

TENDER NOTICE

Sub:- Engagement of Manpower Service Provider for outsourcing of house keeping services in DFCCIL's Corporate office.

Sealed bids in a single packet system are invited from reputed, experienced and financially sound companies/Firms/Agencies for engagement of Manpower Services Provider for outsourcing of Housekeeping services for Dedicated Freight Corridor Corporation of India Ltd, 5th floor, Pragati Maidan Metro Station building, New Delhi-110001 as per schedule:-

1.	Tender no.	HQ/Admn/Tender/ Housekeeping services/12
2.	Name of Work	Engagement of Manpower service provider for outsourcing of Housekeeping services.
3.	Duration of contract	Two years
4.	Estimated cost of work	Rs. 1.20 crore
5.	Cost of Tender Form (Non-Refundable)	Rs. 5,000/- (Rupees five thousand only)
6.	Earnest money deposit	Rs.2.10 lakh only
7.	Sale of Tender Form	16.10.12
8.	Last date of receipt of bids	16.11.12 upto 1500 HRS
9.	Opening of bids	16.11.12 at 1530 HRS.
10.	Address for communication	GGM/Admn , Dedicated Freight Corridor Corporation of India Ltd., Room No.509, Vth floor, Pragati Maidan Metro Station Building, New Delhi-110001.

Tender form can be purchased from Manager/Admin-II, DFCCIL, 5th floor, Pragati Maidan Metro Station Building, New Delhi-110001 on all working days from 1100 hrs to 1700 hrs and upto 1300 hrs on 16.11.12 on payment of Rs.5,000/- in the form of Demand Draft/Bankers Cheque in favour of DFCCIL, New Delhi issued by any Nationalized Bank of India or any Scheduled Bank.

Tender form can also be downloaded from the website www.dfccil.org. Detailed terms & conditions and future corrigendum/addendum will be posted on our website.

Manager/Administration-II.

**ENGAGEMENT OF MANPOWER SERVICE PROVIDER FOR
OUTSOURCING OF HOUSE KEEPING SERVICES IN DFCCIL'S
CORPORATE OFFICE.**

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To,
Group General Manager/Admn,
Dedicated Freight Corridor Corporation of India Ltd,
Vth floor, Pragati Maidan Metro Station building complex,
New Delhi-110002.

Name of Work: - Engagement of Manpower Service Provider for outsourcing of house keeping services in DFCCIL's Corporate office.

Ref.: Tender No. HQ/Admn/Tender/ Housekeeping services/12.

- 1- I/We. have read the various conditions of tender attached hereto and hereby agree to abide by the said conditions. I also agree to keep this open tender for acceptance for a period of 90 days from the date fixed for opening the same and in default thereof, I/We will be liable for forfeiture of my/our Earnest Money. I/We offer to do the work as set out in the Bid Document. I/We also agree to abide by the General Terms & Conditions of the Contract and to carry out the work according to the special conditions as laid down by the DFCCIL Administration for the execution of present contract.

- 2- Until a formal agreement is prepared and executed acceptance of this tender shall constitute a binding contract between us subject to the modifications, as may be mutually agreed to,
between us and indicated in the letter of acceptance or my/our offer for the work.

Signature of Bidder

Bidders Address

Section 1.

Instructions to Bidders

Group General Manager(Admn), DFCCIL, for and on behalf of DFCCIL invites, bids under single packet system from the bidders for engagement of Manpower service Provider to provide services of outsourced persons in various categories at DFCCIL, Corporate Office;

1.1 ELIGIBILITY CRITERIA FOR MANPOWER SERVICE PROVIDER:-

S.No.	Criteria	Documents required
i.	(i) Bidder should have successfully completed atleast one work of providing housekeeping services costing not less than Rs. 35% of the estimated cost of work in the last three years {i.e. current year and previous three financial years} for any government department/PSU. (date of start of work may not fall in this period.) OR (ii) Bidder should be carrying out atleast one work of providing housekeeping services for at least two years with average annual payment not less than Rs. TWENTY ONE lakhs only in any government department/PSU.	The bidder has to submit certificate issued by concerned authorities as per Performa given in Annexure-I of the bid document.
ii.	The bidder should have received payment against satisfactory execution of completed and ongoing works of all types during last three Financial years i.e. current year and preceding 3 years as per current ITCC/audited balance sheet of not less than 150% of the advertised estimated cost of work.	Copy of audited Profit/Loss Account, Balance Sheet, copy of Income-Tax Return certified by Chartered Accountant.
iii.	a) Registration for ESI, EPF, Service Tax, PAN number. b) Affidavit that the firm has not been blacklisted for business by any government department /PSU and that in last three years to be reckoned from date of invitation of tender there has not been any work cancelled against them for poor performance. c) Registered under Contract Labour (Regulation and Abolition) Act' 1970 and a valid labour licence under this Act.	Registration certificates/Affidavit/ documents to be enclosed. Performa of Affidavit is given in Annexure-II of the bid document.

Note:- Consortium bidding shall not be allowed at any stage for fulfillment of eligibility criteria

1.2 **Details of the Bidder:**

S. No.	Particulars	Details		
1	Name of Manpower Service Provider			
2	Address with Telephone and fax no.			
3	Status of applicant (individual/proprietorship firm/partnership firm/private limited/society/autonomous bodies(attach documentary evidence)			
4	Types of the services provided			
5	Annual turnover of last three financial years	2009-10	2010-11	2011-12

- 1.3 Tender form can be purchased from Manager/Admin-II, DFCCIL, 5th floor, Pragati Maidan Metro Station Building, New Delhi-110001 on all working days from 1100 hrs to 1700 hrs and upto 1300 hrs on 16.11.12 on payment of Rs. 5,000/- in the form of Demand Draft/Bankers Cheque in favour of DFCCIL, New Delhi issued by any Nationalized Bank of India or any Scheduled Bank.
- 1.4 Bids must be accompanied by an Earnest Money of Rs. 2,10,000/- by a crossed Demand Draft issued by any Nationalized / Scheduled Bank drawn in favour of Dedicated Freight Corridor Corporation of India Ltd, payable at Delhi. Bids received without earnest money shall be summarily rejected. No interest shall be paid on EMD. The EMD of the successful bidder shall be adjusted against Security deposit. The earnest money deposit (EMD) will be forfeited if the bidder withdraws or amends, impairs and derogates from the tender in any respect within the period of validity of tender or fails to furnish the Performance guarantee.
- 1.5 Bid documents along with EMD and cost of tender form should be submitted in sealed covers super-scribed as **Engagement of Manpower Service Provider for outsourcing of house keeping services in DFCCIL's Corporate office**, Tender No. HQ/ADMN/TENDER/ HOUSEKEEPING SERVICES/12 should be deposited in the Tender Box kept in the office of DFCCIL, Pragati Maidan Metro Station building, New Delhi latest by 1500 hrs on 16.11.12 The bids would be opened at as per schedule in the presence of representatives of the agencies who choose to remain present. Submission of bids by the Bidder implies that he has fully read and understood the NIT instructions, terms & condition and all other contract documents and other factors bearing on execution of works.

- 1.6 Contract shall be deemed to have commenced as on from date of issuance of letter of intent and shall be in force for an initial period of two years extendable further for one year with written mutual consent on existing terms and conditions or new terms and condition to be decided at the time of such extension.
- 1.7 DFCCIL reserves the rights to modify, expand, restrict, scrap, re-float the tender without assigning any reasons.
- 1.8 The bidders shall keep their offer open for a minimum period of **90 days** from the date of opening of the bid, being extended further if required by mutual agreement from time to time. Any contravention of the above condition shall make the bidder liable for forfeiture of his earnest money deposit. The bidders cannot withdraw their offer within the period of validity / extended validity.
- 1.9 Bidders are required to give unconditional offers. A conditional offer, having financial implication, is liable to be rejected.
- 1.10 Bids will be assessed based on the information submitted by bidder. However, DFCCIL reserves the right to seek clarification from the bidders, if the evaluation committee considers it necessary for proper assessment of the proposal. Lowest eligible bidder shall be awarded the work. Within 15 days from the date of issue of the letter of award, the successful Bidder will be required to (i) execute the Contract Agreement for Services as per General terms & Conditions of Contract (**section 2**) and Special Conditions of Contract (**section 3**). The successful Bidder with whom the contract is signed shall commence the assignment within 7 days from the date of issue of acceptance letter.

SECTION-2

GENERAL TERMS & CONDITIONS OF CONTRACT

GENERAL TERMS & CONDITIONS OF CONTRACT will form an integral part of the Bid and contract, which is enclosed along with the tender documents. In case of any deviation between conditions of contract and any other special condition & specifications of contract of this tender document, the special condition & specifications of contract of this tender document shall prevail. The tenders must give a certificate along with their offer that they have thoroughly read, understood and accepted the conditions/special conditions & specifications of contract as well as other conditions of tender etc.

2.2 Definitions:-

- (a) The Contract shall mean agreement entered into between DFCCIL and the contractor as recorded in the contract form signed by the parties include all attachment, the notice of tender, the sealed quotation and the tender documents including the tender and acceptance thereof together with the documents referred to therein, and the accepted conditions with annexure mentioned therein including any special conditions, specifications, price schedule / bill of quantities and schedule of rates. All these documents taken together shall be deemed to form one contract and shall be complementary to one another. Contracts deed of contract together with its entire accompaniment and those later incorporated in it by internal consent.
- (b) The Contractor/ Bidder/Manpower Service Provider shall mean the individual or firm or company whether incorporated or not, undertaking the work and shall include legal representative of such an individual or persons comprising such firms or company as the case may be and permitted, assigns of such individual or firm or company.
- (c) The Contract value shall mean the sum for which the tender is accepted.
- (d) The Contract time means period specified in the tender document for entire execution of contracted works from the date of notification of award.

2.3 **Security Deposit-** On acceptance of the bid, the successful bidder shall submit a security deposit equal to 5% of the contract value. The earnest money of the successful bidder will be converted into initial security deposit. Balance Security deposit shall be deducted at the rate of 10% from each of the running bill of the Bidder till the realization of full amount of security deposit as per contract. The amount of security deposit will be retained till the 60 days period after the completion of contract. The security deposit shall be returned to the contractor without any interest.

2.4 **Performance Guarantee** - Besides, security deposit, the successful bidder shall also have to submit performance guarantee amounting to 5% of the contract value in any one of the form of irrevocable Bank Guarantee or FDR from Nationalized or scheduled bank in favour of DFCCIL, New Delhi. The performance guarantee will be furnished after LOA has been issued but before signing of agreement and should be valid upto two months after the completion of the contract.

2.5 DFCCIL reserves the right to increase/decrease the number of manpower under different categories depending as per its requirement.

2.6 **PAYMENT TERMS**

The lump sum amount payable by DFCCIL to the Manpower Service Provider every month shall include the remuneration payable for the outsourced manpower, the commission payable to the Manpower Service Provider, applicable Service Tax & proportionate cost of uniform to manpower.

The aforesaid consideration will be paid by DFCCIL to the Manpower Service Provider within 15 days against the monthly invoices raised by Manpower Service Provider at the end of each month, in duplicate. Deduction towards Income Tax as applicable under the Income Tax Act, 1961, shall be made from all payments made to the manpower service provider and in respect of such deductions necessary certificates of Tax Deduction shall be given;

The Manpower Service Provider shall provide details every quarter regarding submission of statutory payments towards PF, ESI etc. in account of outsourced personnel with the appropriate authorities.

The monthly payment to the outsourced personnel shall be made as per rates quoted by 10th day of every month.

SECTION-3

SPECIAL CONDITIONS OF CONTRACT

3.1 OBLIGATION OF MANPOWER SERVICE PROVIDER

- The Manpower Service provider shall, if and when so requested by DFCCIL, will provide the outsourced manpower at the premises, or any other office of DFCCIL, as may be required by DFCCIL, at the agreed rates. The essential qualification/skills/experience and the tentative number of outsourced personnel and scope of services is given at Annexure III of the Bid document.
- It shall be the responsibility of the Manpower service Provider to verify the qualification and experience of the outsourced manpower. Candidates will be examined for performing the defined functions by DFCCIL and DFCCIL reserves the rights to verify and check the credentials and qualification of the outsourced manpower. If during the course of engagement of any outsourced personnel, it comes to notice that he/she has misrepresented the fact about his/her qualification/experience, the Manpower Service Provider will have to terminate the service of such staff immediately and shall provide suitable replacement within 05 days time.
- If the performance of the outsourced personnel is unsatisfactory, DFCCIL shall give a notice of 15 days to the Manpower Service Provider to take necessary action to improve the performance of outsourced personnel and the performance does not improve even after 15 days of such communication, the Manpower Service Provider shall provide a replacement acceptable to DFCCIL within 05 days time.
- The Manpower Service Provider shall make actual disbursement of salary to the outsourced person in various categories as agreed with DFCCIL and in no circumstances the actual disbursement shall be less than the agreed amount without prior written approval of DFCCIL.
- **TERMINATION OF CONTRACT-**

In case the services of the Manpower Service Provider are not found satisfactory, or there is a breach of any of the terms & conditions of the contract and/or fails/neglects to carry out any instruction issued to it by DFCCIL from time to time the same can be terminated by DFCCIL on giving of a notice of *one month*. In case of unsatisfactory performance of the contract, a warning letter will be issued to the Manpower Service Provider. In case corrective action is not taken, DFCCIL shall have the right to terminate the agreement without any further notice. Unsatisfactory service in this case would be frequent absence or poor attendance of housekeeping staff, inability to provide replacement, lackadaisical work in maintaining cleanliness, discourteous behaviour by the house keeping staff, indiscipline in the premises (which includes taking alcohol, using foul language, getting involved in

objectionable activities, etc.) or any other non-compliance of the provisions of the Agreement.

- The Manpower Service Provider shall not terminate the services of hired staff unilaterally. In case any hired staff is proposed to be replaced/ terminated by the Manpower Service Provider, such action should be taken only with approval of DFCCIL.
- Manpower Service Provider shall ensure complete compliance (in respect of the personnel provided to DFCCIL) of all the prevailing provisions of the Payment of Wages Act 1936, Minimum Wages Act 1948, Workmen Compensation Act 1923, Contract Labour Act 1970, Employees Provident Fund, ESI Act and Miscellaneous Provisions Act 1952 under labour laws, etc, and any other act, rules or regulations as may be enacted by the government or any modifications thereof or any other law relating thereto and rules made there under from time to time. In the event of non-compliance of the same, the Manpower service provider would undertake to indemnify DFCCIL on any cost or liability it may incur on account of such non-compliance.
- In case of any statutory increases in the wages of labour in accordance with the Minimum wages notification issued by the appropriate authority under the Minimum Wages Act from time to time after submission of the tender, payment of minimum wages to the personnel deployed should be revised accordingly and claimed from DFCCIL with the monthly bill. As on date the prevailing notification of Government of NCT Delhi for minimum wages (for various category of workers) is effective from 1st April'2012 and this will be treated as the reference rate for calculating the proportionate increase over the tendered rates.
- The Manpower Service Provider will, for the purpose, aforesaid continuously monitor the Services being rendered by it to ensure that these are upto the standards required by DFCCIL.
- The Manpower Service Provider would comply with the statutory requirements; rules and regulations applicable to outsourced persons engaged by DFCCIL and shall obtain all necessary registrations, licenses, approvals and sanctions under the laws applicable. The Manpower Service Provider shall obtain appropriate license under the Contract Labour (Regulation and Abolition) Act, 1970 and the Rules as amended upto date and shall comply with all terms and conditions thereof strictly, and shall keep such license duly validated and/or renewed from time to time throughout the currency of this Contract.
- The Manpower Service Provider shall decide the modus operandi as to engage workers by them rendering proper and efficient services and to conform to the prescribed standards. The Manpower Service Provider shall submit a copy of the appointment letters issued by it to the outsourced person(s) placed at the office of the DFCCIL for discharging defined activities/ functions.

- No relationship of employer and employee shall be entertained between the DFCCIL and the outsourced personnel engaged by the Manpower Service Provider. The Manpower Service Provider shall ensure that all persons employed by them shall be efficient, skilled, honest and conversant with the nature of work as required.
- The Manpower Service Provider alone shall have the right to take disciplinary action against any person(s) engaged/employed by them; while no right whatsoever shall vest in any such person(s) to raise any dispute and/or claim whatsoever against the DFCCIL. The DFCCIL shall, under no circumstances be deemed or treated as the employer in respect of any person(s) engaged/employed by the Manpower Service Provider for any purpose whatsoever nor would the DFCCIL be liable for any claim(s) whatsoever of any person(s) of the Manpower Service Provider and Manpower Service Provider shall keep DFCCIL totally and completely indemnified against any such claim(s).
- The Manpower Service Provider shall maintain all registers required under various Acts, which may be inspected by the DFCCIL as well as the appropriate authorities at any time.
- The attendance rolls for the personnel deployed by the Manpower Service Provider at the premises of DFCCIL shall be provided by the Manpower Service Provider and it shall be monitored by the Manpower Service Provider. These attendance rolls shall be signed by the authorised representative of Manpower Service Provider who shall get it verified by the designated officer of DFCCIL.
- Notwithstanding anything herein contained, the Manpower Service Provider will be liable to adequately compensate DFCCIL for any loss or damage occasioned by any act, omission or lapse on the part of the Manpower Service Provider or of any persons deployed by it pursuant to the Contract.
- The Manpower Service Provider must also be able to arrange for the replacement of the existing outsourced person, as per the instructions of DFCCIL.
- The engagement of outsourced person shall be purely on temporary and on contract basis. The Manpower Service Provider shall at all times make it absolutely clear to the outsourced personnel hired through them in DFCCIL that such deputed do not have any claim whatsoever for any regular employment in DFCCIL. Any outsourced personnel deputed in DFCCIL can be removed any time by giving notice to the Manpower Service Provider and the staff in the circumstances provided herein above. The Manpower Service Provider will have to provide suitable replacement acceptable to DFCCIL within 05 days time.
- The outsourced person shall at all time maintain absolute integrity and devotion to duty and conduct himself/herself in a manner conducive to the best interests, credits and prestige of DFCCIL.

- The Manpower Service Provider shall indemnify and keep DFCCIL indemnified and harmless from and against all disputes, claims, fines, penalties, litigations criminal as well as civil that may be initiated against the DFCCIL on account of and/or arising out of the failure of the Manpower Service Provider to adhere to any statutory requirement, or to follow such rules regulations, guidelines or procedures as may be required under any statute or directive.
- The outsourced personnel should be in proper uniform with name badges. The Manpower Service Provider will provide at least two sets of uniform to each staff which shall be reimbursed by DFCCIL as per rates specified.
- In case the outsourced personnel deployed by the Manpower Service Provider is found to be suffering from any disease which renders him unsuitable for the job he should be immediately replaced.
- Manpower Service Provider shall provide identity cards bearing the photographs to the all the outsourced personnel deployed in DFCCIL at its own cost.
- **WORKING HOURS OF HIRED STAFF:-** The working hours for the outsourced personnel shall be for 8 hours a day for 6 days a week. However, these timings may be changed without any overall impact on the period of duty as per requirement of operation. The personnel would get a day off every week along with National holidays. Proportionate additional payment will be made for attending office on Sundays, if required by DFCC.

3.2 **OBLIGATION OF DFCCIL** - DFCCIL will, subject to compliance of this contract and all statutory requirements and the provision of services to its satisfaction by the Manpower Service Provider and subject to deduction of Tax at source under the Income Tax Act, 1961 or any other provision of the law for the time being in force, ensure full and timely payments for the services as provided in this contract adjusted by the manpower Service Provider that Cost to the Company does not increase.

3.2 **FORCE MAJEURE** - The Obligations of DFCCIL and the Manpower Service Provider shall remain suspended if and to the extent that they are unable to carry out such obligations owing to force majeure. In the event of such inability continuing for more than a week, the other party shall have the right to terminate this contract without further obligation.

3.3 **INDEMNITY** - The Manpower Service Provider shall indemnify and hold harmless to DFCCIL and its directors, officers and employees from and against all and any claims, demands, losses, damages, penalties, expenses and proceedings connected with the implementation of this contract or arising from any breach or non-compliance whatsoever by the Manpower Service Provider or any of the persons deployed by it pursuant hereto or in relation to any such matter as aforesaid or otherwise arising from any act or omission on their part, whether will full or not, and whether within or outside the premises including but not limited to any and all claims by the hired staff.

- 3.4 In performing the terms and conditions of the contract, the Manpower Service Provider shall at all times act as an Independent Manpower Service Provider. The contract does not in any way create a relationship of principal and agent between DFCCIL and the Manpower Service Provider. The Manpower Service Provider shall not act or attempt or represent itself as an agent of DFCCIL. It is clearly understood and accepted by both parties that this contract between the parties evidenced by it is on a principal to Principal basis and nothing herein contained shall be construed or understood as constituting either party hereto, the agent or representative of the other, under any circumstances. The Manpower Service Provider shall never under any circumstances whatsoever, be entitled to claim themselves to be the employee of DFCCIL.
- 3.5 **INCOME TAX** - Income Tax as per rates applicable/amended under the Income Tax Act of work shall be deducted at source unless the contractor is exempted by Income Tax Authorities.
- 3.6 **SERVICE TAX** - Service Tax as applicable on gross value of each running account bill shall be paid by DFCCIL as per prevailing law.
- 3.7 **RESOLUTION OF DISPUTES & ARBITRATION** - In the event of any dispute or difference whatsoever arising under this contract or in connection therewith including any dispute relating to existing meaning and interpretation of this contract shall be settled amicably through mutual negotiation by the parties. In case the amicable settlement is not possible, the same shall be referred to the sole arbitrator as appointed by DFCCIL. The arbitration shall be conducted in accordance with the provisions of the Arbitration and Conciliation Act 1996. Notwithstanding any dispute between the parties, the Manpower Service Provider shall not be entitled to withhold, delay or defer its obligation, under the contract, and the same shall be carried out strictly in accordance with the terms and conditions of contract.

3.8 **PENALTY** - Penalty for an amount of Rs. 500 to Rs.2000 depending on the nature of unsatisfactory service, will be deducted from the due amount in the following conditions:

- a. Absence of staff;
- b. Any undisciplined behavior by the staff;
- c. Discourteous behavior towards any officer or staff of DFCCIL;
- d. Not wearing proper uniforms;
- e. Not carrying out the duties listed in the scope of work in a satisfactory manner;
- f. Damage or stealing of any asset or property of DFCCIL or officers and staff of DFCCIL;

Penalty for some of the breaches in services will be as follows:

Type of Breaches	Amount (Rs.) of Penalty
Staff not in proper uniform	Rs. 50/- per staff per day
Staff turns up late	Rs. 50/- per staff per hour
Failure in cleaning Officers' chambers	Rs. 100/- per room per day
Failure in cleaning Work Stations	Rs. 50/- per workstation per day
Failure to provide replacement within time frame	Rs.100/- per day

FINANCIAL BID
(Section 4)

To,
Gr. General Manager/Administration,
Dedicated Freight Corridor Corporation,
5th Floor, Pragati Maidan, Metro Station Building Complex,
New Delhi-110001.

Sub: Rates for House Keeping Services

Sir,

We are submitting our rates for House Keeping Services as per details given as under:

SCHEDULE OF QUANTITIES

S. No.	Category	Qty	Minimum wages	Approx. Gross pay p.m (incl. of esi, epf and Bonus)	Total
A)	Office Boys	30	As applicable for semi-skilled workers	9816	70,67,520
B)	Cook/Caretaker for Guest House	02	-do-	9816	4,71,168
C)	Gardener	01	-do-	9816	2,35,584
D)	Electricians	06	As applicable for skilled workers	10804	15,55,776
E)	Carpenter	01	-do-	10804	2,59,296
F)	Plumber	01	-do-	10804	2,59,296
G)	Data Entry Operator	01	-do-	10804	2,59,296
H)	Supervisors	02	-do-	10804	5,18,592
	TOTAL	44			1,06,26,528

The bidder must quote their commission in terms of percentage on the gross pay payable to the outsourced persons as indicated in the financial bid. This percentage shall be applicable on each item of the schedule uniformly.

_____ % is to be given in figures, _____ % is to be given in words.

NOTE:

1. The daily wage rate under the Minimum Wages Act notified by Govt. of NCT of Delhi for various categories of workers mentioned in the chart above shall be deemed to be the reference for calculation of monthly wages and would be revised from time to time as per the notification from appropriate authority. The Manpower Service Provider shall be reimbursed accordingly.
2. Service Tax at applicable rates will be paid extra.
3. The above personnel can also be booked on Sundays and in such a case, a weekly rest will be given on any working day of the following week or proportionate payment due shall be made.
4. Payment will be made on the basis of actual manpower deployed and requirement can be varied at the discretion of DFCCIL.
5. Uniform to the outsourced manpower shall be provided by Manpower Service Provider and following reimbursement shall be done to the Manpower Service provider by DFCCIL:-

for office boys, gardener and caretaker cum cook- Rs. 1000/- per year (2 sets in a year) and for electricians, carpenter, plumber, supervisors, Data Entry Operator- Rs. 2000/- per year (2 sets in a year)
6. In case of default in payment of statutory provisions by the Manpower Service Provider, DFCCIL shall deposit the amount of statutory provisions and shall be entitled to deduct the same from any amount outstanding or payable to Manpower Service Provider or the Manpower Service Provider shall reimburse the same to DFCCIL. Any savings by the Manpower Service Provider, for any reason whatsoever shall accrue to DFCCIL.
7. Besides the categories mentioned above, DFCCIL may ask the Manpower Service Provider to provide other categories of staff also on hiring basis. The essential qualifications/pay structure for such categories shall be decided by mutual agreement and the services will be provided at the agreed commission.

Manpower Service Provider's Name with signature:-

Manpower Service Provider's Name and Address and signature
Telephone No.

Date:-

Annexure-I

Performa for Experience Certificate.{on the letter head of the issuing department}

M/s..... has provided housekeeping services to this department and has completed the work/service successfully. The details are as under:-

1. Name of work/ service:
2. Agreement/contract number:
3. Nature of service provided:
4. Date of start of service/work:
5. Date of completion of work/service :
6. Total value of work/service during the contract period (if completed):
7. In case of ongoing work/service, please indicate the annual payment for F.Y. 2009-10, 2010-11, 2011-12.

(Name & signature of the officer with seal of the department and phone no.).

Annexure-II

Performa for Affidavit.{on the letterhead of the bidder}

I _____ Proprietor/Director/Partner of the firm M/s._____ do hereby solemnly affirm that the firm M/s._____ has never been black listed/debarred by any organization/office and there has not been any work cancelled against them for poor performance in the last three years reckoned from the date of invitation of Tender.

Signature of Proprietor/Director/Partner

SCOPE OF SERVICES:-

1. OFFICE BOYS {Requirement- 30 no., Class-VIII passed}:-

Cleaning of rooms, dusting of furniture and equipments in cabins, workstations, cleaning of utensils, arranging and serving lunch, snacks & tea etc. in the office, distribution of important letters, files, drawings etc. Vacuum cleaning of sofas, carpets etc. Any other task assigned by the officer in charge.

2. HOUSEKEEPING SUPERVISORS {Requirement- 02 no, Graduate}:-

Supervision of the overall work of outsourced personnel, Maintain the attendance register of the manpower and getting in checked by officer in charge, Maintain the discipline in the manpower, Keeping record of the ID card and uniform assigned to the manpower, attending to senior officers after supervision, Work as assigned by officer-in-charge.

3. PLUMBER{ Requirement- 01 no, ITI/Experienced}

Minor plumbing works like changing washers, removing blockage of drains and internal sewage, tightening loosening of fittings etc, operation of water pumps etc, repair/replacement of taps, toilet seats etc.

4. CARPENTER {Requirement- 01 no, ITI/Experienced}

Minor carpentry works like fixing of locks, handles, in tables/drawers etc. repair of door closers, tightening of hinges of doors, windows etc. Fixing of name plates, adjustment of wheel chairs, repair of sofa etc.

5. GARDENER {Requirement- 01 no, ITI/Experienced}

Ensuring maintenance of the lawn of Grass free of weeds, weeding and lawn mowing on a weekly basis, preparing and maintaining the flower beds, trimming the plants, hedges and trees, Watering the lawn, plants and hedges on a daily basis, planting seasonal plants / potted plants / plants as provided by DFCCIL.

6. ELECTRICIANS, LIFT OPERATOR{Requirement- 06 no, ITI/Experienced}

Responsible for repair and maintenance of electrical circuits, lighting and minor electrical equipments installed in the premises. Routine/breakdown maintenance of electrical equipments like hot case, heat convactor, burnt switches, MCBs, burnt wiring, replacement of tube lights/bulbs, water pump and its motor etc. To attend electrical breakdown in DFCCIL office complex, maintain overall functioning of the lift operation and also able to handle lift operation in case of failure of light and in any emergency. Any other related electrical works as desired by officer in charge of the works.

CHECK LIST OF DOCUMENTS.

1. All pages of Bid document duly stamped & signed by authorised signatory;
2. Demand Draft of Rs. 5,000/- as cost of tender form;
3. Demand Draft of Rs. 2,10,000/- as EMD;
4. Financial Bid;
5. Experience Certificate as per Annexure-I;
6. Affidavit as per Annexure-II;
7. Financial statements as per Eligibility criteria.
8. Registration certificate for ESI, EPF, Service Tax, PAN.