

THE STATE TRADING CORPORATION OF INDIA LIMITED
JAWAHAR VYAPAR BHAWAN, TOLSTOY MARG, NEW DELHI
(Telephone Nos. 23313177/23462233)

NOTICE INVITING TENDER

STC invites sealed tenders from reputed housekeeping agencies for providing housekeeping services at STC's Offices in Delhi. The tender document can either be obtained on any working day during office hours up to 4.00 PM at a cost of Rs.500/- cash from Shri Raj Kumar, Dy. Manager, STC or may be downloaded with full details from STC's website <http://www.stc.gov.in> & Govt.website:www.tenders.gov.in. The last date for receipt of tenders is **22.3.2010 up to 3.00 PM.**

TENDER DOCUMENTS
THE STATE TRADING CORPORATION OF INDIA LIMITED

Tele:011-23313177
011-23462233

Jawahar Vyapar Bhawan
Tolstoy Marg
New Delhi – 110 001.

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5th March, 2010

NOTICE INVITING TENDER

STC invites sealed tenders from reputed housekeeping agencies for providing housekeeping services as per chart placed at Annexure A at STC's offices at Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi and 22 Rajpur Road, Delhi. Detailed terms and conditions regarding eligibility, experience, etc. are enclosed.

1. LOCATION

Housekeeping/sweeping & cleaning services to be provided at STC's Building Jawahar Vyapar Bhawan, Tolstoy Marg, New Delhi and 22, Rajpur Road, Delhi.

2. ELIGIBILITY

a) The agency should have an annual overall turnover of minimum Rs.1 crore (Rupees One Crore) in housekeeping services during the last three years i.e. 2006-07, 2007-08 and 2008-09 and in support thereof their balance sheets/profit & Loss accounts be attached duly certified by their Chartered Accountant.

They should have a single completed contract of Rs.10 lacs in Housekeeping Services in any of the aforesaid three years and in support thereof copy of contract/award letters should be attached.

b) The agency should have minimum experience of three years in providing housekeeping services in reputed Firms/MNCs/Embassies/Govt. Departments/Semi-Govt. Departments/PSUs and should submit copies of award letters in support thereof.

c) All the tender documents should be duly signed.

3. REGISTRATION

The agency should submit photocopies of the following documents duly signed by authorized signatory:

- EPF Registration;
- ESI Registration – should be at least 3 years old;
- Service Tax Registration; and
- PAN/GIR No.
- BANK A/c No.; Type of A/c; Name of the Bank & Address of the Bank's Branch

Originals of all documents attached with the tender will have to be submitted for verification before the award of the contract.

4. EARNEST MONEY DEPOSIT

- Tenderers should submit a Demand Draft/Pay Order/Banker's Cheque in favour of "STC of India Limited" for Rs. 50,000/- (Rupees Fifty Thousand only) payable at New Delhi as Earnest Money Deposit (EMD). (No interest will be payable on EMD).
- Tenders received without the requisite EMD will be rejected.
- The Earnest Money Deposit will be refunded to unsuccessful Tenderers within a fortnight of the date of award of the tender.

5. OTHERS

The agency should be fully equipped with the latest cleaning equipment such as auto-scrubber, wet/dry vacuum cleaner, jet pressure wash. The details of the equipment owned by the agency should be submitted.

6. The tender documents will be issued at a cost of **Rs.500/- each**, (non-refundable). The same can be obtained from Shri Raj Kumar Dy. Manager, STC of India Limited, Jawahar Vyapar Bhawan 6th Floor (Annexe), Tolstoy Marg, New Delhi on any working day between **11.00 AM and 4.00 PM up to 19.3.2010**.

7. Tender documents are also available at STC website <http://www.stc.gov.in> The documents downloaded from the website should be accompanied by the cost of the tender documents, i.e., Rs.500/- by way of Demand Draft/Pay Order/Banker's Cheque in favour of "STC of India Limited" along with completed tender form.

8. LAST DATE & OPENING OF TENDER

The eligibility criteria listed at paragraphs 2 and 3 above will constitute the "Technical Bid" while the rate will constitute the "Financial Bid". The Technical Bid and the Financial Bid should be submitted in two separate sealed covers superscribed "Technical Bid" and "Financial Bid". Both covers should be put in one envelope superscribed "Tender for housekeeping services" and addressed to the Shri Raj Kumar, Dy. Manager, STC of India Limited and should be dropped in the Tender Box placed near the Ground Floor Reception at "Jawahar Vyapar Bhawan" by **3.00 PM on 22.3.2010**. No other form of delivery of the tenders is acceptable and tenders not dropped in the tender Box shall be summarily rejected. The tenders shall be opened at **3.30 PM** on the same date in the presence of agencies or their authorized representatives who wish to

attend. The technical bids will be opened first and the financial bids of only those whose technical bids conform to the eligibility criteria given in paragraphs 2 and 3 above, shall be opened thereafter in the presence of such agencies or their +authorized representatives who wish to be present.

9. STC reserves the right to accept or reject any or all tenders or award the work to one or many contractors in full or part without assigning any reason thereof. STC's decision in this regard shall be final and binding on the tenderers.

10. The offers shall be kept valid for acceptance for 90 days from the date of submission.

11. **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 any escalation on account of increase in minimum wages/grant of increase in dearness allowance by Delhi Govt. to the workers deployed for the job provided no service charges shall be payable on increased wages.

12. **COMPLIANCE LABOUR LAWS**

a. The contractor will be required to comply with 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 register³d as per the applicable provisions of the Contract Labour (Regulation & Abolition) Act' 1970 within the stipulated period.

c. No increase in Service Charges will be permitted during the occupation of contract or extended period of the contract.

13. The original of all documents will have to be submitted for verification before the award of the contract.

(Raj Kumar)
Dy. Manager

To

M/s _____

Cost of Tender Documents: Rs.500/- only

THE STATE TRADING CORPORATION OF INDIA LIMITED**FINANCIAL BID**

- Name of Party:

- Address :

Q U O T A T I O N S

Area in Sq. meter

I. JAWAHAR VYPAR BHAVAN:

1. Basements – I & II	6618.00
2. Ground Floor	846.00
3. 4 th , 5 th & 6 th Main Floors (959.00 x 3)	2877.00
4. 10 th Floor (VIP Area)	959.00
5. 17 th Floor	1085.00
6. 23 rd Floor	406.00
7. Annexes	
4 th , 6 th , 7 th & 10 th Floor (448.00 x 4)	1792.00
8. Open Spaces on Ground Floor (Excluding Front of CCIC) – TO QUOTE ON LUMPSUM BASIS	
9. Common Areas like Staircases, Lift, Lobbies (all floors from Ground Floor to 23 rd floor including Annexes) – TO QUOTE ON LUMPSUM BASIS	

II. 22, Rajpur Road, Delhi – TO QUOTE ON LUMPSUM BASIS

TOTAL

In words (

)

NOTE: Rates quoted exclude Service Tax payable but include all charges including contributions towards E.P.F., E.S.I., Bonus, substitutes for employees on leave, etc. and cost of equipment, cost of materials to be used for the purpose of housekeeping services and other sanitary materials etc., cost of providing uniforms and daily supervision and checks. The rates quoted also include SERVICE CHARGES.

FINANCIAL –BID BREAKUP OF TOTAL AMOUNT

- a) At present the requirement is tentatively for 40 Housemen plus one Supervisor, however the same can be reduced or increased as per requirement.
- b) Total expenses on labour payment, i.e. wage (not less than Minimum wage) EPF, ESI, Bonus and any other benefits under labour laws/acts applicable to him and or the personnel employed by i including cost of providing Uniforms to the workers
- c) Cost of materials and equipments (per Month lump sum)
- d) Service Charges (Lump Sum)

TOTAL:

In words(

)

(The Total amount should be both in words and figures. In case of any discrepancy, the amount in words will prevail. No alterations/over-writing is permitted).

- We note that no escalation shall be permitted by STC on account of increase in cost of consumables, cost of equipment, etc. to be used for the purpose of Housekeeping services and cost of providing uniforms, etc. during the currency or extended period of contract.
- There will also not be any increase in Service Charges, which will remain the same as quoted in the tender during the operation of contract or extended period of contract.
- I/We accept all the terms and conditions mentioned in Annexures A and B attached.
- PARTICULARS OF EMD

Rs. 50,000/- (Rupees fifty thousand only) vide DD/Banker's Cheque/Pay Order No. _____ dated _____ on _____.

(Tenderer)
(SEAL)

Tele:Office:
Res:
Moible:
Fax:

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 AND 22, RAJPUR
ROAD, DELHI**

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. The office timings are 9.30 AM -- 5.30 PM. Two sweepers have to remain on duty up to 7.00 PM.

2. FLOOR AREA:

The floor areas or number of floors may 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 fully responsible for payment of (not less than 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 upto 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 commencement & extendable for another year at the 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 of notice of termination given by the agency, STC will try to make efforts for appointing of a new agency within the notice period. 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 arrangements 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 for reasons other than (a) above.

5.CHARGES AND PAYMENT:

Bills under the contract shall be paid every month if found in order after verification and authorization by the Admn. Manager In-charge. The payment shall be made through **RTGS** within 7 working days from the date of submission of the bills. The bills should be accompanied by the photocopies of the wages sheets for the previous month and attendance sheets for the month of billing. The agency shall, however, disburse the wages to his workers in the presence of STC representative (on or before the 7th of every month) irrespective of the fact whether the payment is made by STC against his bills by that time or not.

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 agency during the next 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. PENALTY:

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 will 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, 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 losses/damages 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 Govt. of NCT of Delhi 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 licence 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.
- g. The agency shall be directly responsible for any/all disputes arising between the agency and its employees and keep the STC indemnified against all losses, damages and claims arising thereof.
- h. All personnel employed by the agency will be subject to security check by the STC's Security staff while entering in/or leaving the premises.
- i. The agency will 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.
- j. 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 and cost.

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.

10. INSPECTION AND REPORTING

- i. The Housekeeping Services Agency shall allow inspection and checking of their cards 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 will take all proper actions immediately after getting communications from STC.
- iv. Representatives of the Housekeeping services agency will attend or report to Administration Manager In-Charge immediately, as and when directed. They will personally attend any meeting or discussions as per instructions from STC.

11. SECURITY DEPOSIT

The Housekeeping services agency shall be required to make an interest free security deposit equal to 10% of annual contract value 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.

Annexure-'A'

PLACE/SURFACE	JOB	EQUIPMENT	FREQUENCY/TIME PROPOSED
	021	Hand tools	Routine
	02	Dry duster	Every 60-90 minutes
Hard floor in co-drs. And public areas	01	Wet & dry Vacuum cleaner	Routine morning before 9.30 AM
	02	Manual dust control	Every 90 minutes
	03		Once a week
	04	Crystallization chemicals	Not part of contract should be available on demand on when and where basis at extra payment
CARPETS	01	Dry vacuum with micro filter to give 99.99% cleaning efficiency	Once a day.
	02	Manual	As and when required
	03	Injection extractions machine along with Carpet Shampooing machine	Not part of contract could be done on demand at extra cost.
Upholstery	01	Feather dusters	Routine morning
	02	Vacuum with upholstery tool.	Once a week.
	03	Manual	As and when required.
	04	With upholstery tool	Not part of contract right now but should be done as and when required.
Wooden paneling on walls and pillars	01	Feather duster	Every day.
	02	Walls duster with telescopic rod from	Once a week
Toilets	01	Manual	Every day before 9.00 AM
	02		Once a week
	03		Every 1 st , 11 th and 21 st day of the month
	04		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 Electrical	Once a fortnight
	02	Exhaust fan		Manual with the help of Electrical	Once a week
	03	Fans		Manual with the help of Electrical	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 feather brushes and dusters	Manual	Twice a week	
	02	Washing of buckets etc.	Manual	Once a week	

TECHNICAL BID (Mandatory to be filled up)

The following documents in respect of required Registrations with the Authorities and experience with details are enclosed:-

A. REGISTRATIONS:

1. E.P.F. Registration No.
2. E.S.I. Registration No.
3. Service Tax Registration No.
4. PAN Number.

B. FINANCIAL POSITION:

1. Proof of average turnover of Rs.1 crore for the last three years and the relevant documents, duly certified by Chartered Accounts are attached.
2. Any other: Viz. Bank A/c No, Type of Account, Name of the Bank & Address of Bank's Branch

C. EXPERIENCE:

<u>S.No.</u>	Name of Company/Organization	Period From To	Value of work done per annum	<u>Proof attached</u> Yes. No.
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- D. Details of EMD: Rs.50,000/- (Rupees fifty Thousand only) vide DD/Pay Order/Banker's Cheque (Tenderer)
No._____ dated _____ drawn on _____ is enclosed.

