charges (Basic + VDA)	Rs.	Rs.	Rs.	Rs.
7.	GST @ 18% on Sl. No. 3+6				

(Please round off to the next higher rupee in case of fraction)

Note:

1. Agency's service charges at Sl. No. 6 above shall be indicated in terms of percentage only, which shall include the charges for fortnightly pick up, removal and disposal of dry waste from the ICMR Complex as per the norms/rules of the local Panchayat/Municipal authorities
2. Any other payments like Uniforms, Leave Salary, etc., should be met by the contractor only out of the service charges as at Sl. No.6 above, ICMR-NCDIR, has no liability towards the above.
3. The rate quoted for service tax/ other mandatory tax shall be fulfilled up as applicable as per rule.
4. **The service charges shall be filled up in percentage in column II and equivalent amount in other columns as shown.** Payments shall be made to agency the agency on the basis of the rates in price bid quoted by the firm.
5. If there is a difference of amount in words and numerical number, the lesser one will be considered.
6. The payment will be made only for the number of working days in a month.
7. Class – I Electrician, Plumber, Carpenter, AC Technician, shall be categorized as Semi-Skilled Worker [Essential Qualification: 10th or SSLC, Metric and above].
8. Driver shall be categorized as Highly-Skilled Worker.

Signature and seal of the Agency/ Contactor