



DEDICATED FREIGHT CORRIDOR CORPORATION OF INDIA LTD.
(A Government of India Enterprise under Ministry of Railways)

TENDER DOCUMENT

**NAME OF WORK: Engagement of Manpower Service Provider for
outsourcing of sanitation/cleaning services**

(Tender No.: HQ/Admn/Tender/ sanitation services/13)

February 2013

TENDER NOTICE

Sub:- Engagement of Manpower Service Provider for outsourcing of sanitation/ cleaning 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 Service Provider for outsourcing of sanitation/ cleaning services at 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/ sanitation services/13
2.	Name of Work	Engagement of Manpower Service Provider for outsourcing of sanitation/cleaning services
3.	Duration of contract	Two years
4.	Estimated cost of work	Rs. 65 lakh
5.	Cost of Tender Form (Non-Refundable)	Rs. 5,000/- (Rupees five thousand only)
6.	Bid Security	Rs.1,30,000/- only (Rs. one lakh thirty thousand only)
7.	Sale of Tender Form	13.02.13
8.	Last date of receipt of bids	15.03.13 upto 1500 hrs
9.	Opening of bids	15.03.13 at 1530 hrs
10.	Address for communication	GGM/Admn , Dedicated Freight Corridor Corporation of India Ltd., Room No.509, 5th 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 15.03.13 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.

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

Sub.:- Engagement of Manpower Service Provider for outsourcing of sanitation/cleaning services in DFCCIL's Corporate office.

Ref.: HQ/Admn/Tender/ sanitation services/13

- 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 Bid security. 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 outsourcing of sanitation/ cleaning services in DFCCIL's Corporate office.

1.1 ELIGIBILITY CRITERIA:-

S.No.	Criteria	Documents required
i.	(i) Bidder should have successfully completed atleast one work of providing sanitation/cleaning 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 sanitation/ cleaning services for at least two years with average annual payment not less than Rs. 11.50 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.	Registration for ESI, EPF, Service Tax, PAN number. 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. 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 13.02.13 during office hours and upto 1300 hrs on 15.03.13 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 Bid security of Rs. 1,30,000/- by a crossed Demand Draft issued by any Nationalized / Indian Scheduled commercial Bank drawn in favour of Dedicated Freight Corridor Corporation of India Ltd, payable at Delhi. Bids received without Bid security shall be summarily rejected. No interest shall be paid on Bid Security. The Bid security of the successful bidder shall be adjusted against Retention money. The Bid security 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 security.
- 1.5 Bid documents along with Bid security and cost of tender form should be submitted in sealed covers super-scribed as **Engagement of Manpower Service Provider for outsourcing of sanitation/cleaning services in DFCCIL's Corporate office**, Tender No. HQ/ADMN/ TENDER/ SANITATION SERVICES/13 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 15.03.13. 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 **Duration of contract:-** Contract shall be deemed to have commenced from date of issuance of letter of Acceptance 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. 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.
- 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 Bid security. 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 All entries in the tender form should be legible and filled clearly. Overwriting, cuttings, if any, must be initialed by the person authorized to sign the tender bids.
- 1.11 The rates should be quoted in figures and in words. If there is any variation between the rates quoted in figures and in words, the rates quoted in “**Words**” shall be taken as correct.
- 1.12 The cost of material to be used should be realistic and of approved quality. If rates are found unjustifiable, the tender is liable to be rejected.
- 1.13 The bidders may visit/examine the site and its surrounding on any working day to assess the scope of work before submitting their offer.

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** RETENTION MONEY- The Bid security of the successful bidder shall be retained by DFCCIL as part of security and adjusted against Retention Money for the faithful fulfillment of the contract by the contractor. In addition, a retention amount equal to 10% of each bill shall be retained till the total security available is 5% of the contract value. The Retention money, unless forfeited in whole or in part according to the terms & conditions, shall be returned to the contractor after 60 days of the completion of the contract. No interest is paid on Retention money.
- 2.3** PERFORMANCE SECURITY - Besides, retention money, the successful bidder shall also have to submit performance security within 15 days of receipt of Letter of Acceptance, amounting to 5% of the contract value in the form Bank Guarantee as per prescribed format from any Nationalized/Indian scheduled commercial bank. The performance security 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. In case, the time for completion of work gets extended, the contractor shall get the validity of performance security extended to cover such extended time for completion of work plus 60 days.
- 2.4** When the contract is rescinded, the retention money shall be forfeited and the performance security shall be encashed.
- 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 DFCCIL shall make a lump sum payment to Manpower Service Provider which shall include:-

- (i) Remuneration payable to the Sanitary workers and Sanitary Supervisor;
- (ii) Lumpsum cost of cleaning material as per quoted rates;
- (iii) Service charges/profit;
- (iv) Proportionate cost of uniform which is payable @ Rs. 600/set, two sets in a year for sanitary workers and Rs.1000/set, two sets in a year for sanitary supervisor;
- (v) Service tax as applicable.

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 Manpower Service Provider shall make monthly payment to the outsourced personnel by 10th day of every month.

Section- 3

SPECIAL CONDITIONS OF CONTRACT

3.1 OBLIGATION OF MANPOWER SERVICE PROVIDER

(i) The Manpower Service provider shall submit a complete list of consumable items, equipments/machines that will be used for sanitation/cleaning services and shall be responsible for supply/installation/refilling/maintenance of all such items/equipments used DFCCIL's premises in accordance with the scope of services as given at Annexure III of the Bid document.

(ii) All cleaning material, equipments/machines required for sanitation/ cleaning to be provided by Manpower Service provider shall approved by DFCCIL (Details in Annexure-IV). The Manpower Service provider at his own expense and without delay, shall forthwith arrange to submit the fresh samples complying with the specifications laid down in the contract to the officer-in-charge/DFCCIL for approval. The officer in-charge shall intimate to Manpower Service provider whether samples are approved within 7 days of submission of samples. The officer -in-charge shall have full powers to reject any or all the materials brought to site by manpower Service Provider which are not in accordance with the contract specifications or do not conform in character or quality to samples approved by other means.

(iii) It shall be the responsibility of the Manpower Service Provider to employ only adult workers whose antecedents have been thoroughly verified, including character and police verification.

(iv) 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. The Manpower service provider would undertake to indemnify DFCCIL on any cost or liability that may incur on account of such non-compliance.

(v) 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 **Oct'2012** and this will be treated as the reference rate for calculating the proportionate increase over the tendered rates.

(vi) 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.

(vii) The Manpower Service Provider shall decide the modus operandi for engagement of workers and continuously monitor them for rendering proper and efficient services that conform to the prescribed standards set by DFCCIL. 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.

(viii) 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.

(ix) 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.

(x) 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).

(xi) 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.

(xii) 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.

(xiii) 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.

(xiv) 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.

(xv) 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.

(xvi) 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.

(xvii) The outsourced personnel should be in proper uniform with name badges. The Manpower Service Provider will provide two sets of uniform per year to each staff which shall be reimbursed by DFCCIL as per rates specified.

(xviii) 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.

(xix) Manpower Service Provider shall provide identity cards bearing the photographs to the all the outsourced personnel deployed in DFCCIL at its own cost.

(xx) 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.

(xxi) The Manpower Service Provider shall make actual disbursement of wages/salary to the workers and supervisor through Bank accounts. Any dispute arising out of non payment, short payment or delayed payment has to be settled by the Manpower Service Provider and the workers engaged by him. In no circumstances the actual disbursement shall be less than the agreed amount without prior written approval of DFCCIL.

3.2 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 by giving **one month's notice**. 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. Unsatisfactory service in this case would be frequent absence or poor attendance of sanitary staff, inability to provide replacement, lackadaisical work in maintaining cleanliness, discourteous behaviour by the sanitary 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.

3.3 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.

The DFCCIL shall provide:- (a) storage space to Manpower Service Provider for storing cleaning material and equipments, (b)Water supply and electricity for carrying out the sanitation/ cleaning work.

3.4 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.

3.5 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 of 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.

3.6 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.

3.7 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.

3.8 SERVICE TAX - Service Tax as applicable on gross value of each running account bill shall be paid by DFCCIL as per prevailing law.

3.9 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.

4.0 PENALTIES

a) If any worker arrives late (or leaves early) but permitted to perform duty, pro-rata deduction of the duty rate would be made on hourly basis. If a person deployed is absent on a particular day or comes late/leaves early on three occasions, one day's wage shall be deducted. However, no habitual late comer would be allowed to work and it will be the responsibility of the Manpower service provider to provide a substitute.

b) If a worker proceeds on leave or leaves the job, it will be the responsibility of the manpower service provider to provide a substitute immediately. In case substitute is not provided, deduction of charges will be made on a pro-rata basis from the monthly bills. Further, if a substitute is not provided within 03 days, deduction @ double the charges per worker will be made.

c) Whenever and wherever it is found that the cleanliness is not up to the mark, it will be brought to the notice of the Sanitary supervisor of the Manpower Service Provider by the officer in charge of DFCCIL and if no action is taken within **ONE** hour, penalty @ Rs.500/- per day per complaint will be imposed.

d) The manpower service provider should maintain the required number of manpower and also arrange a pool of stand by sanitary staff/ supervisor. In case any sanitary staff/supervisor absent himself from the duty, the reliever of equal status shall be provided by the Manpower Service Provider from the existing pool of staff. If the required numbers of workers / supervisor are less than the minimum required, a penalty @ Rs.500/- per worker per day will be deducted from the bill.

e) Any deviation in the material quality & quantity quoted will invoke penalty @ Rs 1000/- per occasion.

f) The manpower service provider should provide liquid soaps in soap dispenser in the toilets and toilet paper rolls at least twice a day and as often as may be required. The soap & toilet paper roll so provided should be of good quality & no diluted or water mixed soap be provided. Any violation on this count shall invite penalty @ Rs.500/- per day per fault/violation.

g) The following penalties would be levied on the Manpower service provider:-

Type of Breaches	Amount (Rs.) of Penalty
Staff not in proper uniform	Rs. 100/- per staff per day
Staff turns up late	Rs. 100/- 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

The penalty imposed will be decided by officer –in – charge of this work and this will be final and binding.

On letterhead of the Manpower Service Provider

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 sanitation/ cleaning services

Sir,

We are submitting our rates for sanitation/ cleaning Services as per details given as under:

S. No.	Category	Qty	Rate per month	Total amount Per month
1.	Sanitary workers*	22	Rs. 9,190/-	Rs.2,02,180/-
2.	Sanitary supervisor*	01	Rs.12,155/-	Rs.12,155/-
3.	Cleaning material			To be filled by the bidder in figures and words
4.	Service Charges/ profit			To be filled by the bidder in figures and words

(* details of the same given in annexure-V)

NOTE:

(i) 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.

(ii) Service Tax at applicable rates will be paid extra.

(iii) 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.

(iv) Payment will be made on the basis of actual manpower deployed and requirement can be varied at the discretion of DFCCIL.

(v) 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 sanitary workers - Rs. 1200/- per year (2 sets in a year) for sanitary supervisor- Rs. 2000/- per year (2 sets in a year)

(vi) 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.

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 sanitation/ cleaning services to this department and has completed the work/service successfully. The details are as under:-

Name of work/ service:

Agreement/contract number:

Nature of service provided:

Date of start of service/work:

Date of completion of work/service :

Total value of work/service during the contract period (if completed):

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

CHECK LIST OF DOCUMENTS.

All pages of Bid document duly stamped & signed by authorised signatory;

Demand Draft of Rs. 5,000/- as cost of tender form;

Demand Draft of Rs. 1,30,000/- as BID SECURITY;

Financial Bid;

Experience Certificate as per Annexure-I;

Affidavit as per Annexure-II;

Financial statements as per Eligibility criteria.

Registration certificate for ESI, EPF, Service Tax, PAN.

SCOPE OF WORK:-

The scope of work includes cleaning/sanitation work for DFCCIL's corporate office at Pragati Maidan Metro Station Building, New Delhi and associated premises spread over an area of about 8100 square meters. Manpower Service Provider shall be responsible for cleaning/ sanitation of all the three floors of the station building, circulating area, common area of the building including parking area and garden. The following cleaning services will be done daily from Monday to Saturday at regular intervals so that the areas covered under the contract remain spic and span all the time. For providing sanitation/ cleaning services, the manpower service provider shall have to use cleaning materials/items and machines /equipments as indicated in the list {Annex-IV}).

Maintenance schedule from Monday to Friday:-

- (i) Cleaning, sweeping, mopping and wiping of floors, railings, staircase, corridors, pantry, Toilets, Conference Halls, Meeting rooms, chambers, rooms, workstations etc. on daily basis or as required by the Officer-in-charge. Cleaning activity shall start in the morning at 7:30 a.m. so as to complete before 9.15 a.m. The wet mopping of floors, corridors should be carried out atleast thrice a day with phenyl/disinfectant.
- (ii) Spraying of Air freshners in the Board Rooms, Meeting Rooms, Conference Halls, Chambers of MD& Directors, other Senior officers before office timings;
- (iii) Cleaning and disinfecting all vitreous fixtures including toilet bowls, urinals, sinks, toilet seats, containers etc. Brush thoroughly to include below water level and under rims including areas at hinges and cistern handles. Re-stock toiletries, which include liquid hand soap, toilet rolls, air fresheners, sanitary cubes, naphthalene balls in toilets, etc. after daily check-ups in the morning, afternoons and on call basis during daytime. Soap containers, mugs, bucket and all other items available in the toilets should be kept absolutely clean throughout the day.
- (iv) Removal of dust, cobwebs, waste/ scrap from all dustbins, cleaning of ashtrays, spittoons etc and disposal of the same in designated spots provided by municipal authorities ;
- (v) Disposal of accumulated garbage, waste at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum. The garbage should never be kept overnight in the premises of DFCCIL office.
- (vi) Manpower Service Provider shall make its own arrangement for carriage of materials like garbage, malba, minor building rubbish, earth, etc. to be disposed beyond the premises to up to the nearest municipal garbage bin.

Maintenance schedule on Saturday/Holiday

- (i) Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, or any other chemical using automatic mopper/scrubbing machine to be use at least once a week.
- (ii) Washing & scrubbing of staircases;
- (iii) Dusting of false ceiling etc. with soft broom and cloth;
- (iv) Cleaning of sofa sets, carpet with vacuum cleaner;
- (v) Cleaning of brass letter name plates by brasso (polish);
- (vi) Curtains/blinds cleaning with vacuum cleaner;
- (vii) Tiles cleaning with thinner;
- (viii) Cleaning of Terrace, parking area, garden, chajjas, Lifts/Air Conditioners/ Plant rooms, cleaning of cobwebs;
- (ix) Shifting of furniture items, cabinets etc from one floor to another as per the requirement of officer in charge.
- (x) Cleaning and dusting of electrical switchboards, light fixtures, fans, air conditioner vents, overhead light fixtures, projectors, fire-fighting equipments, nameplates, plant boxes, doormats etc.

The sanitary supervisor shall ensure that the sanitation/ cleaning activities are carried out as per schedule given above, maintain attendance of the sanitary workers, allocate duties and supervise their work. He would be responsible for maintaining stock of consumable items provided by Manpower service provider to be used in DFCCIL's premises and submit a list of these items every month to the officer in charge/DFCCIL for inspection. All the machines/equipments should be checked by him and should ensure they remain in perfect working condition. He shall also check and inspect all the toilets for any water leakage/non functional /missing taps of wash basin and toilets /washrooms and mugs/buckets etc, and check whether the cisterns are in working order and the sheets of western style WCs are not broken/cracked and shall submit an OK report to the officer in charge. Any tap/WC etc. which require repair etc. should be immediately reported by him in to officer in charge.

The above said list of activities in the maintenance schedule is only indicative and not exhaustive. Any other work related to sanitation/ cleaning services can be given by officer in charge/DFCCIL.

Annexure IV

List of cleaning materials along with minimum quantity required per month:-

S.No.	Particulars of Item	Qty.	Brand name
1	Acid	20 ltr.	
2	Naphthalene Balls	1 kgs	Bengal tiger/Trishul/equivalent
3	Phenyl	60 ltr	Bengal tiger/Trishul/equivalent
4	Liquid Soap	30 ltr	Fem/Dettol/equivalent
5	W.C. Cleaner	30 ltr.	Harpic/sanifresh/equivalent
6	Room Freshners	20 no.	Odonil/ equivalent
7	Air freshner	35 no. (100 gms)	Odonil/equivalent
8	Toilet Paper Rolls	90 rolls	Wintex / equivalent
9	Urinal Cubes	03 kg	Homocol/equivalent
10	Detergent powder	40 kgs	Vim/nirma/eqivalent
11	Glass Cleaner	25 ltr	Colin/equivalent
12	Brooms (Hard)	10 no.	
13	Brooms (Soft)	12 No.	
14	Road Broom (complete)	02 no.	
15	Hocky Toilet Brush	06 no.	
16	Mops/Floor Duster (Big Size)	03 no.	
17	Wiper	048 no.	Supremo /equivalent
18	Duster (white & yellow)	07 dozen	
19	Floor Duster (big size)	05 dozen	
20	Chock Pump Unique	02 no.	
21	Plastic Wool (Juna)	5 dozen	
22	Bucket Plastic 16 ltrs.	02 no.	
23	Drum 100 ltrs with lid	03 no.	
24	Plastic Mugs	04 no.	
25	Dustpan	04 no.	
26	Easy Bang Cleaner (400ml)	01 no.	
27	Face Tissue	80 no.	Wintex / equivalent
28	Mosquito repellent spray	06 no.	
29	Jala Brush	02 no.	
30	Garbage Bag (100 ltr)	30 kg	
31	Dettol soap	02 no.	

List of machines/equipments required for DFCCIL's premises.

1	Vacuum cleaner	01 (wet & dry)	Roots/Eureka Forkes/equivalent
2.	Single disc scrubbing machine	01	Roots/Equivalent
3.	Foldable Ladder	01	
4.	Garbage trolley	01	

Annexure-V

**REMUNERATION TO THE WORKERS & SUPERVISOR ALONGWITH
REQUIREMENT.**

S. No.	Category	Qty	Minimum Wages	Approx. Gross pay p.m (incl. of ESI, Epf &bonus)	Total (p.m.)
A)	workers	22	As applicable for unskilled workers	Rs.9,190/-	2,02,180/-
B)	Supervisor	01	As applicable for Clerical & non technical supervisory staff	Rs.12,155/-	12,155/-

S. No.	Category	Basic pay	EPF (13.61%)	ESI (4.75%)	Bonus (8.33%)	Gross pay (p.m.)
1.	worker	7254	987.2694	344.565	604.2582	9190.093
2.	supervisor	9594	1305.7434	455.715	799.1802	12154.64