



**THE STATE TRADING CORPORATION OF INDIA LTD. (STC)**

**23<sup>rd</sup> Floor, Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi-110001**

**Telephone: 011-23462341/23462331, 23462233/23462375 Fax: 011-23701106**

Tender No. STC/GAD/Housekeeping/I/2016

12.05. 2016

### **E-Tender Notice**

#### **1. Notice Inviting Tender (NIT) for Housekeeping Services in STC**

STC invites online bids (E-Tender) under two bid system (Technical/Commercial & Financial) from reputed & experienced private limited or public limited companies for housekeeping services for a period of one year. The period may be extended further on sole discretion of STC.

Organizations interested in responding to this NIT must submit their bids online using e-Procurement portal of NIC ([eprocure.gov.in](http://eprocure.gov.in)) in the prescribed formats along with all necessary documents and information requested herein.

The bids may be submitted latest by **03.00 PM** on **02.06.2016**. The bids will be opened on 03.06.2016 at 11AM.

Financial bids for only those bidders will be opened who are declared qualified in technical evaluation. The date and time for opening of financial bids shall be separately notified on NIC's e-Procurement Portal ([eprocure.gov.in](http://eprocure.gov.in)). STC may seek any further clarifications or documents as felt necessary but not obliged to do so.

All details regarding the subject NIT are available on websites: [www.stc.gov.in](http://www.stc.gov.in), [www.tenders.gov.in](http://www.tenders.gov.in) and [www.eprocure.gov.in/eprocure](http://www.eprocure.gov.in/eprocure). Any change/modification/ corrigendum in connection with this NIT will be intimated through one or more of these websites only. Prospective bidders are therefore requested to visit above mentioned websites regularly to keep themselves updated. STC shall not be liable to send any individual information or issue a public notice.

## 2. Earnest Money Deposit (EMD) and Bidding fee

- The tender document can be obtained (from Shri Raj Kumar, Dy Manager and Shri Virender Kumar, Asstt. Manager, STC of India Ltd., Jawahar Vyapar Bhawan, 6<sup>th</sup> Floor Annexe Tolstoy Marg, New Delhi on any working day between 11.00 AM and 4.00 PM from 13.05.2016 to 01.06.2016 for Rs.1000/- payable in the form of DD/Bankers Cheque in favour of "The State Trading Corporation of India Ltd, New Delhi" (non-refundable).
- Tender document is also available at STC website <http://www.stc.gov.in>. The document downloaded from the website should be accompanied by the cost of the tender documents, i.e., Rs.1000/- in the form of Demand Draft/Pay Order/Banker's Cheque in favour of "STC of India Limited" along with Technical Bid.
- All Bidders are requested to furnish an EMD of Rs. 1,50,000/- (Rupees one lakh Fifty Thousand only) by way of Banker's Cheque / Demand Draft drawn in favour of 'The State Trading Corporation of India Ltd.' payable at 'New Delhi'.
- **MSEs having valid registration certificate will be provided the tender documents free of cost and are also exempted from payment of EMD.**

**In case the Bidder is a Micro or Small Enterprises (MSE) it shall be exempted from paying the tender document fee and also exempted from payment of EMD**

- The envelope containing the EMD along with Covering Letter mentioning the details of Bidder Company on the company's Letterhead, should be sealed and superscribed as "Housekeeping" and the same should be dropped in the 'EMD Box' kept at the following address so as to reach on or before the deadline prescribed for receipt of bids.

The State Trading Corporation of India Ltd.,  
Jawahar Vyapar Bhawan,  
Ground Floor, Reception  
Tolstoy Marg,  
New Delhi -110001.

- **MSEs are required to submit - attested copies of relevant certifying documents Registration/Exemption certificate in lieu of EMD.**
- Bids for which EMD is not received (other than the exempted cases) in the prescribed manner shall be rejected summarily.
- STC shall not be responsible for non-receipt / non-delivery / delayed receipt of the EMD due to any reason whatsoever.

- EMD shall not carry any interest and EMD of unsuccessful bidders shall be returned within a fortnight after Award of Contract to the Successful Bidder. The EMD of successful bidder will be returned only after furnishing of Security Deposit amount.

### **3. Electronic Submission of Bids**

- Bids against this NIT shall be received only electronically through the e-Procurement Portal of NIC ([eprocure.gov.in](http://eprocure.gov.in)). No bids shall be accepted in hard copy or in any other form.
- For submission of e-bids, bidders are required to get themselves registered with [eprocure.gov.in](http://eprocure.gov.in) website using Digital Signature Certificate (DSC) essentially having signing certificate.
- Earnest Money Deposit (EMD) is required to be submitted in the form of a Banker's Cheque/ Demand Draft from a nationalized bank, which must reach STC before closure of the e-tender in the manner prescribed herein.
- The details of EMD (Banker's Cheque/ Demand Draft) uploaded during bid submission, and those submitted physically in EMD Box at Ground Floor Reception, should tally. Otherwise, the bid is liable to be rejected.
- A bidder may modify, substitute or withdraw its e-bid after submission before the last date and time of bid submission. No bids shall be modified, substituted or withdrawn by the bidder on or after the last date and time of bid submission.
- STC may ask the bidders to submit any or all the documents in original submitted as part of their only bid anytime during the bid process.
- For modification of e-bids, bidder has to detach its old proposal from e-tendering portal and up load. Resubmit digitally signed modified bid.
- Bidders are advised in their own interest to submit the only bids well before the bid submission and date & time (as per Server system Clock of e-procurement portal). STC shall not be responsible for any delay or the difficulties encountered during the submission of bids at the eleventh hour due to any technical or other problems.
- For any queries relating to the process of online bid submission or queries relating to Procurement Portal ([eprocure.gov.in](http://eprocure.gov.in)), the bidders may contract Portal Helpdesk on Te. Nos. 1800-3070-2232, 91-7878007972 and 91-7878007973

#### 4. Location

Housekeeping/sweeping & cleaning services to be provided at STC's Building Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi.

#### 5. ELIGIBILITY

a) The agency/Firm/Company should have its own annual turnover of minimum 29.10 lakhs (approx.) of the estimated value of the tender during the last three financial year i.e.2012-13, 2013-14 and 2014-15 and in support thereof their balance sheets & profit & Loss accounts be attached (scanned Copies) duly certified by their Chartered Accountant.

b) Experience of having successfully completed similar works during last 3 years ending last day of month previous to the one in which applications are invited should be either of the following:

Three similar completed works costing not less than the amount of equal to 38.80 lakhs (approx.) of the estimated cost.

Or

Two similar completed works costing not less than the amount equal to 48.50 lakhs (approx.)of the estimated cost.

Or

One similar completed works costing not less than the amount equal to 77.60 lakhs (approx.) of the estimated cost.

One of the completed work contract in Govt. Deptt./Semi Govt. Deptt./PSUs/ MNSc/ Public Limited Companies in any of the aforesaid three Financial years.

#### 6. REGISTRATION

The agency should have following valid Registration

- EPF Registration;
- ESI Registration
- Service Tax Registration; and
- PAN card No.
- ISO Certificate No.9001

#### 7. ESCALATION

No escalation on any account shall be permitted after the submission of the tenders and during the currency or extended period of the contract

except for any escalation on account of increase in minimum wages/grant of increase in dearness allowance by Delhi/Central Govt. to the workers deployed for the job. However no change in service charges shall be entertained.

#### 8. COMPLIANCE LABOUR LAWS

- a. The contractor shall comply with provisions of Delhi Shops and Establishment Act, ESI Act, Workman Compliance Act or the Minimum Wages Act or any other enactment in this regard as may be announced by any Govt. Agency/authority from time to time.
- b. The contract will be required to be registered as per the applicable provisions of the Contract Labour (Regulation & Abolition) Act' 1970 within the stipulated period and will comply with all the provisions as applicable under the Act.
- c. No increase in Service Charges will be permitted during the currency of contract or extended period of the contract.

#### 9. Other Terms and Conditions

- In case of the bidder being a Micro or Small Enterprise (MSE) relevant registration certificate to that effect should be mandatorily submitted. It should also be clearly indicated whether the MSE is owned by SC or ST entrepreneur, wherever applicable. MSEs producing valid certificate or registration shall be provided with the tender documents free of cost and shall also be exempted from payment of EMD. If the price quoted by an MSE is within L-1+15% it will be allowed to supply a portion (upto 20% of total tendered quantity) of requirement provided the enterprise is able to match the L-1 price and the L-1 price is from a bidder other than an MSE. In case price two or more MSEs price within L-1+ 15% order may be divided as deemed fit by STC.
- Submission of offer shall mean unconditional acceptance of all terms and conditions contained in this bid document.
- The bidders must be registered with the Service Tax Department, PF, ESI and other statutory authorities as per labour law act.
- Bids containing any alterations/cuttings/mark of erasure etc. even if accompanied by signature shall be liable to be rejected on such grounds.
- The bids will be technically evaluated on the basis of bidders' prior experience in the similar field, testimonials, etc. Financial bids from only those parties will be opened who are declared qualified and are shortlisted after technical evaluation.
- STC shall not be responsible for non receipt / non delivery of the offer document due to any reason whatsoever.
- Offers should be valid for a period of 90 days from the date of closing of tender.
- The successful bidder shall submit a letter of acceptance within 7 days from the date of award of Housekeeping Contract.
- Conditional offers are liable to be rejected.
- Offers submitted by Email, Fax, telegram or telex shall not be considered.

- Failure to submit all the required documents or submission of incomplete document will render the quotation liable to rejection.
- The agency should be fully equipped with the latest cleaning equipment but not limited to auto-scrubber, wet/dry vacuum cleaner, jet pressure wash.
- If the tenderer is found to have provided wrong information in his tender, STC reserves the right to reject such tender at any stage or to cancel the contract, if awarded and forfeit the EMD/SD/ any other moneys due to it.
- Financial bid shall contain price only and no other documents shall be enclosed with the financial bid. The tender will be finalized on the basis of the total bid amount for housekeeping work.
- The original of all documents attached with the tender will have to be submitted for verification before the award of the contract.
- The tender documents duly signed by the tenderer including terms and conditions will be the part of the contract.
  
- STC reserves the right to accept or reject any bid, and/or to annul the bidding process and reject all bids, at any time prior to award of contract, without thereby incurring any liability from the affected bidder or bidders nor shall STC have any obligation to inform the affected bidder or bidders of the grounds for STC's action.

**10. The prospective bidders may contact :**

Mr. Raj Kumar, Deputy Manager  
The State trading Corporation of India Ltd., Jawahar Vyapar Bhawan,  
6<sup>th</sup> Floor Annexe,  
Tolstoy Marg, New Delhi -110001  
Ph. No. : 011-23462233  
Mob. : 9810476472  
Email : [rktanwar@stc.gov.in](mailto:rktanwar@stc.gov.in)

Ms. Virender Kumar, Assistant Manager  
The State trading Corporation of India Ltd. Jawahar Vyapar Bhawan,  
6<sup>th</sup> Floor Annexe Tolstoy Marg, New Delhi -110001  
Ph. No. : 011-23462375  
Mob. : 9891986228  
Email : [virenderkr@stc.gov.in](mailto:virenderkr@stc.gov.in)

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**THE STATE TRADING CORPORATION OF INDIA LIMITED**

**TERMS & CONDITIONS OF TENDER FOR PROVIDING HOUSEKEEPING SERVICES AT STC BUILDING JAWAHAR VYAPAR BHAWAN, TOLSTOY MARG, NEW DELHI-110 001**

**1. WORKING HOURS:**

The services are required for six days in a week, Monday to Saturday, from 8.00 AM to 4.00 PM on each working day for housemen and from 9.30 AM to 5.30 PM for helpers. The office timings are 9.30 AM -- 5.30 PM. Two housemen have to remain on duty up to 7.00 PM.

**2. Scope of work:**

The contractor shall attend to work as indicated in the (Annexure-A).

The floor areas or number of floors are as under

<u>Q U O T A T I O N S</u>	<u>Area in Sq. meter</u>
<u>JAWAHAR VYPAR BHAVAN:</u>	
1. Basements – I & II	6618.00
2. Ground Floor	846.00
3. 4 <sup>th</sup> , 5 <sup>th</sup> & 6 <sup>th</sup> Main Floors (959.00 x 3)	2877.00
4. 10 <sup>th</sup> Floor (VIP Area)	959.00
5. 17 <sup>th</sup> Floor	1085.00
6. 20 <sup>th</sup> Floor	350.00
7. 23 <sup>rd</sup> Floor	320.00
8. <u>Annexes</u>	
4 <sup>th</sup> , 6 <sup>th</sup> , 7 <sup>th</sup> & 10 <sup>th</sup> Floor (448.00 x 4)	1792.00
9. Open Spaces on Ground Floor (Excluding Front of CCIC)	
10. Common Areas like Staircases, Lift, Lobbies (all floors from Ground Floor to 23 <sup>rd</sup> floor Including Annexes).	

However, the floor area or number of floors may marginally vary (increase or decrease) at the discretion of STC.

**3. BEHAVIOUR AND DISCIPLINE OF AGENCY STAFF:**

- (a) The housekeeping services agency shall ensure that all personnel deployed in terms of the contract at the Corporation's premises wear uniforms to be supplied by the agency and also ensure that they display photo identity cards on their person at all time while on the premises and the Identity Cards will be issued by the Contractor.
- (b) The personnel of the housekeeping services agency shall be polite, courteous and well behaved.
- (c) The personnel of the Housekeeping services agency shall not mix or establish any contacts with STC's employees or do any undue favour or any private work other than their normal duties during the specified workings hours.
- (d) The personnel of the Housekeeping services agency accepting any tips from STC's employees/visitors shall be removed from the premises and not allowed to work from the date of such an incident.
- (e) The personnel of the Housekeeping services agency shall not disturb the STC's employees and/or use undesirable and abusive language while dealing with them. If any such incident is reported, the agency shall be held fully responsible for its consequences. The agency shall be liable to take action against erring personnel.
- (f) The personnel of the Housekeeping services agency shall not make any sort of noise including shouting of slogans etc. or take part in any type of agitation in the STC's premises.
- (g) The Housekeeping services agency shall be fully responsible for making good any losses, sustained by STC by way of theft/burglary, fire damages of any kind to the premises or any other mischievous deed on the part of its employees.
- (h) The personnel of the Housekeeping services agency shall not enter into any unlawful activity within the STC's premises and shall have good moral character.



- (i) The STC shall reserve the right to impose cash penalty on the housekeeping services agency and deduct such amounts from its monthly bill and/or security deposit in case the STC is put to any financial loss of any nature whatsoever, directly or indirectly by any of the housekeeping services agency's personnel. In the event of deduction from security deposit, the housekeeping agency shall deposit further amount to keep the amount of security deposit at the prescribed level.
- (j) The housekeeping agency shall be solely responsible for all payments but not limited to minimum wages, P.F. contributions, Bonus or any other benefits under various Labour Laws/Acts applicable to him and/ or the personnel employed by him. In case the agency fails to discharge any of his legal obligations, the STC shall deduct such sums as making to the total legal liability, from the agency's monthly bills and/or security deposit and discharge the liability on behalf of the agency. In such an event the agency should deposit further amount so as to keep the amount of security deposit at the prescribed level.
- (k) The Housekeeping services agency shall get the antecedent of its personnel verified by the Police and the certificate to that effect should be submitted before their deployment at the STC. The agency shall also submit the names, present and permanent residential addresses and two copies of their passport size photographs to STC.
- (l) The housekeeping services agency shall have his staff examined and medically checked prior to their deployment. Any person found medically unfit shall not be deployed.
- (m) In case it is found at any time that the contractor has short deployed the staff, he will be liable for a penalty which may extend up to Rs.5000/- per event. This penalty will be in addition to the recoveries on account of each short deployment of manpower.
- (n) STC has sole right to increase and decrease the manpower during the currency of contract as per our requirement.

#### 4. VALIDITY:

**The validity of this contract will be for a period of one year from date of signing, commencement execution and may be extendable another one year on sole discretion of STC** on the same rates, terms and conditions, subject to satisfactory performance of the obligations under the contract by the agency. If, however, the performance is not

found to be satisfactory during the contract period, the contract can be terminated at any time by serving one month's notice in writing. Even otherwise minimum one month's notice is required for termination of the contract from either side. In case notice of termination is given by the agency, STC will try to make efforts for appointment of a new agency within the notice period and agency will bear the advertising cost for floating the new tenders by STC. In case STC is unable to appoint a new agency during the notice period the agency will be required to continue with the job till such time new arrangement is made.

The housekeeping contract shall also stand terminated:

- a) with immediate effect in case of any negligence or violation of the tender terms on the part of the contractor; or
- b) on expiry of one month's notice period as per clause 4.

## **5 CHARGES AND PAYMENT:**

The contractor shall disburse the wages to the workers latest by 7<sup>th</sup> of every calendar month. No cash disbursement shall be allowed to his workers deployed at STC. All the payment to the workers shall be made by the contractor only through banking channels i.e. RTGS/NEFT/cheques/. The payment due to the contractor under this contract shall be released by STC on monthly basis after disbursement of salary by the contractor. The monthly bill of the contractor shall be supported by the following documents:

- I. Attendance sheet duly certified by STC officials.
  - II. Wages sheet for the respective month of all the workers/staff deployed showing their names, PF No., and ESI No. and net payment.
  - III. PF/ESI challans along with a list giving the name PF/ESI and amount of PF (Employees share & Employer's share)/ESI in respect of each workers/staff, whose PF/ESI has been deposited as per challans.
6. Proof of having deposited the P.F. and E.S.I. contributions separately in respect of the personnel deployed under the contract during a month shall be submitted by the contractor in the subsequent every month.
  7. Service Tax payable under this contract shall be reimbursed to the agency on furnishing a copy of the challan(s) evidencing deposit with the concerned authorities in respect of personnel deployed under the contract.

## **8. LIQUIDATED DAMAGES:**

In the event of failure to maintain the housekeeping services on any day as per terms and conditions of this tender in part or in full, the housekeeping services agency shall be liable for payment of damage charges @ Rs.5,000/- besides proportionate deduction which shall be recovered from his monthly bills. If the STC finds that the agency is misusing the facilities provided by the STC for the services for other purposes not covered under the contract the STC shall be free to levy damage which may extend up to Rs.5,000/- per event. This will be in addition to recoveries on account of short deployment of manpower mentioned in Clause 3 (m).

## **9. SPECIAL CONDITIONS OF THE CONTRACT**

- a. Cleanliness will be the essence of the contract.
- b. The housekeeping services agency shall ensure getting proper licence/permission from the concerned authorities wherever applicable.
- c. The agency shall in no case lease/transfer/sublet/leave work in between the contract period, appoint caretaker for the services. If the agency does so, the contract shall stand terminated without notice and the security deposit shall stand forfeited.
- d. No person other than the housekeeping services agency's personnel shall be allowed to enter the premises and the agency will not entertain outsiders or extend any services inside STC premises. No visitor's request or unnecessary telephone calls shall be permitted.
- e. The Housekeeping services agency shall indemnify the STC against all claims/ charges/duties losses/damages/penalties/awards/decrees arising out of litigation/claims initiated against STC on account of acts of omission/commission attributable to successful Housekeeping agency and/or liability arising out of or during the course of its employing persons or out of his relations with his own employees.
- f. The agency shall comply with all Labour laws and other laws/statutory regulations applicable to it and/or the personnel to be

employed by it or which might become applicable in terms of Order of the Central Govt. with regard to performance of the work including but not limited to the Minimum Wages Act, Contract Labour (Regulation and Abolition) Act, Payment of Wages Act, Employees Provident Fund and Miscellaneous Provisions Act, 1952, ESI Act, Payment of Bonus Act etc. from time to time and take such steps as may be deemed necessary in this regard. On award of the contract, STC shall issue Form V as per Contract Labour (Regulation and Abolition) Act, 1970 to the successful tenderer, who in turn shall obtain a license from the Labour Commissioner, in respect of personnel deployed for STC within one month from the date of issue of Form V, failing which the contract shall be liable to be terminated by STC. The agency shall be fully responsible to observe the labour safety provisions as per labour law, Labour records, MW Act compliance.

- g. The agency shall be directly responsible for all illegal; and unlawful acts committed by its employees deployed for the purposes.
- h. The agency shall be directly responsible for any/ all disputes arising between the agency and its employees and keep STC indemnified against all losses, damages and claims arising thereof..
- i. All personnel employed by the agency will be subject to security check by STC's Security staff while entering and/or leaving the premises.
- j. The agency shall be solely responsible for any and all such payments to its employees that might become applicable under any law, agreement, during the currency of the contract.
- k. The Housekeeping agency shall be solely responsible for any mishap with its employee during working hours with STC and fully take care of same at his own risk, cost and consequences and will keep STC harmless/indemnified at all time.
- l. The agency shall appoint Supervisor with whom STC will interact and will provide his Name and Mobile No. The agency shall maintain proper and accurate records relating to the conduct of the services under this agreement and shall at the request of STC provide access to all the records and copies.
- m. During the contract period if any dispute arises with relation to contract or otherwise, the decision of Competent Authority at STC, New Delhi shall be final and binding on both the parties at all times.

- n. STC will in no way be liable to pay to the house keeping services agency any claims whatsoever other than the monthly bills for the services rendered.
- o. If it is found that the tenderer had given wrong information in his tender, STC reserves the right to reject such tender at any stage or to cancel the contract, if awarded and forfeit the Earnest Money Deposited/Security Deposit/any other money due it.
- p. STC does not bind itself to accept the lowest or any Tender and reserves the right to reject/accept any or all the tenders in full or part, without assigning any reasons thereof.

#### **10. INSPECTION AND REPORTING**

- I. The Housekeeping Services Agency shall allow inspection and checking of their Identity cards & items applied etc. by the Administration in-charge of STC.
- II. The Housekeeping Services Agency shall comply with all instructions, verbal or in writing, given to it by the Administration Manager in-charge of STC from time to time as per the terms and conditions of the contract.
- III. The Housekeeping services agency shall take all proper actions immediately after getting communications from STC.
- IV. Representatives of the Housekeeping services agency shall attend or report to Administration Manager In-Charge immediately, as and when directed. They shall personally attend any meeting or discussions as per instructions from STC.

#### **11. SECURITY DEPOSIT**

The Housekeeping services agency shall be required to deposit an interest free security deposit equal to 10% of annual contract value for due performance of this contract in the form of Bank Draft/Pay Order/Banker's Cheque in favour of 'STC of India Limited" payable at New Delhi before taking over the job at site. The security deposit shall be refunded after 3 months from the date of expiry of the contract after adjustment of dues, if any. In the event of failure of the terms and conditions by the contractor the said security deposit shall be forfeited.

## **12. Arbitrations**

Any difference or disputes whatsoever arising between the parties out of or in relations to the constructions, meaning, scope, operation or effect of this contract or the validity or the breach thereof shall be settled by the arbitration, in accordance with the Rules of Arbitration of the Indian Council of Arbitration, New Delhi and the award made in pursuance thereof shall be binding on the parties.

The place venue of arbitration proceedings shall be New Delhi, India and the Language of the Arbitration proceedings and that all documents and communication between STC and vendor shall be English.

Arbitrator(s) shall given reasons for the award and the award shall be binding on STC and the vendor and enforceable at the court of jurisdiction at New Delhi, India, in accordance with the provisions of arbitration and conciliation Act. 1996.

The services under this contract shall be continued during the arbitration proceedings, unless otherwise agreed in writing by STC and the vendor or unless it is proved that the services cannot possible be continued during the arbitration proceedings.

## **13. Jurisdiction**

The applicants hereto agree that the courts and tribunals at new Delhi shall have exclusive jurisdiction to settle any or all disputes which may arise out of or in connection with this tender. All disputes arising out of this tender shall be decided in accordance with the laws of India.

PLACE/SURFACE	No	JOB	EQUIPMENT	FREQUENCY/TIME PROPOSED
Ground Floor	04	Glass Cleaning (low)	Hand tools	Routine
	02	Cleaning the finger marks from entrance glass	Dry duster	Every 60-90 minutes
Hard floor in co-corridors And public areas	01	Vacuum Sweeping and wet and dry mopping	Wet & dry Vacuum cleaner	Routine morning before 9.30 AM
	02	Dusty control operation	Manual dust control	Every 90 minutes
	03	Scrubbing of floors		Once a week
	04	Diamond crystallization and Spray crystallizations to renew the surface	Crystallization chemicals	Not part of contract should be available on demand on when and where basis at extra payment
CARPETS	01	Dry Vacuuming	Dry vacuum with micro filter to give 99.99% cleaning efficiency	Once a day.
	02	Spot Cleaning	Manual	As and when required
	03	Injection extraction of carpets	Injection extractions machine along with Carpet Shampooing machine	Not part of contract could be done on demand at extra cost.
Upholstery	01	Dusting of Chairs/Sofas	Feather dusters	Routine morning
	02	Deep Vacuuming	Vacuum with upholstery tool.	Once a week.
	03	Spot cleaning	Manual	As and when required.
	04	Injection extraction cleaning of Upholstery	With upholstery tool	Not part of contract right now but should be done as and when required.
Wooden paneling on walls and pillars	01	Dry dusting up to 6 ft.	Feather duster	Every day.
	02	Dry dusting up to roof	Walls duster with telescopic rod from	Once a week
Toilets	01	Routine cleaning and re-dressing for supplies	Manual	Every day before 9.00 AM
	02	Deep cleaning including tiles etc.		Once a week

	03	Replenishing deodorants		Every 1 <sup>st</sup> , 11 <sup>th</sup> and 21 <sup>st</sup> day of the month
	04	Check-clean in toilets		Every 60-90 minutes depending upon number of users
Table tops/Cabinets and other furniture items with mica top	01	Dry dusting	Feather brush	Routine before 9.30 am
	02	Spot cleaning	Duster	Routine morning
	03	Scrub washing	With hand tools	Every week.
Ceiling	01	Tube lights and frames	Manual with the help of Electrician	Once a fortnight
	02	Exhaust fan	Manual with the help of Electrician	Once a week
	03	Fans	Manual with the help of Electrician	Once a fortnight
	04	Cleaning of false ceiling	Telescopic rod	Once in 3 months
	05	A/C Grills	Manual	Once a week.
Brass/Metal surface	01	Metal Polishing	Manual	Once a week
Fire Extinguishers and wall hangings	01	Dry dusting	Feather brush	Once a day
	02	Removing the walls hangings etc and cleaning behind	Vacuum cleaner	Once a week
Dustbins	01	Complete cleaning from inside and outside	Use appropriate equipment	daily
	02	Cleaning garbage bags		As and when required
Telephone & computers	01	Dusting	Feather brush	Routine
	02	Vacuuming of Key Board		Once a fortnight
Blinds	01	Vacuuming		Once a week
Switch buttons	01	Wet wiping	Manual	Once a week
Cobwebs	01	Check for cobwebs	Telescopic rod with wall duster	Every day
	02	Cleaning small webs from corners	With crevice tool	Once a week



Window	01	Cleaning of glass, ledger and frames	Hand tools	Once a week.
Skirting	01	Scrub-Clean	Swival pad holder with black pad	Once a week
Staircases	01	Brooming & mopping		Routine
	02	Through Scrubbing of riser steps and railings		Once a week
Canteen	01	Through Scrubbing of floors and furniture after relieving	Manual Brush and Wet & Dry Vacuum	Once a week
	02	Buffing of floor		Routine
Forcourt	01	Brooming	Manual	Once a week
	02	Cleaning of railing	Manual	Once a week
	03	Pressure washing		Once a week and as and when required
Housekeeping items	01	Washing of brushes and dusters	Manual	Twice a week
	02	Washing of buckets etc.	Manual	Once a week

**TECHNICAL/Commercial BID**

The bidder is required to submit the soft copies of the following in the technical bid:

**A. REGISTRATIONS:**

1. E.P.F. Registration No.
2. E.S.I. Registration No.
3. Service Tax Registration No.
4. PAN Card Number.
5. ISO Certificate No. 9001

**B. FINANCIAL POSITION:**

1. Relevant documents as proof of annual turnover of minimum 29.10 lakhs (approx.) of the estimated cost during the last 3 financial years i.e. 2012-13,2013-14 and 2014-15 (Profit & Loss A/c. & Balance sheet) duly certified by Chartered Accountant.
2. Relevant documents as proof of completed contract as per eligibility criteria in Housekeeping Services in Govt. Deptt./Semi Govt. Deptt./PSUs/ MNSc/ Public Limited Companies in any of the aforesaid three Financial years.
3. **Bank Details:** (Bank A/c No, Type of Account, Name of the Bank & Address of Bank's Branch) IFCE Code, RTGS/NEFT details any other if any.

**C. EXPERIENCE: For the last three years i.e. 2012-2013, 2013-2014 and 2014-2015.**

<u>S.No.</u>	<u>Name of Company/Organization</u>	<u>Period</u>		<u>Value of work done per annum</u>	<u>Proof attached</u>	
		<u>From</u>	<u>To</u>		<u>Yes.</u>	<u>No.</u>

**D. Details of EMD: Rs.1,50,000/- (Rupees one lakh fifty thousand only) vide DD/Pay Order/Banker's Cheque No.\_\_\_\_\_dated\_\_\_\_\_drawn on\_\_\_\_\_ has been separately submitted.**

Or

valid registration certificate of MSEs

E. Details of cost of Tender (if downloaded from website) Rs.1000/-(Rupees five hundred only) vide DD/pay order/Bankers cheque No. \_\_\_\_\_ dated \_\_\_\_\_ drawn on \_\_\_\_\_ has been separately submitted.

or

valid registration certificate of MSEs

F. Scanned copies of latest PF, ESI, Service Tax & Return as filed with their authorities.

G. Scanned copies of Income Tax return duly acknowledged by the Income Tax Deptt. For the last three financial years i.e. 2012-2013, 2013-2014 and 2014-2015.

H. Scanned copies of Tender documents dully signed and stamped on each page.

Annexure-E

(Letter for submission of tender on tenderer's own letter head)

No.

Dated:

Dy. Manager (Admn.)  
STC of India Ltd.,  
Jawahar Vyapar Bhawan,  
1 Tolstoy Marg,  
NEW DELHI – 110001

Sub: Tender for annual contract for providing Housekeeping  
Services in STC office premises, New Delhi.

Ref. Tender No. STC/GAD/Housekeeping-I/2016  
dated \_\_\_\_\_

Dear Sir,

1. That \_\_\_\_\_ I/We  
M/s. \_\_\_\_\_  
is registered under \_\_\_\_\_ Act with  
\_\_\_\_\_ and our Registration No.  
is \_\_\_\_\_. I/We the undersigned certify that I/We have  
carefully gone through and clearly understood the site conditions,  
terms and conditions of the tender documents, the work  
requirements and undertake to comply with them.
2. I/We further undertaken to execute and complete the works as per  
tender's terms and conditions and the bids submitted by me/us.  
I/We have signed every page of the tender documents as token of  
our acceptance of all terms and conditions of the tender.
3. I/We enclose herewith Tender fee of Rs.1000/- (one Five hundred  
only) and the Earnest Money Deposit (EMD) of Rs.1,50,000/- (One  
lakh fifty thousand only) by demand draft/pay order  
Nos. \_\_\_\_\_ dated \_\_\_\_\_ drawn  
on \_\_\_\_\_  
favouring "The State  
Trading Corporation of India Ltd." and payable at 'New Delhi'.
4. I/We also undertake to comply with all the labour  
laws/acts/enactments/modifications including minimum wage act  
etc. and to deposits with Provident Fund Authorities and pay ESI  
contributions for the workers employed by me/ us and applicable  
service tax, etc. on regular basis. I/We will be responsible for proper  
health of the labours and injury, if any, caused to the workers while  
working and for the behavior & conduct of the workers. I/We certify  
that no criminal/income tax/service tax blacklisting case is pending  
against my/our firm/company.

5. My/our offer includes component of applicable wages not below statutory limit to my/our workmen, cost of required tools, Provident Fund, statutory charges, ESI contribution, duties, royalties, octopi/levies, bonus charges for ID and uniforms, etc. All the statutory payments will be paid by me/us to concerned authorities on due dates where-after we shall produce proof of such statutory remittances to STC and a copy for their record also. I/We understand that the service tax component shall be reimbursed to me/us with monthly bills on actual basis only on production of documentary proof of deposits with concerned authorities for the previous month.
  
6. My/our offer shall be kept valid for a period of 90 days from the date of submission.

Thanking you,

Yours faithfully,

For M/s. \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_

Name \_\_\_\_\_

Address \_\_\_\_\_  
of Contractor

Seal

**INFORMATION ABOUT TENDERER**

1. Name of Tenderer
  
2. Address with telephone/Fax Nos.
  - (a) Head Office:
  
  - (b) Branch Office:
  
3. Telegraphic Address/E-Mail Address:
  
4. (a) Is your firm registered under the Indian Partnership Act 1932 if so, give the Name & Add. Of the partners along with the Registration No.  
  
(b) Is your concern a proprietary concern? if so, give Name and Address of the Proprietor.  
  
(c) Is your concern incorporated under the Companies Act or any other law in India?
  
5. Have your concern changed its name at any time ? is so, when and the reasons thereof.
  
6. Date of commencement of Business
  
7. Details of registration with statutory authorities for:
  - i) PF No.
  - ii) ESI No.
  - iii) Service Tax No.
  - iv) PAN Card No.
  - v) ISO Certificate No. 9001
  
8. Income Tax Return duly acknowledged by the Income Tax Department for the last three Financial years i.e. 2012-13, 2013-14 and 2014-15.
  
9. Name & Address of Principal Bankers

**10. Details of Places where Housekeeping Service are being provided to Govt./ Semi-Govt. Department/Public Sector Undertaking/MNCS /Public Limited Companies, in the past three years?**

<b>House-keeping job carried out during the last 3 years</b>	<b>Organisation</b>	<b>Nature of Job</b>	<b>Value (Rs.)</b>	<b>Area covered</b>	<b>Manpower deployed</b>	<b>Contact Person at such Orgn. With Tel No. and his Designation</b>

**11. Details of infrastructure: Please furnish complete details of various types of machinery/equipment/qualified manpower etc. available justifying your case.**

**12. Turnover (Last three years)**

<b>2012- 2013</b>	<b>2013-2014</b>	<b>2014- 2015</b>

**13. Any other relevant information**

**Signature of the Tenderer(s)  
Name & Designation of authorized person signing the tender on behalf of the tender(s)  
with Stamp.**

**Full Name and Address of the tenderer(s)**

**Annexure – G**

**List of consumable items (Monthly Requirement)**

<b>S.No.</b>	<b>Particulars</b>	<b>Qty</b>	<b>Unit</b>
01	Room Freshner ( premium)	15	Pcs
02	White Deodorent 5 Ltr	15	Cane
03	Phynal Black ( Gainda) 5 Ltr	15	Cane
04	Cleaning Powder ( Vim)	30	Pkt
05	Washing Powder (fena)	30	Pkt
06	Ring Mop Refil	40	Pcs
07	Floor Duster ( M)	7	Doz
08	Hand Duster	7	Doz
09	Garbage Bag Large size	15	Kg
10	Garbage Bag small size	15	Kg
11	Hit Spray (S) cockroach	15	Pcs
12	Joono	5	Doz
13	Phool Jharu	25	Pcs
14	Liquid Soap ( H) 5 Ltr (Green)	25	Cane
15	Napthin Ball	5	Kg
16	Toilet Cleaner (harpic)	5	Cane
17	Colin Glass Cleaner	5	Cane
18	Urinal Qubes	50	Pkt
19	Liquid Floor Cleaner 10 Ltr (Teepol)	5	Cane
20	Air Freshner 50 Gm	60	Pcs
21	Dust Controler Mop refill	8	Pcs
22	Dettol Liquid Soap	10	Pcs
23	Wiper Big	8	Pcs
24	Scotch Brite	60	Pcs
25	Dhoti	20	Pcs
26	Brasso	2	Pcs
31	Tissue Paper Wintex	8	Pkt
32	Tissue paper C-Fold	10	Pcs
33	Toilet Roll	10	Pcs
34	Flushmet	10	Set



The above list is illustrative only and not exhaustive

SIGNATURE \_\_\_\_\_

NAME \_\_\_\_\_

Name of the company/Firm \_\_\_\_\_

Date:

Seal of contractor

Dated: \_\_\_\_\_

**WORK: NIT FOR ANNUAL CONTRACT FOR PROVIDING HOUSE KEEPING SERVICE IN STC OF INDIA LTD OFFICE PREMISES, NEW DELHI**

**Financial Bid**

While quoting the rates, the following may kindly be noted:

1. The rates should be inclusive of components of Provident Fund, ESI contribution, Bonus, statutory charges/ duties.
2. The quoted prices should also be inclusive of all other taxes, duties, work contract tax,
3. Service Tax as applicable from time to time shall be paid extra.
4. It shall include cost of uniform, identity card and equipment.

**(A) Housekeeping men/Drivers/Chefs**

In. Rupees									
S. No	Description	Wage (per month)	PF 13.36% (upto Rs. 6500)	ESI 4.75 %	Bonus as per act	Other charges, if any like uniform, l.card etc (e)	One Worker (Total Monthly Wage) f=a+b+c+d+e	No (g)	Total Wage per month h=f*g
		(a)	(b)	(c)	(d)				
1.	Supervisors' (Semi-Skilled)							1	
2.	Housekeeping workers Un-skilled							60	
3.	Cook/Chef Skilled							2	
4.	Drivers Skilled							6	
<b>Total Wage for 69 Workers is Rs.</b>									

In Words: Rupees \_\_\_\_\_

**(B) Cost of consumable and cleaning material mentioned in Annexure G**

(Monthly Requirements) Rs. \_\_\_\_\_ per month

(In \_\_\_\_\_ words)  
Rupees \_\_\_\_\_

(c) Contractor's Service Charges \_\_\_\_\_ per month

3. TOTAL VALUE OF CONTRACT FOR ONE MONTH

(A)+ (B)+(C)= (Rs. \_\_\_\_\_)

(In \_\_\_\_\_ words)

\_\_\_\_\_

-

\_\_\_\_\_

\_\_\_\_\_

4. TOTAL VALUE OF CONTRACT FOR ONE YEAR

Rupees \_\_\_\_\_

\_\_\_\_\_

In \_\_\_\_\_ words

(Rupees \_\_\_\_\_)

\_\_\_\_\_

\_\_\_\_\_

(Signature of the Contractor with Stamp)

Dated: \_\_\_\_\_

Place: \_\_\_\_\_