

NOTICE INVITING TENDER

TENDER DOCUMENT FOR INDIRA GANDHI NATIONAL CENTRE FOR THE ARTS

LIST OF ABBREVIATIONS (Please see Annexure I)

1.0 INFORMATION ABOUT THE BIDDER (Format for submission)

S. No.	Particulars	Remarks
1.	Name of bidder	
2.	Address of Registered Office	
3.	Website	
4.	Email Id	
5.	Telephone Number	
6.	Fax	
7.	Name of the authorised person alongwith nature of authorisation (Power of Attorney/Board Resolution)	

2.0 EMD (EARNEST MONEY DEPOSIT)

Earnest Money Deposit (EMD) for Rs. 6,00,000/- (Rupees six lacs only) in the form of Demand draft drawn in favour of IGNCA, payable at New Delhi, is required to be submitted along with the Technical bid.

2.1 The envelopes containing the Technical bid and the Financial bid shall be placed in an outer envelope along with non-refundable tender fee of Rs.5,000/- (Rupees five thousand only) in the form of Demand Draft drawn in favour of IGNCA, payable at New Delhi. If downloaded copy of the online Tender Document is used by the bidder, the fee of Rs. 5,000/- (non-refundable) must accompany documents at submission. In the event of non payment of the fee of Rs.5,000/- (Non refundable) towards the tender cost at the time of submission of the offer, the bid will not be opened/considered. This outer envelope shall be superscribed "Tender for Security Services and Housekeeping Services for IGNCA".

3.0 BID EVALUATION PROCESS- TECHNICAL BID / FINANCIAL BID OPENING AND EVALUATION

IGNCA intends to select the bidder through an open competitive Bidding process involving evaluation of Technical and thereafter Financial Bids. The IGNCA shall adopt a tender evaluation process as described below:-

- (i) Bidders shall be short listed based on their technical offers meeting a minimum quality standard. The financial offers of only the short listed bidders shall be opened. The final selection shall be based on the lowest rates obtained amongst all technically qualified bidders.
- (ii) Bidders are advised to separately and independently submit rates for security and for automated housekeeping services. IGNCA reserves the right to club or to individually award the works to separate bidders, depending on the lowest rates obtained in the financial bid. The Technical qualification Terms are generalised in nature and therefore apply equally to service providers for both types of services i.e. security and automated

housekeeping services. Eligibility criteria for security and housekeeping services are detailed individually and bidders must be eligible as per criteria.

- (iii) Bidder must provide mandatory information in following paragraphs of this document for evaluation of their bids.

3.1 **TECHNICAL BID** (Applicable for both Security/Housekeeping services)

- (i) IGNCA intends to follow two bid system where the technical bid and financial bid shall be evaluated separately.
- (ii) Only technically qualified bidders will progress to stage of financial bid evaluation.
- (iii) The technical bid evaluation shall be done based on the following criteria:
- (iv) During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

(i) Number of years in Operations	Max 25 Marks
(a) Less than 5 years	05 Marks
(b) 5-10years	15 Marks
(c) 10 years and above	25 Marks
(ii) Turnover (Last Financial Year)	Max. 25 Marks
(a) Less than 100 crores	05 Marks
(b) 100-200 crores	10 Marks
(c) 200-400 crores	15 Marks
(d) 400-500 crores	25 Marks
(iii) Number of Manpower on roll	Max. 25 Marks
(a) Less than 15000	05 Marks
(b) 15000-17000	10 Marks
(c) 17000 to 20000	15 Marks
(d) 20000 and above	25 Marks
(iv) Quality Related Marks	Max. 25 Marks
(a) ISO (Certification 9001 and 14001)	05 Marks
(b) Performance certificates (from Institutes of national & International importance in National Capital Region)	05 Marks
(c) SA 8000/OHSAS 18001/any other international certification	10 Marks
(d) Nationwide presence in 5 or more states	05 Marks

- (v) The Bidder shall be required to produce attested copies of the relevant documents in support of in addition to the documentary evidences being considered during technical evaluation.
- (vi) A substantially responsive bid shall be one that meets the requirements of the bidding document in totality i.e. by following the procedures. The technical bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will be returned unopened.
- (vii). The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. The time/ venue for the financial bid opening shall be intimated to the bidders who are technically qualified, in written communication.

3.2 **FINANCIAL BID OPENING AND EVALUATION**

- (i) The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.
- (ii) All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorisation letter from their Companies and shall be asked to sign on all the sealed envelopes containing the Financial Bid.
- (iii) Any bidder objecting to the same shall be disqualified and his financial bid shall be returned on the spot.
- (iv) Absence of bidders or their authorized representatives shall not impair the legality of the process.
- (v) The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.
- (vi) Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder (L1) shall be decided only after ascertaining the lowest rates offered individually for the security and automated housekeeping services by each of the technically qualified bidders.
- (vii) The financial evaluation shall be carried out and financial bids of all the bidders shall be ranked separately for the security and the housekeeping services.
- (viii) The Bidder with the lowest bid Prices (L1) in individual services will be made an offer to award the work for either security or housekeeping or both (combined) services.
- (ix) The Bidder meeting the minimum eligibility criteria and with the lowest offered rates for the individual services tendered for i.e. security services and automated housekeeping services shall be deemed as the **successful Bidder** and shall be considered eligible L1 Bidder for further process.

- (x) The Successful Tenderer has to deposit 7% of tender value as Performance Security in the form of Bank Guarantee as Security Deposit in prescribed form under rules. The Security Deposit shall be released in full without any interest only when complete handing over of security charge is made to the IGNSA in the event of completion of the contract or otherwise if no dues are recoverable from the firm.
- (xi) If there is a discrepancy between words and figures, the amount in words shall prevail.

4.0 TERMS & CONDITIONS OF SECURITY AND AUTOMATED HOUSEKEEPING SERVICES

4.1 SECURITY SERVICES

(i) In support of the above criteria, Bidder shall furnish documentary proof, as required hereunder and wherever applicable, failing which the Bids are liable to be rejected. Reference to conviction and/or litigation in these instructions are to be construed with reference to conviction relating to any misconduct or offence of moral turpitude and conviction relating to the matters / services as contemplated hereunder and to be rendered by the Bidders within the scope of this invitation to Bid and not otherwise in any other regard and any such conviction or litigation shall be reckoned for a period of last five years. PROVIDED THAT in case of conviction of moral turpitude or sexual harassment or like of Bidder, Director, Partner, Proprietor of the Bidder, the Bid shall be summarily be disqualified on such ground rendering the Bid ineligible and the aforesaid period of conviction during the last 5 years shall be inapplicable in cases of conviction of moral turpitude or the like.

(ii) A declaration by way of an Affidavit of Rs. 100/- duly sworn before a Notary Public in support of having successfully completed the assignments, not having been blacklisted by any Central / State Govt / PSUs / State Corporations.

(iii) The security staff will be paid minimum wages as notified by Govt. Of NCT of Delhi, through Bank Transfer only under the supervision of IGNSA's designated officer. Guards will be paid at the rates applicable to unskilled workers and supervisor will be paid at the rates applicable to semi-skilled workers.

(iv) There will be no upward revision in the service charges of the agency during the contract period, however, any upward/downward changes in the minimum wages of skilled and unskilled workers by Government of Delhi and any change in the statutory tax structure will be applicable w.e.f. the date notified by the Government of Delhi.

(v) The firm shall enclose the photocopies of the certificates issued by the Commissioner of Provident Fund and Employees State Insurance, indicating their account number(s), along with the tender documents (Technical bid).

(vi) The Security firm will provide necessary summer and winter uniforms to the Security guards and Ceremonial dress during programmes attended by V.V.I.P's.

(vii) After the firm/agency is empanelled, other items and conditions will be discussed with it and if the same are agreed upon, the parties will execute a formal "Agreement" which will be binding on both the parties.

(viii) The firm/agency will be required to enclose the photocopies of payments deposited with the Commissioner of Provident Fund and Employees State Insurance in respect of the staff deployed at IGNCA alongwith the account numbers of each staff member. The copies relating to these payments may be enclosed every month alongwith the retainer ship bills submitted by the firm/agency to the Centre for release of payment along with the details of the contribution amount clearly mentioning name of the Guards/Supervisors deployed during the month.

(ix) It will be obligatory on the firm/agency to pay the emoluments, wages and dues of these personnel including contribution towards their Provident Fund and Employees' State Insurance etc. The service provider must ensure that entitled wages of the workers are credited to their bank account latest by 7th of each month. Service provider will not be given any relaxation in this matter. The Service provider shall compulsorily issue the salary slip to every security guards and supervisors providing all the required details.

(x) The security supervisor will not only be responsible for all round performance of duties of the security guards but also will be responsible for their work, discipline and punctuality. The security supervisor will be responsible to the Officer as designated by the IGNCA. He will report daily to him. They should maintain a regular attendance /duty register.

(xi) The security staff will take the responsibility of opening the office main gates and subsequently closing them from time to time as instructed to the security supervisor by the Officer or any authorized person of the IGNCA.

(xii) The firm will ensure the security and safety of the life and property of the entire IGNCA campus and to prevent any theft, damage or loss to any moveable or immovable property. In the event of any theft, damage or loss to any moveable or immovable property of the IGNCA, the extent of damages will be ascertained by a Committee formed by the IGNCA and the damages will be recovered from the firm by the IGNCA as per the recommendations of the Committee.

(xiii) Police verification of all the personnel deployed at the Centre must be carried out and the firm will be required to provide the documentary evidence to this effect.

(xiv) The firm will be required to provide torch, lathi, whistles, wireless and any other items necessary to their security staff. In case of armed guards, the agency must have valid licence.

(xv) Adequate supervision shall be provided to ensure correct and effective performance of the security services in accordance with the prevailing assignment instructions agreed upon between the two parties. The security personnel shall ensure that there is no unidentified/ unclaimed/ suspicious objects/ person in the buildings/premises. The vehicles that enter into the premises must be identified, noted in the register and parked at designated places. Token wherever required must be provided.

(xvi) No properties/equipment/items etc. shall be allowed to be taken out without coverage of a Gate Pass, duly signed by a designated officer of IGNCA.

(xvii) The eight hours shift will normally commence from 06.00 hrs. to 14.00 hrs. to 22.00 hrs. and 22.00 hrs. to 06.00 hrs. But the timings of the shift are changeable and can be fixed by the IGNCA from time to time depending upon the requirements. No security staff will be deployed for more than one shift on each day. No payment shall be made by the IGNCA for double duty, if any.

(xviii) The requirement of additional manpower will be placed on firm/agency as and when required and shift timings of this additional manpower also may differ from general shift timings. Further, in case, working hours for this manpower exceeds eight hours then they will be paid overtime on the basis of each additional one hour subject to maximum of twelve hours shift.

(xix) If the firm fails to execute the contract, the EMD will be forfeited.

(xx) In case the services of the firm are not found satisfactory, the IGNCA can terminate the contract by giving one month's notice in writing.

(xxi) The IGNCA reserves the right to accept or reject any/all tenders without assigning any reason whatsoever.

(xxii) All personnel employed by the Tenderer shall be bound to provide full help in extinguishing any fire, that may break out anywhere in the campus. In the event of any mal practice on the part of the Tenderer or his employees vis-a-vis any staff of the IGNCA or otherwise, the right to terminate the Contract will vest with the IGNCA as per Clause 16.30.

(xxiii) TDS will be deducted as per prevailing Income Tax Laws and certificate to this effect shall be provided to the Tenderer by IGNCA. The responsibility of paying the Service Tax as per prevailing rates and as claimed in the bill amount, will be of the Tenderer. The Tenderer will be required to furnish proof of such deposit to the IGNCA every month.

(xxiv) In case of breach of any of the terms of Agreement, the security deposit of the Firm will be liable to be forfeited by the IGNCA. In addition, the Contract/Agreement will also be liable to be terminated. Any sum of money due or payable to the IGNCA including the security deposit refundable under the contract can be appropriated by the IGNCA against any amount which the firm may owe to the IGNCA, New Delhi.

(xxv) The firm/agency shall be liable to be fined to the extent of Rs. 1000/- in each case for any theft besides the recovery of the cost of the item lost/stolen in the premises of IGNCA which are not covered in clauses of the contract agreement.

(xxvi) The firm will ensure that no unauthorized entry is permitted and the guards at the entry points are able to categories the legitimate visitors without causing any embarrassment or discourtesy.

(xxvii) In case of any difference of opinion or dispute arising between the Parties, regarding interpretation or implementation of any of the terms and conditions of the Contract/Agreement then the same shall be referred to the sole arbitration of the Member Secretary of the IGNCA whose decision shall be final and binding upon both the parties.

(xxviii) The Firm shall compensate in full the loss sustained by IGNCA or its campus inmates on account of any theft, burglary and any other kind of intrusion in the campus entrusted to him for security. The amount of loss to be compensated by the firm shall be determined by the M.S. of the IGNCA arrived at on the basis of or otherwise, on findings of a Joint Committee Enquiry including Representatives of both the IGNCA and the firm, and the same shall be binding on the firm.

(xxix) In case of any theft or burglary it will be the duty of the Security firm or its representative to lodge an F.I.R. at the concerned Police Station under due intimation to the IGNCA. The matter may be referred to the Law Enforcement Authority, if it doesn't get settled for recovered. If the IGNCA does not have enough dues of the Company/Firm with it to recover such amount, legal remedies will be resorted to as per the prevailing Law of the Land.

(xxx) The Firm shall also be fully responsible for any loss, of material and property of IGNCA attributable to the negligence or failure of the Security personnel in complying with the prescribed procedure. All losses suffered by IGNCA on this account shall be compensated in full by the firm. The decision of Joint Secretary of the IGNCA in this regard shall be final and binding on the firm.

4.2 AUTOMATED HOUSEKEEPING SERVICES

(i) The contractor shall deploy experienced Safai Karamchari's to the satisfaction of the Competent Authority for performing the cleanliness jobs. The contractor shall deploy the required number of Safai Karamchari's in each shift or as may be decided by IGNCA according to exigency of work. The total area consisting of buildings of IGNCA i.e. Kalakosha/Kalanidhi shared Resources building at No. 11, Man Singh Road is 17227Sq.mtr. The building in C.V. Mess, Janpath consists of an area measuring 6505 sq.mtr. The area where Media Centre is presently housed covers 1190 sq.mtr. Similarly EMU, canteen and Mati Ghar area measures 337 sq.mtr. and 992 sq.mtr. respectively.

(ii) The contractor shall maintain register for marking the attendance by housekeeping personnel deployed by him, which will be seen/verified by the Security In-charge or an authorized officer of IGNCA periodically.

(iii) The contractor shall issue photo-identity cards to his personnel deployed in the building for performing duty, which will be signed by him and displayed by them on their person while they are in the premises of IGNCA.

(iv) Terms of payment for wages etc. once decided at the time of the award of the contract and included in the agreement shall not be subject to revision except that payment on account of enhancement, escalation on account of revision of wages by appropriate Govt. from time to time shall be payable by the IGNCA to the Contractor.

(v) The contractor shall be required to sign an agreement on a non-judicial stamp paper of appropriate value for satisfactory performance of housekeeping work of the building contract.

(vi) The payment of housekeeping contract will be made on monthly basis within ten working days from the date of receipt of the contractor's bill in duplicate, duly pre-receipted on revenue stamp and complete in all respect. The contractor has to ensure that while discontinuing his staff member, he should pay him/her wages at the time of his/her discontinuation in the presence of implementation Committee representative.

(vii) All Cleaning material/machinery will be provided by the contractor.

(viii) Cleaning work should start in such a way that the contractor should ensure that cleaning work is completed by 08.30 a.m.. It might necessitate cleaning work during late hours for which the Contractor will have to make its own arrangement in the following manner:-

- (a) All the waste/garbage shall be collected and dumped off at the pit situated outside campus by using his own rickshaws.
- (b) All the cleaning material and machinery required for the work shall be provided by contractor.
- (c) Workmen deployed for safai/upkeep should have good knowledge and experience in cleaning. A weekly programme of polishing of floors with floor grinding and/or polishing, cleaning of fittings and fixtures, including ceiling fans, wall Fans etc., removing of cobwebs shall be furnished by the contractor well in advance and approval obtained from the officer In-charge.
- (d) The Safai/upkeep work has to be done with utmost care, diligently and the contractor shall supervise, inspect and issue instructions to its worker for the proper and efficient discharge of the work.
- (e) The upkeep workers shall work from Monday to Saturday and be given weekly off on Sunday. However, the contractor shall depute workers on holidays weekly offs in case of need.
- (f) IGNCA will verify the attendance record of the Housekeeping personnel as maintained by the contractor, daily or at regular intervals as convenient and certify to the corrections of the attendance to avoid any discrepancy in the monthly bills prepared.
- (g) If IGNCA considers that the replacement of a particular person is essential, it will be done by the contractor immediately on receipt of specific instruction of IGNCA administration.
- (h) Disposal of the garbage including pruned tree branches, is to be made everyday.
- (i) That the contractor would provide efficient experienced, honest workmen to complete the Safai/Upkeep work within specified time. The Safai/upkeep work shall include cleaning of floors, corridors, staircases, Door windows, panel/glazed aluminium portions, toilet, removal of garbage and dumping the same as dumping site situated outside the IGNCA Campus as per details given below:
 - (i) Wiping of floors using soft brooms, thrice daily (morning before lunch & post lunch) and swabbing with stabbers drenched with cleaning powder, fluid, cleanzo etc thrice or more as required.
 - (ii) Cleaning and dusting doors partitions, door frames, windows, ventilator etc, once in a week or more as required.

- (iii) Cleaning & washing of floors, urinal portion walls of toilets and mopping the surfaces with mops twice daily or as required.
 - (iv) Putting of naphthalene balls and air freshener cakes in urinal commodes.
 - (v) All the exposed porcelain surfaces shall be kept sparkling clean. No dirty stains sport must be seen on the walls or floors.
 - (vi) Machine Polishing/Blooming of floors shall be done once in every week at their own cost.
 - (vii) Removal of cobwebs using cobweb brush inside and outside the building once in every month or more as required.
 - (viii) Sweeping of road area/open area once daily early in the morning.
 - (ix) Cleaning of basements area including toilets and pump, Generator Room Plant rooms etc. twice a week as required by the users.
 - (x) Housekeeping of building includes the cleaning of terraces and open verandas etc.
 - (xi) Cleaning of the sewer lines should be covered once every week so that it is ensured that the same is not choked.
- (ix) Register/Check list of cleaning/upkeep schedule verified by the supervisor of agency will be submitted to IGNSA Housekeeping In-charge or designated official. This register can be checked by IGNSA'S designated official at any time on weekly basis.

4.3 DISQUALIFICATION CONDITION/PENALTIES/ARBITRATION /FORCE MAJEURE

- (i) Bidders who are currently blacklisted or otherwise debarred by Central / State Govt. / Statutory Corporations will be ineligible to bid during the bid of such blacklisting/department.
- (ii) Any bidder whose contract with respect to providing security services being provided to Central / State Government has been terminated before the expiry of the contract, for breach, if any of terms and conditions at any point of time during the last three years, will be ineligible to bid.
- (iii) If the proprietor or any of the partner of the bidder/ firm of the Directors of the Bidder Company have been at any time convicted by a court for any offence in India or aboard related to the services, such bidder shall be ineligible.
- (iv) Bidder on whom a penalty has been imposed by any of the statutory authority including EPFO Department, Service Tax Department, ESIC etc. shall become ineligible.
- (v) The formation of cartel by bidders or any bidder formed out of cartel for processing any contract including present bid will be declared ineligible.
- (vi) An unregistered partnership firm or unregistered society shall not be eligible to apply for the bid.

4.4 PENALTIES

The penalties which will form a part of the final work awarded will be as follows:-

- (i) That the contractor shall be responsible for the faithful compliance of the awarded work order. Any breach or failure to perform the same may result in termination of the work award order and the forfeiture of the security deposit.
- (ii) That the contractor violates any of the terms and conditions of the work order on commits any fault or their services are not to the entire satisfaction of the officer authorized by the IGNSA, in this behalf, a penalty leading to a deduction of up to a maximum of 5% of the total amount of bill for a particular month may be imposed.
- (iii) The Contractor has to maintain adequate number of manpower, materials and equipments as per the contract and also arrange a pool of standby manpower/supervisor. If the required number of workers/supervisors is less than specified number as mentioned in the contract, a penalty of Rs. 500/- per absentee per day shall be deducted from the bill(s) for a particular month.
- (iv) The Contractor shall supply fresh sets of uniforms/badges, identify cards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform, penalty of Rs. 500/- per person per day shall be recovered from Contractor's bill for a particular month.

4.5 ARBITRATION

In the event of any dispute/differences arising under this agreement or in connection with this contract (except as to matters the decision of which is specifically provided under this agreement) the same shall be referred to the sole arbitrator who will be an official of IGNSA and appointed by the Member Secretary, IGNSA. The Award of the arbitrator shall be final and binding on both the parties. All court matters relating to these tenders will be restricted to High Court of Delhi.

4.6 FORCE MAJEURE

If at any time, during continuance of this contract, the performance in whole or in part by either party, of any obligation under this contract, shall be prevented or delayed by reason of any floods, explosions, epidemics, quarantine restriction or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 7 days from the date of occurrence thereof, neither party shall be due to reason of such event be entitled to terminate this contract nor shall either party have any such claim for damages against the other in respect of such non-performance or delay in performance. The operation of contract shall be resumed as soon as practicable after such event may come to an end or cease to exist and the decision of the Institute as to whether the operation have been so resumed or not shall be final and conclusive, provided further that if the performance in whole or in part of any obligation under his contract is prevented or delayed by reason of any such event for a period exceeding 60 days either party may at his opinion terminate the contract.

Provided ,also that if the contract is terminated under this clause, the Institute shall be at liberty to take over from the Security Agency, the security personnel, vehicles & equipment deployed in the campus until a new security agency is appointed and commences the operation.

5.0 PART I - SECURITY SERVICES / ELIGIBILITY CRITERIA

List of documents required for submission with the response bid:-

Sl. No	Documents required	Remarks
1	Bidder should have all the valid PSARA licence as per Private Security Agencies Regulation Act to act as a private security agency provider from the appropriate authority of Central/State Government.	Bidder must have valid PSARA licence from the last date of submission of bid. PSARA licence pending for approval/renewal will not be accepted
2	Bidder must have residential training facility in the state of Delhi registered/affiliated under Ministry of Labour and Employment /PSARA Act	Tie ups with other companies will not be accepted
3	Bidder must have minimum of 15000 permanent employees on its roll as on March 2016. Employees on adhoc/contractual basis will not be considered as permanent employees	Attach proof of annual Provident Fund deposit from Employees Provident Fund Organization (EPFO)
4	Bidder should have office within 10KM radius of IGNSA in Delhi.	Attach documentary proofs
5	Date and year of establishment / Incorporation. Certificate of incorporation to be attached. Also attach registration of Provident Fund, Employee State Insurance Corporation, Service Tax registration, Gratuity policy etc.	Certificate of incorporation to be attached. Also attach registration of Provident Fund, Employee State Insurance Corporation, Service Tax registration, Gratuity policy etc.
6	Details of 3 Contracts (Govt/PSUs/Private) in security/housekeeping services with performance certificate giving details about the contract: Should have completed three security/housekeeping services works costing not less than Rs. 64.0 lacs Or Should have completed two security/housekeeping services works each costing not less than Rs. 80.0 lacs Or Should have completed one security/housekeeping services works costing not less than Rs.1.28 crores	Contracts successfully completed (start to end) during 2013-14, 14-15 and 15-16
7	Bidder should have PAN issued by Income Tax Department and should attach copy of PAN	
8	Bidder should be registered under the Shops and establishment rules/acts	Company registered under Indian Company Act 1956, with a branch office in Delhi.
9	Bidder should have past experience of providing security services to large events of national / international attendees	Attach copy of work order / performance certificates

10	Certificate from Statutory Auditor (chartered Accountant in case of Proprietorship concern) of bidder that there is no pending claim notice / due demand notice / litigation of liability / default on account of Provident Fund Act, ESIC or Service Tax.	
11	Audited Income Tax annual return and Balance Sheet of the bidder for immediate preceding three Financial Years 2013-14, 2014-15, 2015-16 with certificate from Statutory Auditor / CA, in case of proprietorship concern, as the case may be.	
12	Bidders should have experience of executing similar works i.e. providing security services in PSUs/ Autonomous Institutions/Government Departments/Semi-Government Departments/ Reputed Companies/Prestigious Buildings of NCR Region etc. by daily deploying a total of at least 100 security guards and supervisors at different locations and at least 30 such guards at one location in the last three years. Bidder should submit certificate of satisfactory completion of three such contracts of the last three years	

6.0 **SECURITY SERVICES- SCHEDULE OF MANPOWER**

The following number of staff is the minimum requirement, to be deployed, for the security of IGNCA premises:-

Requirement	No. of Personnel required	Duty hours
Security officer (Having 5 year similar experience)	01(One)	General shift (9 AM to 6 PM) (Security Officer will serve as one point contact for IGNCA as well as security agency alike)
Security Supervisors (Having 5 year similar experience)	8 (Eight) per day	Three security supervisors in 1 st and 2 nd shift and 2 Supervisor in 3 rd shift
Security Guards round the clock	36 (Thirty six per day)	Twelve guards per shift of 8 hours in all three shifts per day
Armed Guards	As per need	

(i) The requirement may vary from time to time depending upon the actual conditions, (Events, Exhibitions, National & International Seminars, etc.). Whenever additional requirements exist, additional payments for the services will be billed and paid by mutual agreement with the event organiser. Cost breakup indicated in Tender Document will be referred for these. In the event of security agency being hired for providing services in IGNCA premises during the events hosted/cohosted by outside agencies, the bill for that event will be raised for the name of that agency for providing additional manpower over and above security services being provided to IGNCA.

(ii) Separate costing break up should be given for armed guards. Such guards would be deployed from time-to-time depending upon the needs only.

(iii) IGNCAs are planning to open few Regional Centres in Goa, Puducherry, Ranchi, Jammu, Kerala and Vadodra, besides having Regional Centres in Varanasi and Bengaluru. The Bidder should make it clear as to whether they can provide services in these places themselves or after having tie up with other agencies at tendered or lower rates.

7.0 **SECURITY SERVICES - RATE STRUCTURE**

Statutory obligations (minimum as per rules)

- a. Minimum wages of Central Govt.
- b. EPF 13.36%
- c. ESI 4.75%
- d. Bonus 8.33%
- e. Leave 8.33%
- f. Gratuity 4.81%
- g. Sub Total
- h. Cost of weekly off (relieving charges) 1/6 @ 16.67%
- i. Cost of off on 3 national holidays 3/365 @ 0.81%
- j. Subtotal
- k. Administrative Charges for supervision of security personnel @.....% of (f) to be paid to the agency.
- l. Sub Total
- m. Service Charges to Tenderer
- n. Sub total
- o. Service tax, Swatch Bharat Cess and Krishi Kalyan Cess of Central Excise Department as applicable (as on day 15%)
- p. Total Cost per month for Security person

8.0 **SECURITY SERVICES - SCOPE OF WORK**

(i) The firm/agency shall provide the 24 hours services of Security Guards in a shift of 8 hours for all days including Saturdays, Sundays and Public Holidays at IGNCAs Complex, New Delhi. Additional services of events in IGNCAs or Regional Centre requirements will be part of the scope also, as the need arises.

(ii) The contract for security arrangements will be offered initially for a period of one year and may be extended for another one year based on performance of agency in first year.

9.0 **TECHNICAL BID - CONTRACT FOR SECURITY SERVICES**

1	Name of the Security Agency	
2	License of Delhi State under Private Security Agencies Regulation Act 2005 for Operating Security Agency(Attach self attested copy)	
3	Address of the Registered Office of the Agency (Attach a document i.e Electricity Bill etc.)	
4.	E.Mail Id	
5.	Year of Commencement agency	
6.	No. of qualified Guards and other personnel on the roll of the Agency	
7.	No. of Security Supervisor	
8.	Name & Telephone Number of Contract Person(s)	
9.	PAN NO. of the Company (Attach self attested copy)	
10.	Service Tax Registration number (Attach self attested copy)	
11.	EPF NO. of the Company (Attach self attested copy)	
12.	ESI NO. of the Company (Attach Self attested copy)	
13.	Registration/License No.(with Labour Department) (Attach self attested copy)	
14.	Details of experience (Attach separate sheet with copies of experience letters issued by previous organizations)	
15.	Proof of average annual turnover supported by audited balance sheet of last three years or a certificate duly signed by Chartered Accountant.	

10.0 **FINANCIAL BID - MONTHLY CHARGES FOR ONE SECURITY OFFICER/SECURITY SUPERVISOR/SECURITY GUARD**

S.No.	Requirement	Security Supervisor (Amount in Rs.)	Security Guard (Amount in Rs.)	Security Officer (Amount in Rs.)
A. (*)	Minimum wages as per Central Government Notification for eight hour shift			
B	EPF @			
C.	ESI @			
D.	EDLI @			
E.	Bonus @			
F.	1/6 for weekly off. and holidays			
G.	Admn. Charges in terms of % of amount in col.A @.....%			
H	Service charges in terms of % of amount in col.A @.....%			
I.	Total			
J.	Service tax in terms of % of amount in col. I @.....%			
K	Grand Total			

(*) Rate should be as per the Minimum Wages Act applicable in NCT of Delhi as on 1st October, 2016 and same will be paid as revised from time to time by the Govt. of Delhi.

- Note: 1 Security services have to be provided round the clock and it will be the responsibility of the firm to give weekly off and leave, if any, admissible to his/her employees by making proper arrangements without disrupting services.
- Note: 2 Admin. Charges include winter and summer uniforms and other facilities such as torch, lathis, etc.
- Note: 3 Payment of Bonus will be reimbursed to the contractor after submission of proof of making payment.
- Note: 4 Serial Nos. B, C & D are mandatory and must be provided as per statutory provisions.
- Note: 5 Making of payments to the statutory authorities as applicable shall be responsibility of the contractor.

All the terms and conditions of the tender are acceptable to the undersigned.

11.0 **TOTAL MONTHLY CHARGES**

Sl. No.	Category	No. of Persons in	Unit Rate	Total Amount
1.	Security Officer		Rs.	
2.	Security Supervisor		Rs.	
3.	Security Guard		Rs.	
4.	Subtotal			
5.	Agency Margin/ Management Fee			
6.	Total Cost per Month			
7.	Applicable Taxes (if any)			
8.	Gross Total Per Month			

Part II - AUTOMATED HOUSEKEEPING SERVICES

12.0 AUTOMATED HOUSEKEEPING SERVICES – SCOPE OF WORK

To clean the office premises by 8.30 AM daily positively. To maintain neat and clean and hygienic office environment, collect the garbage and its environment friendly disposal, cleaning of internal sewer lines. Whenever additional manpower is required the contractor will have to arrange it, on the rates and statutory charges etc. quoted by the contractor in the financial bid. Supervisor should be made responsible for inventory i.e. toilet taps etc. He shall be handed over an inventory list and shall be made responsible for thefts of small items and their immediate replacement. IGNCIA is planning to open few Regional Centres in Goa, Puducherry, Ranchi, Jammu, Kerala and Vadorara besides having Regional Centres in Varanasi & Bengaluru. The bidder should make it clear as to whether they can provide services in these places themselves or after having tie-up with other agencies at tendered or lower rates.

13.0 AUTOMATED HOUSEKEEPING SERVICES – ELIGIBILITY CRITERIA

List of document required for submission with the response bid

Sl. No	Documents required	Remarks
1	Minimum 15000 permanent employees on bidder's roll as on March 2016. Employees on adhoc/contractual basis will not be considered as permanent employees	Attach proof of annual Provident Fund deposit from Employees Provident Fund Organization (EPFO)
2	Bidder should have office in Delhi/NCR	Attach documentary proofs
3	Date and year of establishment / Incorporation. Certificate of incorporation to be attached. Also attach registration of Provident Fund, Employee State Insurance Corporation, Service Tax registration, Gratuity policy etc.	Certificate of incorporation to be attached. Also attach registration of Provident Fund, Employee State Insurance Corporation, Service Tax registration, Gratuity policy etc.
4	Details of 3 Contracts (Govt/PSUs) in security/housekeeping services with performance certificate giving details about the contract: Should have completed three similar works costing not less than Rs. 64.0 lacs Or Should have completed two similar works each costing not less than Rs. 80.0 lacs Or Should have completed one similar work costing not less than Rs.1.28 crores	Contracts successfully completed (start to end) during 2013-14, 14-15 and 15-16
5	Bidder should have PAN issued by Income Tax Department and should attach copy of PAN	
6	Bidder should be registered under the Shops and establishment rules/acts	Company registered under Indian Company Act 1956, with a branch office in Delhi.

7	Past experience of providing similar services to large events of national / international attendees	Attach copy of work order / performance certificates
8	Certificate from Statutory Auditor (chartered Accountant in case of Proprietorship concern) of bidder that there is no pending claim notice / due demand notice / litigation of liability / default on account of Provident Fund Act, ESIC or Service Tax.	
9	Audited Income Tax annual return and Balance Sheet of the bidder for immediate preceding three Financial Years 2013-14, 2014-15, 2015-16 with certificate from Statutory Auditor / CA, in case of proprietorship concern, as the case may be.	
10	Copy of valid OHSAS 18001:1999 / S.A. 8000:2001 / ISO 9001, 14001-2004 or any other international certification and for environmental management system for mechanized housekeeping services	
11	Furnish a copy of Memorandum/ Article of association or copy of Registered Partnership deed or copy of Rules & Regulations & bye laws of societies, power of attorney etc in respect of the tenderer, as applicable	
12	Enclosed Board Resolution and /or Notarized Power of Attorney indicating Authority to Bid.	

14.0 AUTOMATED HOUSEKEEPING SERVICES SPECIFICATION/SCHEDULE OF REQUIREMENT

The following manpower will be required to be deployed daily by the Contractor for sweeping, cleaning of toilets and disposal of garbage etc.

Shift-I 7.30 a.m to 4.30 p.m.	Shift-II 11.00 a.m. to 7.00 p.m
36 workers plus 5 lady workers 2 supervisors and 1 Site Incharge = 44	4 workers plus 2 lady workers = 6

Note 1: Contractor has to use his own rickshaw/vehicles for the disposal of garbage from IGNCA premises to garbage pits outside IGNCA premises.

Note 2: Additional manpower will have to be provided by the Contractor as and when required by IGNCA administration.

Note 3: The above shift are subject to change. However, the duration of the shift will be of 08 hrs. only.

Note 4: Further, in case, if manpower is used for more than eight hours due to administrative reasons, over time will be paid for extra hours, as per rules.

15.0 TECHNICAL BID - AUTOMATED HOUSEKEEPING SERVICES

1.	Name of the Company/Firm	
2.	Address of the Registered Office of the Agency (Attach a document i.e Electricity Bill etc.)	
3.	Registration Certificate (ISO 9001 :2008) (copy to be attached)	
4.	The annual Turnover of the agency should not be less than Rs.10 crores per annum for the last three financial years i.e., Rs.2013-14, 2014-15 & 2015-16. Copies of the audited balance sheets along with Profit & Loss Account for the last three Financial Years (2013-14, 2014-15 & 2015-16) should be attached.	
5.	Email Id.	
6.	Year of Commencement agency (Proof to be attached)	
7.	Name & Telephone Number of Contact Person(s)	
8.	PAN No. of the Company (Attach self attested copy)	
9.	Service Tax Registration number (Attach self attested copy)	
10.	EPF No. of the Company (Attach self attested copy)	
11.	ESI No. of the Company (Attach Self attested copy	
12.	Registration/License No. (with Labour Department)(Attach self attested copy)	
13.	Details of experience (Attach separate sheet with copies of experience letters issued by previous organizations)	
14.	Proof of average annual turnover supported by audited balance sheet and Profit & Loss Account.	

16.0 FINANCIAL BID FOR PROVIDING AUTOMATED HOUSEKEEPING SERVICES AND BREAK-UP OF WAGES

Please specify the uniform charges per month for each category of contract labourer.

Sl. No.	Category	No. of Persons in	Unit Rate	Total Amount
1.	Site Incharge		Rs.	
2.	Housekeeping Supervisor		Rs.	
3.	Housekeeper		Rs.	
4.	Charges towards Housekeeping Chemical, Consumables & Machinery			
5.	Subtotal			
6.	Agency Margin/ Management Fee			
7.	Total Cost per Month			
8.	Applicable Taxes (if any)			
10.	Gross Total Per Month			

The number of persons deployed in each category should include persons deployed for all shifts.

(*) Rate should be as per the Minimum Wages Act applicable in NCT of Delhi as on 1st October, 2016. Cost Break-up of each category of manpower, machinery and material need to be submitted along with financial bid.

Note: 1 Automated Housekeeping will be provided on all working days and as desired by the department.

Note: 2 Admn. Charges include winter and summer uniforms and other facilities such as torch, lathis, etc.

Note: 3 Payment of Bonus will be reimbursed to the contractor after submission of proof of making payment.

Note: 4 Making of payments to the statutory authorities as applicable shall be responsibility of the contractor.

All the terms and conditions of the tender are acceptable to the undersigned.

Date:.....

Name.....

Place.....

Seal.....

Signature of the Authorized Person

Full

Company

Note: The price bid be submitted in a format, as per illustration given above. The rate/amount be mentioned on per item/day/month basis. A separate sheet of paper may be attached, if required. Each sheet should be duly signed.

16.1 BREAK-UP OF WAGES

S. No.	Requirement	Site Incharge Amount in Rs.) Highly Skilled	Supervisor (Amount in Rs.) in Skilled	Housekeeping staff (Amount in Rs.) Un Skilled
A. (*)	Minimum wages as per Central Government Notification for eight hour shift			
B	ESI @			
C.	EPF @			
D.	EDLI @			
E.	Bonus @			
F.	Uniform Charges			
G.	Grand Total			

(*) Rate should be as per the Minimum Wages Act as applicable in NCT of Delhi as on October, 2016 and same will be paid as revised time to time by the Govt.

Note: 1 Service Charges including winter and summer uniforms.

Note: 2 Payment of Bonus will be reimbursed to the contractor after submission of proof of making payment.

Note: 3 Serial Nos. B, C, D & E are mandatory and must be provided as per statutory provisions.

Note: 4 Making of payments to the statutory authorities as applicable shall be responsibility of the contractor.

All the terms and conditions of the tender are acceptable to the undersigned.

17.0 LIST OF MACHINERY TO BE PROVIDED

The list of machinery and consumables is indicative and specifies minimum equipment needed for automated housekeeping services. Bidder may have better systems to ensure superior quality also.

Model	Qty.	Make
Auto Scrubber Drier	2	Jonson Diversy/ Eureka Forbs/ Comac/ Nilfrisk/equivalent brand
Single Disc	2	Jonson Diversy/ Eureka Forbs/ Comac/ Nilfrisk/equivalent brand
Vacuum Cleaner	2	Jonson Diversy/ Eureka Forbs/ Comac/ Nilfrisk/equivalent brand
High pressure Jet	2	Jonson Diversy/ Eureka Forbs/ Comac/ Nilfrisk/equivalent brand
Glass Cleaning Kit	2	Suitable Make
Telescopic Pole	2	Suitable Make
Moping Trolley	5	Unger
Cycle Rickshaw	1	Suitable Make
Garbage Trolley	1	Suitable Make
Total	19	

17.1 MINIMUM QUANTITY OF CONSUMABLES TO BE PROVIDED.

S.No.	Name of Item Brand	Qty Per Month in Ltr, Kg, No
1	Taski R-1	20
2	Multi Purpose Cleaner Taski R-2	20
3	Glass Cleaner Taski R-3	5
4	Toilet Cleaner Taski R-6	25
5	Spiral Floor Cleaner	20
6	Taski R-4 Wood Maintainer	5
7	Taski R-9 Hard Water Cleaner	5
8	Floor Wiper	12
9	Dry Mop Set	12
10	Wet mop set	12
11	Wash room brush	5
12	Duster with different color coding	100
13	Urinal Cube	20
14	Scotch brite	20
15	Naphthalene Balls	10
16	Soft broom	5
17	Floor Duster	24
18	Spray bottle	2
19	Feather brush	5
20	Odinil	70
21	Garbage bag	100
22	Red Pad	1

23	White Pad	1
24	Black Pad	1
25	Hand Wash	30

18.0 SCOPE OF WORK FOR MECHANIZED HOUSEKEEPING

Sl.No	Activity	Continuous	Daily	Weekly	Monthly	Machines / Equipments	Chemicals
1	Rooms and Corridor Cleaning	Dust Controlling with Dust Control	Scrubbing & Drying with Machine	Deep Scrubbing & Drying with Auto Scrubber Dryer	-	Auto Scrubber Dryer, Dust Controller.	Taski R2/ Spiral
2	Staircase Cleaning	-	Dry Mopping followed with Wet Mopping & Grill Cleaning	Vacuuming with Dry Vacuum	Scrubbing & drying with Single Disk & Wet Vacuum	Single Disc, Wet & Dry Vacuum cleaner, Kentucky Mop	Taski R2/ Spiral
3	Drinking Water Area Cleaning	Wet & Dry Moping	Vacuum drying with Wet vacuum Cleaner	Scrubbing & Drying with Single Disk & Wet Vacuum	-	Single Disc Scrubber / Dry Vacuum Cleaner	Taski R2/ Spiral
4	Garbage Collection & Disposal	-	Removal of Garbage	Washing of Dustbins	-	-	
5	Wall/ Roof	-	-	Damp wiping up to reachable height	Removal of Cobwebs with Dry vacuum	Dry Vacuum Cleaner/ Cobweb removal kit	
6	Fire Extinguishers Cleaning	-	Damp Wiping	-	-	-	
7	Chairs	-	Damp Wiping	Vacuum Drying with Dry Vacuum	-	-	
8	Window Glass	-	Washing & Drying with Glass Kit (Section wise)	-	-	Glass Kit	Taski R3
9	Electrical switches	-	-	Damp Wiping	-	-	Taski R 3
10	Toilet Cleaning	Wet & Dry Moping		Washing with High Pressure Jet			Taski R1, R2
11	Sweeping of roads & open area		Manually		Washing with High Pressure Jet		

Signature of the Authorized Person

Date:.....

Full Name.....

Place:.....

Company Seal.....