

**The National Small Industries Corporation Ltd.  
"NSIC Bhawan", Okhla industrial Estate  
New Delhi – 110 020  
CIN No. U74140DL1955GOI002481**

**NOTICE INVITING TENDER**

Separate sealed tenders with 120 days validity from the date of opening of tenders are invited by National Small Industries Corporation Ltd, New Delhi-110020 from experienced, eligible and **Delhi / NCR based firms or companies** for providing House Keeping Services under two bid system i.e. (i) Technical Bid, and (ii) Price Bid. The broad scope of work is given below:-

**“Providing House Keeping Services in NSIC Head Office Building (NSIC Bhawan), STP Building, Exhibition Hall including open areas adjoining the buildings at the NSIC Campus, Okhla Indl. Estate, New Delhi-110 020.”**

1. Blank Tender document can be obtained from the NSIC office at the address given below from **08.07.2016 to 27.07.2016** on all working days from 10.00AM to 5.00PM on (Non-refundable) cash payment of Rs.1000/- or DD in favour of **National Small Industries Corporation Ltd., New Delhi.**
2. **Pre-bid meeting** of the prospective bidders will be held on **21.07.2016 at 4.00 PM** in the room of Chief Manager (Admin). All interested tenderers are invited to attend the same.
3. The tender form may be downloaded from website [www.nsic.co.in](http://www.nsic.co.in), however in such a case, Rs.1000/- per tender has to be deposited in cash or DD drawn on National Small Industries Corporation Limited, New Delhi to become eligible to submit the same.
4. Sealed envelopes must be super scribed with **“Tender for providing services of House Keeping at NSIC, HO campus, New Delhi.”**
5. The Sealed Tender containing Technical Bid and Price Bid (separately) must reach this office latest by **27.07.2016 up to 3.00 PM**

Chief Manager (Admn)  
National Small Industries Corpn. Ltd.  
NSIC Bhawan,  
Okhla Industrial Estate,  
New Delhi-110 020

6. Tenders received after the above mentioned date and time shall not be accepted.
7. Technical Bids will be opened on **27.07.2016 at 4.00 PM** in presence of representatives of tenderers.
8. Price Bids will be opened of those tenders only who qualifies technically and suitable date and time in this regard will be communicated later on to the technically qualified tenderers

**Chief Manager (Admin)**

**THE NATIONAL SMALL INDUSTRIES CORPORATION LIMITED**  
**“NSIC BHAWAN”**  
**Okhla Industrial Estate**  
**New Delhi -110 020**  
**CIN No. U74140DL1955GOI002481**

**Tender Document**

**For**

**Providing House Keeping Services in NSIC, Head Office Building (NSIC Bhawan), STP Building, Exhibition Hall including open areas adjoining the buildings at the NSIC Campus, Okhla Indl. Estate, New Delhi-110 020.**

Tender issued to:

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Pre-Bid Meeting : **21.07.2016 (At 04.00 PM)**  
Last date of receipt of tender: **27.07.2016 (Latest by 03.00 PM)**

**Date of opening of tender :**

Technical Bid : **27.07.2016 (At 4.00 PM)**  
Price Bid : **As communicated later**

**(Sanjay Sharif)**  
**Chief Manager(Admin)**

**The National Small Industries Corporation Ltd.  
"NSIC Bhawan",  
Okhla industrial Estate  
New Delhi – 110 020  
CIN No. U74140DL1955GOI002481**

No: SIC/ADMN/55(2)/2016-17

Dated: 08.07.2016

M/s.-----  
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**Sub:- Tender for House keeping in NSIC, New Delhi**

Sir,

We are pleased to invite tenders from Delhi / NCR based firms and companies for the above mentioned work proposed to be awarded to the most competitive and technically qualified bidder. The nature of agreement, terms and conditions of the offer are enclosed herewith for kind perusal and information.

NSIC being a responsible corporate citizen will insist on strict compliance of statutory obligations and demand proof towards deposit of ESI and PF contributions to the appropriate authorities and adherence to the provisions of various Labour Laws and ancillary registrations as applicable from time to time.

The offer should be accompanied in two sealed envelopes separately containing Technical Bid and Price Bid. The envelopes should be clearly super scribed with the type of Bids and also " **Tender for providing services of House Keeping at NSIC, HO campus, New Delhi**". The envelope must be addressed to:

**Chief Manager (Admn)  
National Small Industries Corpn. Ltd.  
NSIC Bhawan,  
Okhla Industrial Estate,  
New Delhi-110 020**

The tender bid complete in all respects in sealed envelopes must reach us at the above address on or before **27.07.2016 up to 3.00 PM** otherwise it shall not be accepted.

NSIC reserves the right to accept or reject any offer, without assigning any reasons thereof, and to amend the terms and conditions before award of the contract, depending upon its requirements. NSIC also reserves the right to cancel the tender without assigning any reasons thereof.

Thanking you,

Yours faithfully,

**For & on behalf of NSIC  
Chief Manager (Admin)**

**THE NATIONAL SMALL INDUSTRIES CORPORATION Ltd.,**  
( A GOVERNMENT OF INDIA ENTERPRISE )  
NSIC BHAWAN, OKHLA INDUSTRIAL ESTATE  
NEW DELHI –110020.  
**CIN No. U74140DL1955GOI002481**

Ref. SIC/ADMN/55(2)/2015-16

Dated: 08.07.2016

**INDEX OF TENDER DOCUMENTS**

<b>S.No.</b>	<b>DESCRIPTION</b>	<b>PAGES</b>
1.	Notice inviting Tenders	1
2.	Letter inviting bidders	3
3.	Definitions	5
4.	Instructions to tenderers	5-6
5.	Material to be used, Eligibility criteria & Scope of work	7
6.	Legal Obligations	7-8
7.	Procedure of work execution	8-9
8.	Payment Terms	9
9.	Duration of the contract	9-10
10.	Arbitration	10
11.	Area of work ( <b>SCHEDULE 'A'</b> )	11
12.	Routine of Housekeeping work ( <b>Schedule-B</b> )	12-13
13.	Material to be used ( <b>SCHEDULE 'C'</b> )	14
14.	TECHNICAL BID ( <b>SCHEDULE 'D'</b> )	15
15.	PRICE BID ( <b>SCHEDULE 'E'</b> )	16

Chief Manager(Admin)  
ISSUING AUTHORITY

## The terms and conditions for the work order

### **1.0 Definitions:-**

- 1.1 "Corporation" shall mean the National Small Industries Corporation Ltd. (A Govt. of India Enterprise ) Okhla Industrial Estate, New Delhi-110020, and shall include its legal representatives, successors and permitted assignees.
- 1.2 "Contract" means and includes the documents forming the tender and acceptance thereof together with the documents referred to therein including the terms and conditions.
- 1.3 "Premises" shall mean the "Head Office building & campus, Software Technology Park and STP Extension Building and campus, and Exhibition Centre building and campus.
- 1.4 "Contractor" shall mean the individual or firm or company and shall include the legal representative of such individual/firm/company or the persons comprising such firm/company or the permitted assignee of such individual/firm/company..
- 1.5 "Competent Authority" means Chairman cum Managing Director of the Corporation and his successors.
- 1.6 "Officer In Charge " shall mean the officer of the Corporation, not below the level of Deputy Manager, designated by the Corporation as the case may be, who shall supervise and be in-charge of such works.
- 1.7 "Care Taking Section" shall mean the Administration Division of the Corporation.

### **2.0 INSTRUCTIONS TO Intending TENDERERS FOR PROVIDING HOUSE-KEEPING SERVICES:-**

- 2.1 The firms or companies based in Delhi/ NCR only will be eligible for submission of tender.
- 2.2 All prospective bidders with minimum five years of continuous experience immediately preceding from the current calendar year (specified with satisfactory work remark) in Govt. Departments / PSUs / other reputed national level organizations / institutions of comparable magnitude for providing the Housekeeping Services may submit their tender in separate sealed envelopes in two bids i.e. technical bid & price bid addressed to Chief Manager (Administration), NSIC Ltd.,'NSIC Bhawan' Okhla Industrial Estate, New Delhi-110020 on or before 27.07.2016 up to 3.00 PM.
- 2.3 The annual turnover of the firm/company should not be less than Rs.Twenty lacs per annum in at least three out of immediately preceding five years.
- 2.4 The tenders shall be accompanied with a DD/ Pay Order for **Rs. 50,000.00** ( Rupees fifty thousand only) drawn in the favour of NSIC Ltd., New Delhi being the earnest money deposit for the above mentioned job. EMD will be refunded without interest after receipt of security deposit. In the case of tenderers whose tenders are not considered for placing order, the earnest money deposit will be refunded without any interest within 30 days of the final decision.
- 2.5 The successful tenderer shall deposit security deposit of an amount equal to **5% of total estimated annual value** of the contract with the Corporation . The security deposit should be in the form of Bank Guarantee from any Nationalized Bank which shall only be released after three months from the date of the completion of the contract. The earnest money/security deposit shall be interest free.
- 2.6 **Date of issue of DD / PO should not be before the date of publishing of tender notice.** Tenders received without EMD {except MSME regd. units} or relevant documents for meeting eligibility requirements will not be considered for opening of price bid. Price bids of those bidders, whose bids meet the eligibility criteria as per clause No. 4, will only be opened. The earnest money deposit (EMD) of the unsuccessful tenderers shall be refunded after the contract has been awarded.
- 2.7 The tenders shall be valid for a period of 120 days from the date of its opening.
- 2.8 The interested parties are advised to inspect the premises and assess the scope/quantum of work involved before submitting their offer. Clarifications, if any, may be obtained by contacting the

- office of the undersigned during office hours on working days. No claim what so ever shall be entertained regarding the ignorance about the site conditions on later date.
- 2.9 Price-Bids shall be opened only when the Technical Bid is found to be technically qualified and supported by other relevant documents.
  - 2.10 Interested parties are requested to quote their **most competitive rates** (as per the format specified in **Schedule 'E'**) which should include the wages of the workmen as per the provisions of the Minimum Wages Act, ESI, EPF and other related regulations.
  - 2.11 **Tender with no or unreasonably low service charge shall not be considered.**
  - 2.12 Service Tax shall be mentioned separately.
  - 2.13 Technical & Price Bids shall have to be submitted in the Format as per **Schedule'D'** and **Schedule'E'** respectively.
  - 2.14 Conditional tenders shall be rejected out rightly.
  - 2.15 In case, it is felt by the Officer In-charge or designated officer that any workman or Supervisor of Contractor is not suitable for carrying out the work inside premises then the workman or supervisor is to be replaced immediately by the Contractor.
  - 2.16 The Contractor shall have no claim against the Corporation in respect of any work which may be withdrawn except for work actually completed under this contract.
  - 2.17 Wherever the term "polishing" has been used, it implies to polishing of fittings, fixtures, utensils and accessories of doors, windows ventilators, water supply, plumbing system and miscellaneous in-built metallic fixtures with polishing of partitions, doors, windows, paneling and floor etc.
  - 2.18 The personnel engaged in providing the requisite services to the NSIC shall be the employees of the contractor and will not claim their remuneration from the corporation. NSIC shall not be liable for anything on their part.
  - 2.19 The contractor shall not sub-contract the services of personnel sponsored by them.
  - 2.20 The Contractor shall be responsible for the discipline and conduct of the personnel sponsored by them and if in case the discipline and the quality of work deteriorates, the contractor shall have to provide replacement of his personnel.
  - 2.21 The Contractor will have to do Police Verification for the individuals engaged in NSIC campus for Housekeeping work.
  - 2.22 The scope of work shall be as per **Schedule 'A'** and the services to be provided under this contract shall be as per **Schedule 'B'**.
  - 2.23 The contractor shall provide proper uniform and badges and shall issue the identity cards to its workmen at his own cost and shall be duly intimating the care-taking section. As and when a new workman is deployed by the contractor for carrying out the house keeping job in our premises the procedure as mentioned herein will be strictly followed.
  - 2.24 The Contractor shall ensure that workmen deployed by him behave decently and do not indulge themselves in any such activities which are unbecoming on the part of a person working in a Government Office.
  - 2.25 The Contractor shall not allow the garbage to get accumulated in the premises & ensure proper disposal of the same in a manner as deemed fit and also by observing the regulations and provisions of MCD/State Govt./ Local Bodies/Health Dept. etc. He has to use his own/ hired road vehicle to carry the garbage to municipal dumping ground.
  - 2.26 The Contractor shall be responsible for cleaning of all sewer lines in the premises at least once in a month or as and when required.
  - 2.27 The Contractor shall have to furnish all the information required by NSIC to fulfill requirements of the concerning Acts, and in the Form so prescribed.
  - 2.28 The Contractor shall be responsible to compensate the loss of any kind to NSIC caused due to theft, damage or negligence by his personnel.
  - 2.29 Successful tenderer will have to execute an agreement on Non-Judicial Stamp Paper of Rs 100/- before the commencement of work.
  - 2.30 The Contractor shall be responsible for safety of all items of furniture, plants, office equipment and other fittings provided in the premises and shall be liable to make any loss to the same if damaged during the execution of house keeping work which shall be recoverable from his monthly bill or the security deposit or any other dues payable to the Contractor by the Corporation.

- 2.31 If the Contractor suspends or abandons the house keeping services without giving a proper and advance notice thereof the whole of his security money and/or any amounts due to Contractor shall be forfeited and he shall also be liable for legal action by NSIC as deemed fit for such act.
- 2.32 The Contractor is required to visit and inspect the work of house keeping regularly at least twice in a week with prior intimation to Corporation. He shall also meet the concerned officer in Corporation once in a fortnight to enquire the level of performance and note down remarks thereon. He shall immediately ensure to rectify shortcomings which may be brought to his notice.
- 2.33 The Contractor will not ask for any enhancement of approved rates other than increase in minimum wages as per Minimum Wages Act during the period of the contract and it shall be the responsibility of the Contractor to pay the wages, ESI, leave benefits, bonus, medical facilities etc. (as admissible under the relevant Acts) to its employees.
- 2.34 The corporation reserves the right to modify and / or amend any of the above stipulated conditions / criteria depending upon its requirement. The corporation also reserves the right to cancel the tender without assigning any reason thereof.
- 2.35 Preference will be given to MSME registered units and they are not required to submit EMD.
- 2.36 In the event the Contractor fails to undertake the house keeping work on any particular day either in part or in full or the work executed by him is not found up to the desired standard, the Contractor is liable to be penalized @ Rs. 1,000/- (One thousand only) per day subject to a maximum of 25% of the monthly contract value which shall be recoverable from his bill or otherwise from the Bank Guarantee deposited by him.
- 2.37 In case it is noticed and found at any stage that the statutory regulations relating to EPF, ESI, bonus etc. are not being complied with, then the Corporation shall have the right to deduct and withhold up to 50% of total dues of the Contractor till the time the proper documents showing proof of compliance are not submitted.
- 2.38 The Contractor has to use standard size vacuum cleaners and heavy duty floor scrubbing machine with mapper of 1.50 HP etc. of a reputed brand. These machines should be available on Saturdays and other holidays and shall be operated on said days, and if required on working days also. Nothing extra shall be paid on this account. A penalty of Rs. 1000/- will be levied on the Contractor in absence of these equipment when required.

### **3.0 Material to be used for House keeping:-**

- 3.1 The contractor has to provide the material for one month's requirement on or before 1<sup>st</sup> working day of every month. The items to be purchased and it's quantity will be determined by a committee constituted by the corporation. The material will be purchased from govt. agencies like Kendriya Bhandar or NCCF etc. In case if the material is not available on Kendriya Bhandar or NCCF etc., it may be purchased from the authorized dealers of the specific material.
- 3.2 Initially, the contractor shall deposit materials (As per the list approved by the committee) equal to one month's requirement (decided by the committee of officers) in NSIC store and later on will replenish the quantity equal to one month's requirement on the first working day of every month.
- 3.3 The Contractor or his representative will get the material issued from the store for next day's requirement before the close of the previous day on the basis of the requisition slip.
- 3.4 The verification of the material (quantity and quality) will be done every time by the constituted committee of the officers.
- 3.5 The amount spent by the contractor on purchase of material can be claimed along with the regular bill of the month.

### **4.0 ELIGIBILITY CRITERIA FOR BIDDERS:-** The tenderers will submit the self-attested photocopies of the following documents:-

- a. Registration with EPF Department
- b. Photo copy of the Registration with ESI Department
- c. PAN Number in the name of registered owner

- d. Registration with Service Tax Department.
- e. Ownership registration certificate.
- f. EMD for Rs. 50,000/-through DD/PO only by the firms or companies other than regd. MSME units. **DD/PO should not have been issued before the date of advt. of tender.**
- g. Documents in support of experience (of five years) of House keeping work (**with work satisfactory remark**) in Govt. Departments / PSUs / other reputed national level organizations / institutions of comparable magnitude only along with documentary proof. The detailed statement of experience which includes Name of the Firm, Period (From-----to-----), No. of years and value of the contract etc. may also be placed along with bid.
- h. The proof of Rs. 20 lacs (Rupees Twenty lacs) annual turnover duly certified by a Chartered Accountant or copy of the return submitted with tax authorities.

**5.0 SCOPE OF WORK:-** The Scope of the work for the contract is as per details given in Schedule 'B'.

**6.0 LEGAL OBLIGATIONS:-**

6.1 All personnel employed by contractor shall be engaged by the Contractor as his own employees in all respects expressed or implied. The responsibilities whatsoever, incidental or direct, arising out of or for compliance with or enforcement of the provisions of various Labour Laws/Industrial Laws of the country, shall be that of the contractor. The contractor shall specifically ensure compliance with the following Laws/Acts and their Enactments/Amendments:-

- a. The Contract Labour (Regulation & Abolition) Act,1970
- b. The Contract Labour (Regulation & Abolition) Central Rules, 1971
- c. The Minimum Wages Act, 1948
- d. The payment of Wages Act,1936
- e. The Workmen's Compensation Act,1923
- f. The Employees' Provident Funds and Misc. Provisions Act,1952
- g. The ESI Act, 1948
- h. The Payment of Bonus Act, 1965
- i. The Payment of Gratuity Act, 1976

Contractor shall abide by provision of the other rules and regulations of Government issued from time to time to this effect. Any payment due to the workmen employed by the Contractor shall be sole responsibility of the Contractor.

6.2 If penalized for non compliance of any of the legal requirements, the contractor shall be responsible for the same and deal with the same at its own level and costs, in no way putting any liability on the corporation.

6.3 The Contractor shall fully indemnify NSIC against all the payments, claims and liabilities whatsoever, incidental or direct arising out of or for compliance with or enforcement of the provisions of any of the Laws/ Acts in relation to the Contract.

6.4 The Contract Labour (Regulation & Abolition) Act,1970, and Rules,1971 thereunder and the Central/ State Rules as modified from time to time are applicable to this Contract. **The contractor shall comply with these and obtain requisite licences from Authorities under the Act** and also take steps for getting the Agreement registered under the Act. He shall also indemnify NSIC from and against any claims under the aforesaid Act and the Rules.

6.5 The Contractor shall also ensure that no workmen below the age of 18 years are employed by it for the above mentioned jobs.

6.6 The Contractor shall on its / his own cost, if required, take necessary insurance coverage in respect of staff and other personnel for service to be rendered to the Corporation.

6.7 The contractor will deposit the service tax with concerned authority as applicable and submit the documentary proof of same to the corporation from time to time.

6.8 The Contractor shall ensure that all grievances and complaints of its/ his workmen are redressed only by him and in no circumstances he shall allow to forward such grievances to any of the authorities of the Corporation.



- 6.9 The Contractor shall ensure that the payment of wages to the workmen employed by him, shall be made by cheque and also in the presence of the representative of the Corporation.
- 6.10 The Corporation shall have the right to check the implementation of labour welfare laws and rules made thereafter.
- 6.11 All the workers employed by contractor shall be considered as employees of the contractor and they shall not make any claim in respect of employment and or other service benefits from the Corporation in any manner either outside the court or in the court of law. It is further provided that any kind of dispute arising between the contractor and the employees that shall be entirely the dispute between them only. The Corporation shall not in any manner be a party to it. The contractor will take all necessary steps for redressal of such disputes and shall be solely responsible for the outcome.
- 6.12 **The Contractor whose tender is accepted shall obtain a valid licence under the Contract Labour (Regulation & Abolition) Act 1970 and the Contract Labour (Regulation & Abolition) Central Rules 1971 before the commencement of the work and continue to have a valid Licence until the completion of the contract. Any failure to fulfill this requirement shall attract the penal provisions of the contract which includes imprisonment for a term which may extend to three months or with fine or both for which Contractor is solely responsible.**

## **7.0 PROCEDURE OF WORK EXECUTION:-**

- 7.1 Contract for Housekeeping in regard to **Built-up space i.e. 6400 Sqm (App.), including Toilets,** shall be on **“Rate per Square Meter”** basis. For open space the contractor will provide **4 workmen separately.**

- 7.2 **(A) For Built-up space:-** For built-up space, the Contractor shall provide the following **minimum no. of workmen** for executing the job for six days in a week (excluding Sundays and National Holidays):-

### **First Shift (7.30 AM to 04.00 PM)**

- i. Semi-skilled (Supervisor): One
- ii. Unskilled :
  - a. NSIC, HO : 10 (including at least two women)
  - b. EMC (Building) : 2
  - c. STP/ STP Ext. : 4 (including at least two women)

### **Second Shift (12.00 PM to 8.30 PM)**

- a. NSIC, HO : 2 Nos.
- b. STP/ STP Ext. : 2 Nos.

**For built up space the total nos. of workers required will be twenty one (including one semi-skilled and 20 unskilled). These numbers are minimum required by NSIC, but if the contractor is of the opinion that it is insufficient, he can increase the no. of workmen. Payment shall be made on the basis of “Rate Per sqm.” (excluding monthly material cost).**

**The no. of workmen quoted in the tender will mean to check whether the rate per sqm. includes minimum requirements as per the provisions of the Min. wages, EPF, ESI etc.**

- (B) For open Space:** 4 unskilled Safai Karamchari (From 7.30am to 4.00p.m) payment will be on per day basis for six days in a week excluding Sundays and National Holidays.
- 7.3 These workmen shall be provided by the Contractor in compliance to all the relevant Acts and Rules as applicable. The workmen shall be paid as per the rates applicable in Minimum Wages Act, EPF, and ESI etc.
- 7.4 The above workmen shall be deployed by the Contractor in shift from 07.30 a.m. to 04.00 p.m. for the first shift & timing 12.00 PM to 8.30 PM for second shift (with half an hour lunch break) on all

the six days in a week from Monday to Saturday. The Contractor shall ensure that no workman is deployed for both the shift on the same day.

- 7.5 For Open space, proper record viz. Muster-roll, register of wages shall be maintained by the Contractor.
- 7.6 The Contractor shall obtain the signature/thumb impression of the workmen in daily attendance register which shall be verified by Care Taking Section of the Corporation on regular basis.
- 7.7 The reimbursement of the wages to workmen is purely on the basis of their attendance marked by the supervisor in the register and verified by Care Taking Section of the Corporation.
- 7.8 The contractor shall provide all the equipment as required by the workmen to execute their work relating to cleaning of the open space at their own cost.
- 7.9 The Contractor essentially has to use **standard size vacuum cleaners** and **“Doll Star”** make or equivalent **heavy duty floor scrubbing machine with moppper** of 1.50 HP for scrubbing the floors. A penalty of Rs. 1000/- will be levied on the Contractor in absence of availability of these equipment when required.

## **8.0 PAYMENT TERMS:-**

- 8.1 The Contractor shall prefer his monthly bill which shall be on the basis of the criteria mentioned in **Schedule ‘E’**, service tax to be deposited, EPF and ESI contribution paid for the workmen and the service charges of the Contractor. The contractor will also deposit service tax with the concerned authority as per rates applicable from time to time. All the bills so preferred shall invariably be supported by the proof of payment of wages and receipts of EPF & ESI and service tax in evidence of his having made payments to these accounts.
- 8.2 The Contractor shall prefer its bill after paying the wages to its workmen including the cost of material provided by him during the month. Contractor shall also enclose copies of the receipts of payments of EPF, ESI and service tax.
- 8.3 Payment will be made on monthly basis on satisfactory completion of the entire work as mentioned in the contract after it is duly certified by the officer / committee of the Corporation assigned for the same.
- 8.3 In case there has to be made any payment to the workmen of the Contractor by the Corporation which otherwise is the responsibility of the Contractor, the same shall be adjusted against the security amount deposited with the Corporation or either deducted from the payment due to the Contractor.
- 8.4 In case the amount to be released to workers is not as per wage bill to be prepared as per Minimum Wages Act or contractor is not able to provide undisputed documentary proof in respect of following:-
  - i) Release of payment as per Minimum Wages Act.
  - ii) Deduction and deposit of EPF & ESI for the employees as engaged for the contract.
  - iii) Service Tax as applicable as per Statutory Act within stipulated time.

The amount in such cases will not be released & the decision of Competent Authority will be final in this case. In case, it is found that no amount of PF & ESI has been deducted in respect of persons engaged by them by the Contractor in-spite of having PF A/c. No & ESI A/c No., in such cases amount of PF & ESI as per EPF Act & ESI Act will be deducted by NSIC Ltd. in respect of such persons engaged by them and will be deposited to statutory authorities on behalf of such contractor.

## **9.0 DURATION OF CONTRACT:-**

- 9.1 The duration of this contract shall be **24 (Twenty four) months** from the date of award of the work as is to be mentioned in the work order to be placed on the successful party. However the duration can be extended further for a period of upto 24 (Twenty four) months based upon satisfactory completion of the contract on mutual agreement.
- 9.2 In case it is found that the Contractor is not complying with the provisions of Minimum Wages Act, Employees Provident Fund Act, ESI Act and or any other statutory provisions as mentioned in clause 6 of this document, the contract is liable to be terminated at any time without giving any advance notice to the Contractor to this effect.
- 9.3 The NSIC shall have the absolute discretion to terminate the contract at any time without any notice or assigning any reason.

9.4 In case the Contractor does not intend to continue with the work they shall give 90 days advance notice in writing for termination of contract.

**10.0 ARBITRATION:-**

10.1 Except where otherwise provided for in the contract, all questions and disputes relating to the

meaning of the words, terms, specifications, operations, and instructions, mentioned in this contract and as to the quality of workmanship or performance of the contractor any other question, claim, right, matter, or thing whatsoever in any way arising out of or relating to the contract, specifications, operating instructions, orders or these conditions; or otherwise concerning the performance of the contract, the execution or failure to execute the same whether arising during the existence of the contract or after the termination of the contract, the same shall be referred to the sole arbitrator appointed by the Competent Authority of the Corporation.

10.2 The Arbitrator shall have power to call for such evidence by way of affidavits or otherwise as he thinks proper and it shall be the duty of the parties hereto to do or cause to be done, all such things as may be necessary to enable the Arbitrator to make the award without any delay. The Arbitrator shall give a separate award in respect of each dispute or difference referred to him. The venue of arbitration shall be such place as may be fixed by the Arbitrator in his sole discretion. The Award of the Arbitrator shall be final, conclusive and binding on all parties to the contract.

10.3 The law under the Arbitration and Conciliation Act, 1996 as amended by Arbitration and Conciliation (Amendment) Act 2015 shall be applicable to such proceedings.

Thanking you,

Yours faithfully

**Chief Manager (Admin)**

**SCHEDULE 'A'**

**Area of work**

1. NSIC Head office Building (Complete including Terrace): **5000 Sq. Mtrs.(App.)**  
(Including Exhb. Center)
- 2 Software Technology Park (STP) building & STP **1400 Sq. Mtrs**  
**(App.)**  
Extension building (complete including  
terrace)
- 
- TOTAL BUILDING AREA :- 6400 Sq. Mtrs**
- (App.)**

\* Covered area includes toilets (attached to rooms) and lavatory block for ladies and gents.

3. Open space (Car-parkings, internal roads & pavements etc. other than grass lawns) : Four workmen to be deployed separately

**Chief Manager(Admin)**

## SCHEDULE 'B'

### **ROUTINE OF HOUSE KEEPING WORK**

It shall be the responsibility of the Contractor to ensure the absolute cleanliness in the entire office premises and maintain the premises so hygienic and clean as is required and expected in an organization of international standard as of ours. However, we hereunder furnish the work schedule for house keeping which shall be helping in ensuring the absolute house keeping and cleanliness our premises.

#### **I. JOBS TO BE CARRIED OUT DAILY (Six Working days in a week):**

The following jobs are to be carried out to the satisfaction of Corporation and the Competent Authority as assigned by NSIC and contractor must ensure that no complaints are made against their employee for the job assigned to them in any manner. These jobs must be done at least once per day or even more if so required:-

1. Cleaning exposed surface of built in and removable furniture items such as tables, chairs, cabinets, Almirahs, sofas, cupboards, racks etc. by dusting, brushing, moping. (complete as directed).
2. Cleaning of loose items such as door mats, fire fighting accessories, photos, boards, wooden planter boxes, other fixture etc. by dusting brushing. (complete as directed)
3. Cleaning the fixtures of pantries, in all the floors such as sinks, draining boards, platforms, the cabinets etc. by washing with approved quality liquid detergents, soap, acid for removing stains.
4. Cleaning with brooms and wet mopping with cloth of entire floors of office premises, receptions, all cabins, halls, passages, lobbies, utility services, areas, stair cases, stains in pantries, canteen, toilets excluding carpeted area and skirting, dado etc. removing dirt, sweeping, brushing, cleaning binds, dirt catchers, paved areas, grating with approved quality dry/liquid detergents, chemicals, soap by brooms brushes, rugs, cloth, removing water stains, cleaning marble same cladding with water, detergents, phenyl, collecting dust, dirt, mud, waste papers etc. removing to garbage bin at and disposal point, air-purifier, Dettol. (complete as directed)
5. Cleaning of toilets of office premises floors, skirting, dado wall cladding, doors, EWC commode and cisterns, vitreous partitions, squatting plates, wash basins, IWC pan, grating waste fittings etc. with approved quality dry / liquid detergent chemicals, acids, soap, phenyl, air purifier, cakes, naphthalene balls, sanitary cubes, toilet papers, liquid soap, washing with water, wet mopping, cleaning the interior of commodes, over all – surfaces of commandment and cover with brooms, brushes, rugs, clothes, removing stains collected dust, dirt, mud, waste of all nature. (All complete as directed)
6. Cleaning carpets with soft brooms, brushes by brushing, sweeping carefully along the grains, removing stain with approved quality stain removers, complete as directed with vacuum cleaners and carpet cleaning machine.
7. Cleaning thoroughly all internal roads, paved parking areas, pavements etc. by sweeping.

**NOTE :-** All the above items of job shall be completed before 9.30 AM every day during the working hours of the office, the Contractor shall keep adequate cleaning workmen within the premises who will render the service as and when required.

**II. WEEKLY SCHEDULE OF ACTIVITIES:** Following jobs are to be performed by contractor at least once in a week or more (if so required):-

1. Cleaning thoroughly the floors of entire office premises, pantries, exposed areas as well as behind/corners, niches/under the furniture and fixture with water, chemicals, detergents soap, by washing, wet mopping, removing stains on floor and adjoining wall claddings, sweeping, brushing, polishing, wherever required, removing cobwebs, soot etc. drying with vacuum cleaners brushes, clothes, rug, disposal of rubbish all as per approved quality and direction-complete with floor scrubbing machine.
2. Cleaning the glass panes of windows, doors, shutters, panels, partitions, vision panels, louvers etc. with water chemicals including the jambs, soffits, frames, recesses, rebates around the glass panes with brushes, soft linen clothes, rugs, metallic scrapers all as per approved quality and direction from inside and outside.
3. Cleaning the venetian blinds at all location with chemicals, water, stain removers, including the jambs, soffits, frames, recesses, rebates around the fixture with vacuum cleaner, brushes, soft linen clothes, rugs, all the approved quality and as directed.
4. Cleaning thoroughly the miscellaneous loose items e.g. door mats, Fire Fighting accessories, fixtures, wooden planters, photos, boards etc. with vacuum cleaner, dusters, brushes etc. Drying, removing cob webs, soot etc. all as directed.
5. Cleaning thoroughly the Sign boards, main gates, channel gates etc., including polishing the CP Brass and metal finish, fixtures with polishing compound, polishing of accessories with suitable compounds, removing stains atleast once in a week by using materials of good quality.
6. Removing of grass, wild scrubs etc. growing in the premises on the terrace and areas other than the grass lawns.

**III FORTNIGHTLY WORK SCHEDULE**

1. Cleaning wall paneling, high partitions, low partitions of timber work including top, jambs soffits, shelves, skirting, recesses, grooves, rebuts etc., removing soot, stain, oily marks, dusting with vacuum cleaners, brushes, soft linen cloths, rugs, chemicals and stain removers-all of approved quality and as per direction. (One time in one fortnight).
2. Cleaning wall cladding and wall paper, with suitable means, liquid soap, detergents, cobwebs, marks etc. dusting with brushes, rugs, clothes, chemicals all of approved quality and as per direction (One time in one fortnight).
3. Cleaning pelmets and curtains with vacuum cleaners, brushes, duster etc. at all locations complete as directed (One time in one fortnight)
4. Cleaning electrical fixtures e.g. ceiling fans, A. C. grills, ducts, lighting fixtures, electrical gadgets, dusting, brushing, removing stains, soot, dust polishing in the entire premises with vacuum cleaners, dusters, brushes, cleaning compounds, all of approved quality , as directed (One time on one fortnight)
5. Cleaning all furniture built in and removable type thoroughly, over all surfaces including interiors, polishing, removing stains with vacuum cleaners, brushes, linen clothes, rugs, chemicals, cleaning compounds metal polish, all of approved quality as directed. (One time in one fortnight).
6. Cleaning of ceiling, coffered beams of entire area, removing cobwebs, soot, dust accumulation with vacuum cleaners, brushes by applying colorless detergent shall of approved quality.
7. Cleaning carpet thoroughly by vacuum cleaners, brushing carefully along the grains, removing stains with stain removers cleaning the floor underneath with vacuum cleaners, brushes removing dampness, relaying the carpet into original position all of approved quality as directed.
8. Cleaning and polishing the dado of toilets, sanitary fittings and fixtures with a approved quality. Polishing compound on CP brass and the metal finishes shall be of standard quality as per direction. Cleaning of toilet shafts, gully traps including man holes & sewers and keeping them clean free from garbage, waste water accumulation and silt.
9. Cleaning the miscellaneous loose items as specified in item no. II (5) complete.
10. Cleaning the areas, balconies, extended slabs, windows, including slabs walls etc. by sweeping, brushing, cleaning the dust accumulation, mud, cleaning with water the spouts, open and under

- ground storm water drains etc. with water, after declogging as and when required. Chemicals, soaps and detergents used in all operation shall be of standard quality and make as approved.
11. Cleaning of Sewer situated in NSIC premises at least twice a month or as and when required.

#### **IV. MISCELLEOUS CONDITIONS:**

1. The Contractor is required to undertake any kind of House Keeping work which the Corporation requires at any point of time in its premises.
2. The sufficient supply of water is available in the premises. No charges, therefore, shall be levied for use of water by Contractor or his workmen.
3. **All the T & P viz. Scrubbing machine, trolley, buckets, ladders etc shall have to be arranged by The Contractor himself. No extra payment on this account shall be made.**

**Chief Manager (Admin)**

## SCHEDULE 'C'

### MATERIAL REQUIREMENT PER MONTH

Details of material and consumables which may be required for cleaning the entire built up area including attached and general (ladies and gents) toilets:.

1. Liquid soap for cleaning floors-Cleanzo Brand
2. Naphthalene balls
3. Liquid soap- "Homacol" brand
4. Urinal cakes of Doctor/Trishul brand
5. Room Freshener
6. Trishul/Doctor brand Phenyl
7. Washing Powder (VIM)
8. Acid
9. Toilet Paper Prestige quality
10. Fem liquid soap
11. Brass Polishing compound "Brasso" brand
12. Floor duster-full size good quality
13. Table duster-full size good quality
14. Broom (Phool Jharoo)
15. Broom (Nariyal Jharoo)/Bamboo Broom
16. Jalaz Brush
17. Colin-Godrej brand
18. Surf Ultra
19. Odonil
20. Paper Napkins
21. Harpic Cleaner
22. Bagyon Spray
23. Teapole
24. Liquid soap for dispenser (colgate Palmolive)

(The above branded material minimum for one month's requirement should be available in the store at any point of time and it should be replenished on the first working day of the month. Quality of the materials being used shall have prior approval of the Officer In Charge. The above list of material is not exhaustive. It may include other material also as decided by the committee from time to time.)



**SCHEDULE 'D'**

**TECHNICAL BID**

- 1) Name & Address of the Tenderer:  
(with Tel. Nos. and fax no.)
- 2) EMD (DD No., date & Bank) :
- 3) Regn. in EPF :
- 4) Regn. in ESI :
- 5) PAN (As applicable) :
- 6) Regn. No. in Service Tax :
- 8) Ownership Regn. :
- 9) Details of 5 yrs. Experience :  
(name of Orgn., duration etc)
- 10) Certificate of the desired annual turnover :

**Note: Tenderer must enclose self attested copies of the aforesaid documents and write the nos. if any in front of the related serial no.**

Date :

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

Place :

\_\_\_\_\_  
(Authorized Signatory With Seal)

**SCHEDULE 'E'**

**PRICE BID**

**A. Covered Area:**

Sl.No.	Particulars	Rate / sqm. (Rs.)	Total Amount( Rs.)
1.	Built up Space (6,400 Sqm.)		

**No. of workmen reqd.:** Unskilled: \_\_\_\_\_ Semiskilled: \_\_\_\_\_

- Please specify the **No. of workers**, the contractor needs to deploy to do work but it should not be less than the no. specified in the tender document.
- No. of workmen is to be used to calculate the minimum admissibility as per various labour laws i.e. Minimum Wages Act, EPF & ESI.

**B. Open area:**

Sl.No.	Particulars	Nos.	Rate /person /day (Rs.)	Amount For 4 Workmen / Day ( In Rs.)	Total Monthly Amt.( Rs.)
1.	Safai Karamcharis (Unskilled)	Four			
2.	E.P.F.				
3.	E.S.I.				
	<b>Total</b>				

**C. Total Monthly Price-Bid:**

Sl.No.	Particulars	Amount (Rs.)	Total Amount ( Rs.)
1.	Covered Area (As per table 'A') (Inner Column)		
2.	Open Area(As per table 'B' above) (Inner Column)		
3.	Service Charge (Inner Column)		
	<b>Total (Outer Column)</b>		
	<b>Service Tax @ as admissible (On above Total) (Outer Col.)</b>		
	<b>Grand Total (Outer Column)</b>		

**TOTAL AMOUNT PER MONTH (IN WORDS) Rs.** \_\_\_\_\_

Date :  
Place :

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