

RFQ No: Invest India/RFQ for Housekeeping, Security & Pantry/2019

RFQ FOR HOUSE KEEPING SERVICES, SECURITY & PANTRY SERVICES

by

Invest India

Request for Quotation (RFQ)

28th May 2019

Invest India

Room 225, 1st Floor

Vigyan Bhawan Annexe

Maulana Azad Road, New Delhi- 110011

As the national investment promotion and facilitation agency, Invest India focuses on sector-specific investor targeting and development of new partnerships to enable sustainable investments in India. In addition to a core team that focuses on sustainable investments, Invest India also partners with substantial investment promotion agencies and multilateral organizations. Invest India also actively works with several Indian states to build capacity as well as bring in global best practices in investment targeting, promotion and facilitation areas.

Invest India is set up as a non-profit venture under the Department for Promotion of Industry and Internal Trade (DPIIT), Ministry of Commerce and Industry, Government of India

1. The Invest India office requires the services of a reputed, well established and financially sound Housekeeping Company /Firm/ Agency for providing Housekeeping, Security and Pantry Services.
2. The contract is to be for 3 (Three) Years w. e. f. 01- 07- 2019 to 30.06.2022. The period of the contract may further be extended after the completion of contract, if this office is satisfied with the present arrangement for housekeeping and cleaning or may be curtailed / terminated before the contract period owing to deficiency in service or substandard quality of cleanliness by the selected Company/Firm/Agency. This office, however, reserves right to terminate the initial contract at any time after giving one-month notice to the selected service providing Company/Firm/Agency.
3. **General Information about the tender:**
 - a. Tender Publish date: 28th May 2019

- b. Last date/time for receipt of tender: 27th June 2019 up to 1500 hrs.
 - c. Time and date for opening of tender: 28th June 2019 at 1530 hrs.
 - d. Place of opening of tender: Invest India, Room 225, 1st Floor, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi- 110011
 - e. Communication Address: Invest India, Room 225, 1st Floor, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi- 110011
4. Tender can only be submitted for both services (Housekeeping, Security & Pantry Services).
 5. Tender submitted for single service will not be accepted.
 6. Conditional bids shall not be considered and will be out-rightly rejected at the very first instance.
 7. The tendering Company/Firm/Agency is required to enclose photocopies of the documents, duly self-attested, as per the requirements of Technical Bid as given in the Enclosure-IV, failing which their bids shall be summarily / out rightly rejected and will not be considered any further.
 8. All entries in the tender form should be legible and filled clearly. If the space for furnishing of information is insufficient, a separate sheet may be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, cuttings, if any, in the Technical Bid Application must be initialled by the person authorized to sign the tender bids. All the pages of the bid shall be signed by the authorized signatory in ink with rubber stamp of the agency.
 9. The quotations should be given in a two-bid system, the Technical and Commercial bids. The following enclosure are forwarded along with this enquiry to assist you in preparing your technical and commercial offer:

A	Schedule of Requirement (SOR)	Annexure 1
B	Scope of Work (SOW)	Annexure 2
C	Standard conditions of contract	Annexure 3
D	Format of Technical Bid	Annexure 4
E	Format of Financial Bid	Annexure 5
F	Declaration about fraud and corrupt practice	Annexure 6
G	Evaluation Criteria	Annexure 7

10. The Technical and Commercial bids are to be submitted in two separate sealed envelopes, duly marked as “Technical Bids for RPQ No **Invest India/RFQ for Housekeeping, Security & Pantry/2019** and “Commercial Bid for RFQ No **Invest India/RFQ for Housekeeping, Security & Pantry/2019**. The quotes are to be super-scribed with your firm’s name, address and official seal and ink signed by an authorized representative of the Tenderer. Sealed bids will be addressed to Ms. Mansi Dua, Manager, Invest India, Room 225, 1st Floor, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi-110011
11. Sealed quotations will be opened by a committee on due date and time. Your authorized representatives duly carrying an authorization letter from the company may attend the tender opening.
12. The Tenders sent by Fax will not be considered. To avoid complications with regard to late Receipt/Non-Receipt of Tenders, it may please be noted that the responsibility rests with tenderers to ensure that tenders reach this office before due date & time. Late quotes will be rejected outrightly.
13. Commercial offers of only those firms will be opened, whose technical offers would be found suitable after technical evaluation. Further negotiations, if required, will be made only with the

lower bidder (L-1) as determined by the committee. The date, time and venue fixed for this purpose will be intimated separately. The commercial bid once opened will not be unilaterally revised by the firm, unless the firm is called for price negotiations specifically and asked to justify the rates.

14. STANDARD CONDITIONS OF CONTRACT (SCOC) shall be required to be accepted in full by all the firms participating in the contract. A contract will be signed between the contract operating Authority (COA) i.e. successful bidder and office of Invest India, incorporating the SCOC as Enclosure - III of this RFQ, which will form integral part of the Contract.
15. The SOR (Enclosure I) and SCOC (Enclosure III) should be carefully considered while preparing the bids. Interested participants may obtain all the clarifications by visiting the office of the Invest India, on all working days during between 3:00 PM to 05:00 PM on or before 20th June 2019. The visiting representative of the interested firm will carry a valid ID proof and intimate the concerned officer of this office.
16. The Technical & Commercial bids are to be submitted strictly in accordance with Annexure- I & Annexure-II to this tender enquiry. Bids of those firms who do not fulfil the requisite qualifications are liable to be rejected. This RFQ is being issued with no financial commitment and office of Invest India reserves the right to change or vary any part thereof at any stage. The office of Invest India reserves the right to reject any or all the offers without assigning any reason whatsoever. This office also reserves the right to withdraw the RFQ, should it be so necessary at any stage.

17. TECHNICAL REQUIREMENTS FOR THE TENDERING COMPANY / FIRM/ AGENCY

The tendering Service Provider Company / Firm / Agency should fulfill the following technical specifications:

- a. The Registered Office or one of the Branch Offices of the Service Provider Company/Firm/ Agency should be located within the National Capital Territory of Delhi.
- b. The Service Provider Company / Firm/ Agency should be registered with the appropriate registration authority.
- c. Service Provider Company / Firm/ Agency should have at least five years' experience in providing similar services to private and/or public sector companies/banks/Government Departments etc.
- d. Service Provider Company / Firm / Agency should have its own Bank Account, PAN No., TIN No. and Service Tax No.
- e. Service Provider Company / Firm/ Agency will have to provide details of Income tax and Service Tax return of their firm for last three financial years (2015-16 to 2017-18).
- f. Service Provider Company/Firm/Agency should be registered with Employees Provident Fund organization (EPFO) and Employees State Insurance Corporation (ESIC) under the respective Acts/laws.
- g. The Service Provider Company/Firm/Agency should have completed at least one service contract of value not less than Rs.50 lakh per annum related to providing similar services in a single contract in each of last three years (2015-16 to 2017-18). Copies of the contracts and the satisfactory certificate from the client need to be enclosed.
- h. The Service Provider Company / Firm / Agency must have a turnover of Rs. 100 lakh per year during the last three financial years (2015-16 to 2017-18).

- i. The Service Provider Company/Firm/Agency has to submit the Audit Report u/s 44AB of the Income Tax Act, 1961 along with Balance Sheet and Profit & Loss Account for the preceding three Assessment Years (2015-16 to 2017-18).
- j. The Service Provider Company / Firm / Agency shall submit affidavit stating that the agency is / has not been blacklisted by Central Government / State Government / any PSU in last three years (2015-16 to 2017-18).
- k. The Service Provider Company/Firm/Agency should be equipped with automated electronic machinery for cleaning services (as listed at Annexure 1). A detailed list of the mechanical instruments is to be enclosed separately giving their capacity and specifications.

Noncompliance with any of the above conditions by the Service Provider Company/Firm/ Agency will amount to non-eligibility for the services for which tender has been floated and its tender will be ignored summarily.

18. FRAUD AND CORRUPT PRACTICES

- i. The applicant and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Bidding Process. Notwithstanding anything to the contrary contained herein, the Office may reject an Application without being liable in any manner whatsoever to the Applicant if it determines that the Applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the Bidding Process.
- ii. Without prejudice to the rights of this Office under Clause i. hereinabove, if an Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Bidding Process, such Applicant shall not be eligible to participate in any tender issued by this Office during a period of 2 (two) years from the date such Applicant is found by the Office to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice as the case may be.
- iii. This organization has zero tolerance for crime/atrocities against women and this must be ensured during operation under the activities included in SOR.
- iv. For the purposes of this clause i, the following terms shall have the meaning hereinafter
- v. respectively assigned to then:
 - a. "Corrupt practice" means (I) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process or (II) save and except as permitted, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case may be, any person in respect of any matter relating to the Project or the LOA or the Agreement, who at any time has been or is a legal, financial or technical advisor of the Authority in relation to any matter concerning the Project;
 - b. "Fraudulent Practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;

- c. “Coercive practice” means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence to any person’s participation or action in the Bidding Process;
- d. “Undesirable Practice” means (I) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (II) having a Conflict of Interest; and
- e. “Restrictive Practice” means forming a cartel or arriving at any understanding or arrangement among Applicant with the objective of restricting or manipulating a full and fair competition in the Bidding Process;

19. LEGAL

- a. The Service provider shall be responsible for compliance of all statutory provisions relating to
- b. Minimum Wages, Employees Provident Fund, Employees State Insurance, Service Tax and any other Laws/ Taxes/ Acts/ Rules etc. governing the matter/ issues etc. If at any point of time it is noticed that the Contractor is not meeting out/violating any procedures/taxes/ Acts/ Rules then that will be met out, out of the Performance Security Deposit made by the contractor.
- c. The Service provider shall also be liable for depositing all taxes, levies, Cess etc. on account of service rendered by it to Invest India to the concerned tax collection authorities from time to time as per extant rules and regulations on the matter.
- d. The Service provider shall maintain all statutory registers under the applicable laws. The Agency shall produce the same, on demand, to the concerned authority of this Office or any other authority under Law.
- e. The Tax Deduction at Source (T.D.S.) shall be done as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Agency by this Office.
- f. In case, the tendering Agency fails to comply with any statutory provision/ taxation liability under appropriate law and as a result thereof the Office is put to any loss/ obligation, monetary or otherwise, the Office will be entitled to get itself reimbursed out of the outstanding bills or the Performance Security Deposit of the Agency, to the extent of the loss or obligation in monetary terms.
- g. The Service Provider will solely be responsible for any legal case/dispute raised by his workers deployed in Invest India Office and the Government of India will in no way be responsible for any such dispute and the Service Provider will indemnify the Government of India against any such legal costs/disputes.

20. FINANCIAL

- 21. Bids, offering rates which are lower than the minimum wages (as applicable for the NCT of Delhi) for the pertinent category, would be rejected.
- 22. The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to 10% of the contract value within 30 days of receipt of the confirmed order.
- 23. Performance Bank Guarantee should be valid up to 60 days beyond the date of warranty.
- 24. In case of breach of any terms and conditions stipulated in the contract, the performance security Deposit of the Agency will be liable to be forfeited by this Office besides annulment of the contract.

25. The Agency shall raise the bill, individual wise in triplicate, along with biometric attendance sheet to the Division under whom the outsourced employees has been deployed in the first week of the succeeding month.
26. The Agency will provide Aadhar Card No. and full bank details, EPF Account No. and ESIC Registration No. for each individual. Whenever new individual is deployed, such details will be provided within one week of deployment.
27. Settlement of disputes will be as per Indian Arbitration and Conciliation Act-1996 and venue will be Invest India, Room 225, 1st Floor, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi-110011. It is clarified that the sole arbitrator to adjudicate any disputes arising out of the proposed contract shall be nominated/appointed by Invest India.
28. The Office of Invest India, Room 225, 1st Floor, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi-110011, reserves the right to withdraw/ relax any of the terms and conditions mentioned in the tender document so as to overcome any of the problems encountered at any stage.

29. **EVALUATION CRITERIA**

S.No	Parameters	Marks
1	Previous Experience	50
2	Financial status of the firm	50

ANNEXURE 1

Schedule of Requirements (SOR)

1. Service Required

- Housekeeping and General Service
- Pantry Service

2. Requirement of Manpower for the services

S.No	Description of Manpower	Qualification	Working hours	Number	No of working days per week
1	Supervisor (Housekeeping) (Skilled)	Graduate in any discipline/Housekeeping Management with minimum three years post qualification work experience	9 hours	1	06
2	Supervisor (Pantry) (Skilled)	Graduate in Hotel/ Management with minimum three years post qualification experience as Head Cook or Pantry Supervisor in any Four-Five-star hotel	9 hours	1	05
3	Pantry boys (Unskilled)	Three years' experience of Housekeeping/Pantry services with Four-Five star hotels.	9 hours	25	06
4	Housekeeping (unskilled)	One years' experience of Housekeeping/Pantry services	9 hours	25	06
5	Security Guard	Three Years' experience	8 hours	06	07

Wages will be governed by the notification issued by Govt. of NCT, New Delhi subject to changes time to time.

Rates may be quoted by the firm according to qualification and irrespective of minimum wages fixed by NCT. However, the enhancement of rate may not be governed periodically as and when the rate revised by NCT.

3. Machines Required for House- keeping.

- Wet & Dry Vacuum Cleaner (Industrial) (07 Pcs.)

ANNEXURE 2

SCOPE OF WORK FOR HOUSE KEEPING SERVICES AND PANTRY SERVICES CONTRACT

1. EMPLOYEES APPEARANCE

- The employees to be deployed should have sound medical fitness, good physique, character and antecedents verified, having experience to handle any type of Cleaning/Housekeeping works.
- Proper uniform and identification cards must be provided to the workers and Supervisor by the Contractor. The workers & supervisor must maintain highest discipline in the office.
- Pest/rodent Control of the office premises, canteen and pantries.

2. DAILY WORK

- The kitchen/pantry room will always be kept pick and span clean. The utensils, crockery, cutlery, refrigerator and other kitchen gadgets will be kept clean and arranged properly.
- Lunch will be served in lunch rooms or as and where demanded by the officers/employees. Tea/coffee/snacks will be served during meeting or as and when demanded by the officers/employees.

3. DUTIES OF CLEANING/HOUSE KEEPING EMPLOYEES

The Contractor shall undertake all types of work viz, cleaning, dusting, toilet cleaning, etc., in general and the following works in particular.

4. DAILY WORK

- Dusting and cleaning of corridors, toilets, stair-cases.
- Wet mopping of corridors with necessary detergents.
- Dusting of stairs and railings.
- Cleaning of toilets with toilet cleaners and deodorants etc.
- All toilets in the premises and other areas should be cleaned every hour.
- Collecting wastes and garbage and deporting it to the dumping areas.
- Such other cleaning or up keeping work as may be entrusted by the competent authority.

5. WEEKEND WORK

- Dusting of ceilings, walls, tube lights, light shades, frames etc. in the staircases, corridors and
- Toilets.
- Cleaning internally and externally glasses of all windows once in a week.
- Cleaning of all the furniture and office equipment placed in the corridors.
- Brushing and washing of floors, stairs with necessary detergents, cleaning with chemicals etc.
- Removing stains from walls/floors of corridors, Toilets and Staircases.
- Removing cobwebs once in a week.
- Pest/rodent control exercise once in month or whenever required.

4. The contractor should supply housekeeping consumables as per approved list. The Consumables required per month for housekeeping, cleaning work will have to be stored at the store room as provided in the office of Invest India, well in one-month advance. The

consumables should be of the standard specified and before storing at the stores the same should be verified by the store keeper.

5. INSPECTION

The contractor should see that the staff properly cleans all the floors engaged for the purpose by 08.45AM. The contractor should exercise check at regular intervals on employees and ensure prompt service. The contractor shall not sublet transfer or assign this contract or any part thereof to a third party without the prior approval of Invest India. The authority will lie with the inspecting, deputed officer of the department to terminate and ask for the defaulting attendant to leave the premises in case of indiscipline, lack of duties and unbecoming behaviour within 24 hours and the contractor or his deputed supervisor shall replace the said attendant within 24 hours of the receipt of complaint oral / written.

6. All the toilets shall be cleaned and made fit for use by 8.45 a.m. on all working days. In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously even after the closing time / normal office hours i.e. upto 6.30 p.m. Care shall be taken that the cleaning operation does not obstruct the use of toilets for a very long time. The common toilets in the office, urinals, commodes, wash basins, mirrors, tap fittings etc. shall be cleaned four times daily. The workers/ attendants employed for cleaning and supervision of toilets should be adequate in number and cater to the needs of daily cleaning and should have equitable ratios according to the number of gents and ladies toilets. The ladies toilets have to be cleaned necessarily by Female Staff only.
7. Toilet fresheners, naphthalene balls and urinal cubes shall be applied in all toilets by the contractor at its own cost.
8. The electrical fittings like tube lights, exhaust fans etc. and tiles shall be cleaned once in a week.
9. A time chart of the cleaning work undertaken at the common toilets shall be exhibited at the rear side of the toilet door and shall have the initials of the house keeper and the supervisor as a mark of having completed the cleaning operation
10. A performance Report must be prepared by the Contractor and will be verified by the Admin Manger nominated for the purpose by the competent authority
11. The corridor area, staircase and its railings and the lifts shall be cleaned and mopped thrice a day. The corridors and staircases shall also be cleaned using a scrubber once in a week.
12. The electrical fittings like tube lights, exhaust fans etc. in the corridor, staircases and lifts shall be cleaned once in a week.
13. The doors, windows, glass, partitions, walls, skirting, artificial plants, door mats, carpets, paintings, name boards, fire extinguishers etc. in the corridors and staircases shall also be wiped clean once in a week
14. Apart from periodic cleaning, if stains, spills or footmarks or by any act of human or nature, anything is found or reported in these areas, the same shall be cleaned immediately.
15. Cobwebs, honey combs etc. if found or reported anywhere shall be removed immediately. Fumigation, fogging and spray of larvicides shall be done once in a month to control mosquito and cockroach infestations. Periodical measures shall be undertaken to prevent rodent menace.

ANNEXURE 3

STANDARD CONDITIONS OF CONTRACT

- Special Conditions of Contract: Special conditions of contract are supplementary conditions applicable to a specific tender and contract. Such conditions become essential particularly in cases of contract for supply of services or even equipment. In addition, there may be a need to stipulate conditions like stage inspection, acceptance trials, installation, setting to work, and commissioning or pre-defined stages of payment for services.
- Any short supply or inadequacy with regard to manpower, consumables and equipment employed by the contractor as stated in the commercial bid shall be viewed seriously.
- In the areas in the office which are to be cleaned daily, the first cleaning operation in all aspects shall be completed and made fit to use by 8.45 a.m. All periodical operations shall be executed continuously till the closing time i.e. 6.00 p.m. The Contractor shall provide Vacuum Cleaner machine and single disc machine to ensure quick cleaning of the common area of the building. Necessary baskets to carry the cleaning material properly will also be provided by the vendor.
- The schedule of weekly and fortnightly cleaning operations to be undertaken shall be submitted to the designated officer on the last working day of the previous month and the contractor shall strictly adhere to the schedule. All weekly and fortnightly cleaning operations (other than dust removal on records through vacuum cleaning) shall be undertaken on Saturdays and holidays or at the convenience of the officer occupying the chamber.
- The contractor shall ensure that his employees shall have Identity Cards, provided by the contractor which shall be worn in such a way that it is prominently displayed and visible for any person to identify the individual representing the contractor.
- The employees shall report to the officer-in-charge assigned by the Department. **If the performance of the contractor is not found to be satisfactory, 5% of the bill amount of the month shall be deducted and in case of continued poor performance contract will be terminated after giving written notice.**
- The contractor shall provide all cleaning equipment and cleaning materials which shall be harmless and eco-friendly and shall in no way damage the floors and other items by way of fading stain, foaming, eroding etc. No escalation of cost of consumable cleaning materials will be allowed during the period of the contract.
- Some cleaning materials to be used are as under. Quality of material used to the satisfaction of the contracted will be ensured by the contractor.

S.No	Particulars
1	Taski R1, R2, R3, R4, R6, R9,
2	Taski D7
3	Hand Wash liquid
4	VIM liquid
5	Taski TR 101
6	Taski TR 103
7	Room freshener
8	Microburst 3000 Air Neutraliser (washroom solutions)
9	M Fold paper
10	T Roll Paper
11	HRT Roll Paper
12	Small Garbage Bag

13	Big Garbage Bag
14	Floor Mop
15	Feather Brush
16	Cobweb Brush
17	Chock Clear Pump
18	Urinal screen
19	Urinal cube
20	Godrej aero packet
21	Yellow Duster
22	Red check Duster
23	Blue Check Duster
24	Big Wiper
25	Toilet Gloves
26	Scotch Brite with sponge
27	Sponge White
28	Scotch Brite
29	W/C seat sanitiser
30	Carpet Brush
31	Dust Control
32	HIT Black
33	HIT Red
34	Nylon Brush
35	Kitchen wiper
36	Dust Pan Plastik
37	Spray bottle
38	Pantry Gloves
39	Bottle Brush
40	Microfiber Duster

- The housekeeping supervisors shall be available in Invest India building premises from 7.00 a.m. to 6.30 p.m. on all working days. He shall be in-charge for the overall act of cleaning/pantry services.
- The contractor is responsible for payment of monthly salary on due date to the employees.
- The contractor is solely responsible for the statutory payments such as ESI, PF etc. paid to the concerned authorities. Proof of such payments have to be produced along with the bill.
- The contractor shall submit the bills along with relevant documents for the current month in the succeeding month or thereafter so as to enable the Department to process the same and pay the contractor.
- Tax shall be deducted at source as per the Income Tax Act from the monthly bills.
- If in the opinion of Invest India, the contractor engages inadequate number of employees or does not execute the work in a satisfactory manner or in accordance with the terms and conditions of the contract, the office may get the work done through a third party contractor, without any written notice to the contractor, the cost of which shall be recovered from the contractor from the monthly payment and/or the money available with Invest India as performance guarantee.

- In the event of the office deciding to renew this contract on the same terms as embodied the decision to the contractor prior to the expiry of this agreement, in which event the parties to this agreement shall be governed by such documents for future or further transactions.
- It shall be the responsibility of the contractor to comply with the service conditions of its employees including fixation and payment of their wages. However, in order to keep Invest India informed, for the purpose of the Department's statutory responsibilities and liabilities if any, as may be applicable from time to time, the contractor shall intimate Invest India, the details of wages paid to the workmen and if the need arises to depute its representative to be present at the time and place of disbursement of wages by the contractor and inspect relevant records if any. Invest India may verify such payments made in the wage register maintained by the contractor.
- The contractor shall ensure that its employees present themselves clean and tidy and in proper attire whenever they carry out the work covered by this agreement. Their uniform shall be decided in consultation with Invest India.
- The contractor shall indemnify and shall keep Invest India indemnified against acts of omission or negligence, dishonesty or misconduct of the men engaged for the work and Invest India shall not be liable to pay for any damages or compensation to such person or to third party.
- The contractor shall, at all times, indemnify Invest India against any claim which could arise under the workmen's Compensation Act, 1953 and/or under any statutory notification thereof or otherwise in respect of any damages or compensation in consequence of any accident, injury sustained to any of the workmen engaged by the contractor or other persons whose entry into Invest India premises has been authorized by the contractor. The contractor shall insure all the employees engaged for this job and such policy shall be produced to Invest India on demand.
- In the event of any exigencies, Invest India shall have discretion to call upon the contractor to provide such additional employees as may be necessary in its opinion for the purpose of effectively carrying out the services contemplated in this agreement.
- Service tax as per laws in force shall be paid by the Contractor.
- That the contractor shall arrange for the maintenance of all such registers and forms as are statutorily required and/or considered necessary for the efficient performance of the contract.
- That it shall be clearly agreed and understood by the contractor that all the persons provided shall be the employees of the contractor and all disputes between the contractor and its employees shall have no bearing on Invest India. Invest India shall not be responsible for any claims made by such persons and shall not be liable to pay any amount to any employee/ex-employee of the contractor. The contractor is fully responsible for disciplined behaviour of its workmen.
- The contractor shall not allow or incite his workers to participate in any trade union activities, agitations in any of the two premises
- All damages caused by the contractor or that of the contractor's employees or arising out of its employee's instruction shall be charged to the contractor and recovered from his dues/bills or adjusted against the performance guarantee.
- Failure by the contractor to comply with any statutory requirement and/or the terms of the agreement during the period of contract shall result in deductions from the bill at the rate fixed by Invest India for each lapse and/or termination of the contract and subsequent disqualification from participation in any future tender of Invest India and/or any other government department.
- The contractor is liable for payment of penalty at the discretion of Invest India up to a maximum of Rs.1,000/- (Rupees One thousand only) per instance for poor services, inadequate staff, improper upkeep or cleaning, use of the office properties by the employees employed by the contractor etc. and/or for non-compliance of any terms of the contract and the same shall be recoverable from the bills payable to the contractor. This applies to all the work covered in this contract.

- Besides the above, an undertaking as follows shall also be furnished: -

"The contractor hereby agrees to undertake that he/she shall abide by and conform to the various provisions in so far as they relate to him as specified in the Contract Labour (R&A) Act, 1970".

- The employees will work on all days including Saturdays. Moreover, if so, required the employees will also work on holidays as per requirement and as decided subsequently.
- The employees will work punctually at the prefixed/ timings
- The employees will have uniform attire and wear it daily without fail.
- All cleaning materials and cleaning equipment will be provided by the contractor.
- The cleaning materials shall be harmless, eco-friendly and certified for human use by the ISI/BIS. The material used will in no way damage the floors and other items by way of fading, stain forming, eroding etc. The contractor will ensure sufficient provision of liquid soap/soap, toilet paper and other articles in the wash room/ toilet. The contractor will ensure that the work undertaken by its employees is carried out efficiently and to the satisfaction of Invest India.
- The contractor and the employees engaged by the contractor will follow the entry and exit procedures of Invest India as may be determined by Invest India from time to time.
- Close liaison will be maintained with our officers-in-charge concerned for smooth and efficient performance of duties of the house keepers.
- The contractor will ensure that the employees present themselves as clean and tidy and in proper attire. The contractor will indemnify and will keep Invest India indemnified against acts or omission or negligence, dishonesty or misconduct of the men engaged for the work and Invest India will not be liable to pay for any damages or compensation to such person or to third party.
- All the persons provided/engaged by the contractor will be the employees of the contractor and all disputes between the contractor and its employees will have no bearing on Invest India and will not be responsible for any claims made by such persons and will not be liable in any manner. The contractor will be fully responsible for disciplined behaviour of its workmen. Invest India will not be responsible in any way with regard to injury or mishap to the work force during their duty in the premises.
- All damages caused by the contractor or that of the contractor's employees or by any other employees arising out of its employee's instruction will be charged to the contractor and recovered from its dues/bills.
- Failure by the contractor to comply with any statutory requirements and/or the terms of the agreement during the period of contract will result in termination of the contract and subsequent disqualification from participation in any future tender of Invest India.
- In case the contractor withdraws or Invest India terminates the contract for violation of terms and conditions and/or deficiency in services during the period of contract, the additional expenses in hiring a new contractor on temporary arrangement till the time of appointing a regular contract through a tender process, will be adjusted against payments to be made.
- No negotiation will be undertaken with any tenderer except the highest points achiever
- The Supervisor engaged by the Contractor will have to monitor all jobs throughout the day and all employees/workers must be at his disposal.
- The employees/workers of the service provider will have no right to claim with Invest India, or to claim absorption on completion of the above contract scheme.
- The Performance Security Deposit will be forfeited if the Contractor backs out without the explicit consent of Invest India
- If the performance of the service provider is not up to the mark or is not found satisfactory Invest India will either engage another contractor and/or cancel the contract on one months' notice.

- Termination of Contract: Invest India shall have the right to terminate this Contract in part or in full in any of the following cases:-
 - The delivery of the material is delayed for causes not attributable to Force Majeure for more than (two months) after the scheduled date of delivery.
 - The Seller is declared bankrupt or becomes insolvent.
 - The delivery of material is delayed due to causes of Force Majeure by more than (two months) provided Force Majeure clause is included in contract.
 - Invest India has noticed that the contractor has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
 - As per decision of the Arbitration Tribunal.
- The contractor will not sublet or transfer any part of the contract.
- If the performance of any worker/employees is not found satisfactory by this office the contractor will be asked to replace him.
- Payment will be made on monthly basis on receipt of bill. No advance payment will be made in any case. If any penalty is levied, then that will be deducted from the monthly bills.
- Invest India or the contractor in case of any failure or omission due to natural calamities, hurricanes or due to any statute or regulations of the government or because of any lock outs, strikes, riots, embargos for any political reasons or otherwise beyond the control of any party including war (whether declared or not) civil war or state of insurrection, will give notice to other party within 15 days of the occurrence of such incident that on account of the above event the notifying party has delayed the performance beyond its reasonable control and it was not due to negligence or default on its part.
- Either party as or when it gives notice of force majeure will provide confirmation of such event in the form of a certificate from the Govt. or Invest India. The parties will be relieved of their respective obligation to perform, hereunder for so long as the event of force majeure continues and to the extent their performance is affected by such an event of force majeure provided notices as above are given and the force majeure is established as provided herein above.
- In the event of any question, disputes or difference arising between the both parties relating to any interpretation and application of these provisions of this agreement, such disputes or differences shall be resolved amicably by the mutual consultations and on failure to do so will be referred for arbitration to the nominee of I. The decision of arbitration to the agreement in this regard will be final and binding upon both the parties. The parties will continue to perform obligation under this agreement during arbitration proceedings.
- The actual numbers of employees/ employees/workers and supervisors etc. so engaged by the contractor will be the whole and sole criteria/decision on the part of the contractor.
- The employees deputed by the contractor shall have no privities of contract with Invest India, and they shall not be treated employees / part time workers or licensees of the department i.e. Invest India in any manner whatsoever for the purpose of wages /payments of any nature / or statutory obligations as per law of the land.
- The engagement of employment is purely amongst the contractor & the employees. Invest India has nothing to do with the same.
- PAYMENT OF BILL:
 - The Contractor shall furnish the bill towards his services during the month in the first week of the following month.
- REPORTING OF CLEANING/ HOUSEKEEPING EMPLOYEES:

- The employees deployed by the contractor shall report to the officer designated by Invest India in charge of pantry/housekeeping work and shall follow the instructions in respect of allocation of work on a day to day basis.
- MISCELLANEOUS:
 - Complying with the legal rules and regulations of the State Government and Central Government governing the work contract would be the sole responsibility of the contractor. The contractor shall ensure that the required work would be completed even in the absence of the person(s) he deploys for the same. The Department reserves the right to accept/reject any tender or all tenders without assigning any reason.
- PENALTY CLAUSE:
 - Short Attendance of Labour: In addition to the non-payment of wages for the period of absence, Rs. 100/- (Rupees one hundred only) per head will be recovered from the bill for any short attendances during the month.
 - Quality Cleaning Material: In case any shortcoming or inferior quality is noticed in the cleaning materials as shown above, the same will be purchased from the market and bill amount will be recovered from the monthly bill of contractor. In case it happens more than two occasions in a month, a penalty of Rs. 500/- (Rupees Five Hundred only) will be recovered for such each occasion.
 - Lapses in cleaning: Any lapses in cleaning and dusting will be liable for penalty as deemed fit by the board nominated by the competent authority

ANNEXURE 4

TECHNICAL BID

(To be enclosed in a separate sealed envelope)

For Providing Housekeeping and Pantry Services in Office of Invest India, Room 225, 1st Floor, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi-110011

1	Name of Tendering Company/ Firm/ Agency (Attach certificates of registration)																	
2	Name of proprietor/Director of Company/Firm/Agency																	
3	Full Address of Registered Office with Telephone No., FAX and E-Mail																	
4	Full address of operating/ Branch Office with Telephone no., FAX and E-Mail with name of the Contact Person(s) and Mobile No.																	
5	Banker of Company/Firm/ Agency with full address (Attach certified copy of statement of A/C for the last three years)																	
6	PAN/GIR No. (Attach self-attested copy)																	
7	Service Tax Registration No. (Attach self-attested copy)																	
8	E.P.F. Registration No. (Attach self-attested copy)																	
9	E.S.I. Registration No. (Attach self-attested copy)																	
10	Documents showing completing at least one service of value not less than Rs.50 Lakh per annum or 2 contracts of Rs. 25 lakh per annum related to providing similar services in a single contract.																	
11	Give details of the major similar contracts handled by the tendering Company/Firm/Agency on behalf of Government Departments, PSUs and other Private sector, during the last five years in the following format. (Attach attested copies). <table border="1" data-bbox="284 1473 1034 1904"><thead><tr><th>S.No</th><th>Details of client along with address, telephone and Fax numbers.</th><th>Amount of Contract. (Rs. in Lakh)</th><th>Duration of Contract. From - to</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr></tbody></table> <p>(If the space provided is insufficient, a separate sheet may be attached.)</p>	S.No	Details of client along with address, telephone and Fax numbers.	Amount of Contract. (Rs. in Lakh)	Duration of Contract. From - to													
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12	Certificate of appreciation/satisfactory certificate from the																	

	last two major clients (preferably Govt./ PSUs)																																	
13	List of Equipment available with the bidder for the purpose of cleaning along with the copy of Bill of purchase of such equipment																																	
14	Total No. of years of experience in providing similar services with the list of clients year wise.)																																	
15	Income declared in I.T. returns for F.Y. 2015-16, 2016-17 & 2017-2018 (enclose copy of IT Returns acknowledgement for the relevant assessment years along with Audit report u/s 44AB).																																	
16	Total Service Tax Remitted in F.Y. 2015-16 & 2016-17, 2017-18																																	
17	Total Turnover of the business in F.Y. 2015-16 & 2017-18, 2018-19																																	
18	Total No. employees in the service providing company/agency/firm																																	
19	Affidavit stating that the agency is / has not been black listed by Centre / State Government / PSU in last three years																																	
20	Declaration about Fraud and corrupt practices (Duly signed & attested as given in the Tender Document – Annexure-III)																																	
21	Details of Earnest Money Deposited: DD No.....Dated..... Amounts: Rs..... Drawn Bank.....																																	
22	Brand Name of the following cleaning materials to be given (The bidder may however add further consumable items, if required) :- <table border="1" data-bbox="331 1328 1034 2004"> <thead> <tr> <th>S.No</th> <th>Particulars</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Taski R1, R2, R3, R4, R6, R9,</td> </tr> <tr> <td>2</td> <td>Taski D7</td> </tr> <tr> <td>3</td> <td>Hand Wash liquid</td> </tr> <tr> <td>4</td> <td>VIM liquid</td> </tr> <tr> <td>5</td> <td>Taski TR 101</td> </tr> <tr> <td>6</td> <td>Taski TR 103</td> </tr> <tr> <td>7</td> <td>Room freshener</td> </tr> <tr> <td>8</td> <td>Microburst 3000 Air Neutraliser (washroom solutions)</td> </tr> <tr> <td>9</td> <td>M Fold paper</td> </tr> <tr> <td>10</td> <td>T Roll Paper</td> </tr> <tr> <td>11</td> <td>HRT Roll Paper</td> </tr> <tr> <td>12</td> <td>Small Garbage Bag</td> </tr> <tr> <td>13</td> <td>Big Garbage Bag</td> </tr> <tr> <td>14</td> <td>Floor Mop</td> </tr> <tr> <td>15</td> <td>Feather Brush</td> </tr> </tbody> </table>	S.No	Particulars	1	Taski R1, R2, R3, R4, R6, R9,	2	Taski D7	3	Hand Wash liquid	4	VIM liquid	5	Taski TR 101	6	Taski TR 103	7	Room freshener	8	Microburst 3000 Air Neutraliser (washroom solutions)	9	M Fold paper	10	T Roll Paper	11	HRT Roll Paper	12	Small Garbage Bag	13	Big Garbage Bag	14	Floor Mop	15	Feather Brush	
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	16	Cobweb Brush	
	17	Chock Clear Pump	
	18	Urinal screen	
	19	Urinal cube	
	20	Godrej aero packet	
	21	Yellow Duster	
	22	Red check Duster	
	23	Blue Check Duster	
	24	Big Wiper	
	25	Toilet Gloves	
	26	Scotch Brite with sponge	
	27	Sponge White	
	28	Scotch Brite	
	29	W/C seat sanitiser	
	30	Carpet Brush	
	31	Dust Control	
	32	HIT Black	
	33	HIT Red	
	34	Nylon Brush	
	35	Kitchen wiper	
	36	Dust Pan Plastik	
	37	Spray bottle	
	38	Pantry Gloves	
	39	Bottle Brush	
	40	Microfiber Duster	

Signature of authorized person

Date:

Name:

Place:

Seal:

DECLARATION

I, _____ Son/Daughter/Wife of
Shri _____ Proprietor/Partner/Director/ Authorized
signatory of the Company/Agency/ Firm, mentioned above, is competent to sign this declaration and
execute this tender document;

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

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 any liabilities
towards prosecution under the appropriate laws.

Date:

Signature of authorized person

Place:

Full Name:

Seal

ANNEXURE 5

COMMERCIAL BID

(To be kept in a separate sealed envelope)

For Providing Housekeeping and Pantry Services in Office of Invest India, Room 225, 1st Floor, Vigyan Bhawan Annexe, Maulana Azad Road, New Delhi-110011.

1. Name of tendering Service Provider Company / Firm/ Agency
2. CONTRACT RATES PER PERSON PER MONTH:

S.No	Description of manpower	Number	Rate per month per person	Total
1	Supervisor (Housekeeping) (Skilled)			
2	Supervisor (Pantry) (Skilled)			
3	Pantry boys (Unskilled)			
4	Housekeeping (unskilled)			

DEDUCTIONS: Income tax as applicable shall be deducted at source. The Service Providing Company/Agency/Firm shall be responsible for meting out all the tax implications as per Rules of other Government Departments.

Signature of authorized person

Full Name:

Seal:

Date:

Place:

Notes:

- The rates quoted by the tendering Agency should be inclusive of all statutory/ taxation liabilities in force at the time of entering into the contract.
- The payment shall be made on conclusion of the calendar month only on the basis of duties performed by the Service providing Company/Agency/Firm during the month.
- Calculation sheet for the total amount arrived at row sl. no. 3 above may be enclosed in a separate sheet for confirmation of its genuineness.

ANNEXURE 6

DECLARATION ABOUT FRAUD AND CORRUPT PRACTICES

We certify that last three years, we have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority on a judicial pronouncement or arbitration award, nor been expelled from any project of contract by any public authority nor have had any contract terminated by any public authority for breach on our part.

We declare that;

- a. We have not directly or indirectly or through an agent engaged or indulged in any corrupt practice, fraudulent practice, coercive practice or restrictive practice as defined in Section-B of Fraud and corrupt practice on the General Instructions for tender of the document, in respect of any tender or request for proposal issued by or any agreement entered into with the Authority or any other public sector enterprises on any Government, Central or State; and
- b. We hereby certify that we have taken steps to ensure that in conformity with the provisions of Section-B of Fraud and Corrupt practice of the terms and conditions of the documents, no person acting for us or on our behalf has engaged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

We certify that in regard to matters other than security and integrity of the country, we or any of our associates have not been convicted by a Court of law or indicated of adverse orders passed by a regulatory authority, which could cast a doubt on our ability to undertake the project or which relates to a grave offence that outrages the moral sense of the community.

We further certify that in regard to matters relating to security and integrity of the country, we have not been charge-sheeted by any agency of the Government or convicted by a Court of law.

We further certify that no investigation by a regulatory authority is pending either against us or against our CEO or any of our Directors/ Managers/ Employees.

DECLARATION

I hereby certify that the information furnished above is full and correct to the best of my knowledge. I understand that in case any deviation is found in the above statement at any stage, the concern shall be blacklisted and shall not have any dealing with the Department in future.

(Signature of Authorized Signatory)

Date: