



**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-1**

**(NOTICE INVITING E-TENDER)**

## **NOTICE INVITING E-TENDER**

**Subject: cleaning/housekeeping services at offices of Ministry of External Affairs situated at South Block & C1 Hutments New Delhi**

EM Section, Ministry of External Affairs invites online bids for providing cleaning/housekeeping services at offices of Ministry of External Affairs situated at South Block & C 1 Hutments, New Delhi from the eligible service providing entities as per details given in the tender documents.

Tender No. Q/EM/867/03/2016		Dated: 10.03.2017
<b>Important Dates</b>		
Date of publishing	10.03.2017 (1700 hrs)	
Bid Document Download Start Date	11.03.2017 (1000 hrs)	
Clarification Start Date	14.03.2017 (1000 hrs)	
Clarification End Date	22.03.2017 (1600 hrs)	
Pre-bid meeting	23.03.2017 (1100 hrs)	
Bid Submission Start Date (online)	24.03.2017 (1100 hrs)	
Bid Submission End Date (online)	31.03.2017 (1600 hrs)	
Date of Technical Bid Opening (online)	05.04.2017 (1100 hrs)	

2. The bid shall be submitted online only at Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>. *EMD & Tender document fee of `4,00,000/- & `1,000/- respectively is payable by way of separate Demand draft drawn in favour of “Pay & Accounts Officer, Ministry of External Affairs New Delhi” by 1600 hrs on 31.03.2017 along with the bid document.*

3. The Competent Authority reserves the right to reject any or all the bids without assigning any reason and the decision of the competent authority of the Ministry shall be final and binding.

**Sd/-**  
**Ramesh Chaturvedi**  
**Under Secretary (EM)**  
**Ministry of External Affairs**  
**Room No. 235 E, South Block,**  
**New Delhi-11011**  
**Tel-23018503**  
**Email-dsprop3@mea.gov.in**

**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-2**

**(AFFIDAVIT)**

**AFFIDAVIT**

I/we ..... Partner(s)/ Legal  
Attorney/ Proprietor(s)/ Accredited representative(s) of M/s  
.....solemnly declare that :

2. I/we am/are submitting tender for ----- against Tender  
Notice No. ----- dated -----.

3. I/we or our partners do not have any relative working in Ministry of External Affairs  
(MEA), New Delhi.

4. All information furnished by me/us in respect of fulfillment of eligibility criteria and  
information given in this tender is complete, correct and true. All documents/credentials  
submitted along with this tender are genuine, authentic, true and valid.

5. My/our bid shall be valid for a period of 120 days from the **last** date fixed for the bid  
submission in accordance with the Bidding Documents and shall remain binding upon me/us and  
may be accepted at any time before the expiry of the period.

6. If my/our bid is accepted, I/ we commit to submit a Performance Guarantee in  
accordance with the Bidding Documents.

7. The Price-Bid submitted by me/us is " WITHOUT ANY CONDITION".

8. If any information or document submitted is found to be false/incorrect, **(MEA)** may  
cancel my/our Tender and can take any action as deemed fit including termination of the  
contract, forfeiture of all dues including Earnest Money (EMD) and blacklisting of my/our firm  
and all partners of the firm etc.

9. I/we also declare that the Government of India or any other Government body has not  
issued any show-cause notice or declared us ineligible or blacklisted us on charges of engaging  
in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.

10. It is well understood that the workers provided by us will not have any direct employee-  
employer relation with MEA and hence, no worker so provided will claim any regularization of  
their services or enhancement in their wages from Ministry of External Affairs. Payment of  
salaries and allowances to the workers would be our responsibility as per the wages and other  
terms & conditions prescribed by the Govt. of NCT of Delhi.

11. I/we also accept all the terms and conditions of this bidding document and undertake to  
abide by them; including the condition that MEA is not bound to accept highest ranked bid /  
lowest bid or any other bid that MEA may receive.

**(Signature of the Tender with Seal)**

Seal of Notary

**Date :**

**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-3**

**(Introduction & Scope of work)**

## **Introduction :**

Online quotations are invited from experienced and reputed service providing entities as per eligibility criteria given, for providing daily cleaning/housekeeping services at South Block & C 1 Hutments, Ministry of External Affairs. The company would provide not less than 35 cleaning staff and two supervisors who will work as per following schedules for six days a week:-

**30 cleaning staff from 0730 hrs to 1600 hrs**

**05 cleaning staff from 1100 hrs to 1900 hrs**

- No extra remuneration would paid to the agency for working on Saturdays/Sundays. The company will claim only for 26 days wages in a month in accordance with the Govt. of NCT of Delhi office orders issued from time to time.

## **Objective**

The purpose of this document is to lay down the scope of work for the Housekeeping/cleaning & Pest Control Services for the site at South Block & C 1 Hutments, MEA.

## **Scope of services**

(a) Housekeeping:-

(b) Pest Control

The Scope of Services outlined below should be referred to as indicative type & not comprehensive type; this implies the scope can be well enhanced as deemed to be. With the help of mix of man, machine, chemicals & standard operating procedures, Service Provider (SP) will ensure efficient, clean, eco-friendly & quality housekeeping service.

## **Definitions**

Wherever these words occur in this specification, the following meanings shall apply:

- **Service Provider:** Successful bidder after signing the contract will be called as Service Provider, (SP).
- **Specifications:** General information, general requirements, specific requirements, and any supplements, drawings, sketches and data sheets, attached or referenced, comprise the complete specification.
- **Work:** All janitorial maintenance work specified, implied or directed.
- **As Directed:** Instructions from Client's representative.
- **By Others:** Work by others is not a part of this contract.
- **Indicated:** Where the word appears in the Specification, it shall signify that the term or items referred to are indicated on the drawing.
- **Approved/Approval:** Satisfactory to the Client's representative.
- **Manager's representative:** The person designated as the project representative for administration of the Janitorial Maintenance contract.

## **General Requirement**

- **Hours of Service:** Janitorial services are to be provided on a daily basis, along with relievers..

- **Reporting:** The supervisor will submit a signed and dated daily report noting corrections, special problems and other information as requested. The supervisor shall also be responsible for all day porter schedules and job duties.
- **Facilities:** A small on-site storage facility will be provided by MEA. Scheduling shall be so as to optimize utility conservation. Janitorial closets and storage space will be used for janitorial supplies and equipment only. SP is responsible to maintain these areas in a clean and orderly state.
- **Protection and Damage:** SP shall without additional expense to the MEA be responsible for all damages to persons or property that occurs in connection with the contracted work performed. Breakage, loss or damage of any office equipment or other property which may occur in or about the building as a result of SP's operations or of the actions of its agents or employees shall be made good by SP at its expense. SP shall take all precautions necessary for the protection against injury of all persons engaged in the performance of the Agreement. SP shall observe all safety practices and comply with any applicable safety regulations.

### **Scope of work**

- To ensure clean ambience of the premises.
- Staffing as per contract to ensure optimum service as per scope of work.
- Preparation and submission of various checklists/Inspection reports Activity reports regarding works handled.
- Uniforms & Identity cards.
- All statutory obligations such as PF, ESI, Minimum Wages, etc.
- Provide necessary and adequate equipments, implements, other cleaning materials and consumables to ensure optimum service as per scope of work.
- Adequate training of staff especially any specific requirements for this building (e.g. The Jali cleaning, façade cleaning, roof cleaning).

### **Cleaning Process by the staff**

- Wet/Dry mop for cleaning in the designated areas.
- Wet/Dry Vacuum cleaner for cleaning in the designated areas
- Use of Wet/Dry Scrubber machine for cleaning in the designated areas.
- To use Mechanical Sweeper for sweeping in the designated areas.
- To use Single disk scrubber for cleaning in the designated areas.
- To use the rubber squeezers to remove excess water from various areas.
- To clean the various surfaces in the estate as per the specifications.
- To clean the various fittings/fixtures in the premises as per the specifications.
- To clean all the lift cabins as per the specifications.
- To clean the parking areas.
- To clean the Mechanical Electrical areas (premises only) in the presence of respective operators. No equipment should be touched for any reason. These premises to be cleaned only in the presence of the Estate supervisor or any other employee of EM Section.
- High dusting of corners, ledges, ceiling fixtures etc. will be performed on an as-needed basis, not less frequently than every 30 days.
- Empty and clean the trash receptacles.
- Clean and stock all the toilets in the premises.
- Sweep the staircases giving special focus on cleaning of landing areas, common areas witnessing considerable footfalls and other related areas.
- Clean the various signages of the areas.
- Sweep, clean and dusting of entire internal and external area of building space including moveable and immovable furniture, office equipment and Tools and Plants.

- All walls, doors and windows (exterior & interior) to be cleared of all easily removable stains, smudges and hand marks. Any such marks, which cannot be removed easily without affecting the surface or existing paint should be brought to the notice of the Estate Supervisor or Administrative Officer (EM Section)
- General floor areas maintained free from scraps of paper etc.
- To be alert and observe any discrepancies in the fittings, fixtures and other such items in the designated areas. To report any discrepancy to their supervisor and promptly initiate the incident report.
- Report any lights failure etc. to the Estate Supervisors.
- At least once per shift, the staff will police his particular area, picking-up papers, leaves and any other debris, sweeping up the standing water and leaving the area in a neat, orderly condition. Any discrepancies or clean-up required beyond normal policing will be reported to the Estate Supervisor immediately.
- The cleaning supervisor should be notified when restroom supplies and light inventories need reordering.
- Scour wash and clean all basins, bowls and urinals, including tile walls and partitions near urinals. Special attention must be taken to inspect and clean areas of difficult access, such as the underside of toilet bowl rings and urinals, to prevent building up of calcium and iron oxide deposits. Wash both sides of all toilet seats and wipe dry. Toilet seats to be left in an upright position.
- Pest Control to be done once in a week.
- Polishing of metal / Brass handles, pots, and railing etc. minimum once a week. Frequency will be increased if required.

### **Cleaning Supervisor**

- To monitor and ensure proper Housekeeping activities are conducted at the site as per Specifications
- To brief all staff regarding their duties, designated areas and special instructions if any.
- To create awareness and train all staff regarding methods and the specifications and to inform them of any changes in routines or specifications.
- To submit the various checklists, at the frequency instructed in the suggested formats.
- To de-brief all supervised staff at the end of each shift.
- To monitor that the staff is cleaning in proper manner in order to ensure that the surfaces are maintained in the best possible way and enhance their longevity.
- To inform all discrepancies and maintenance requirements brought to his notice by his staff and his own observations to management promptly.
- Ensure discipline, proper attire and etiquette in the staff under them.
- To police all the designated areas to ensure effective housekeeping.
- To maintain the daily attendance record, absentees list and list of stand-by personnel called for duty.
- Janitor closets and storage areas to be maintained in a neat and orderly manner at all times
- Method Statement of the Basic Housekeeping Process
- To organise training for Housekeeping Boys on use of various consumables , equipment and machinery

### **Activity Process**

- **Spot cleaning:-** Dip a sponge into appropriate Solution mild and give a gentle wipe on the spots of the surface. The wiping should be done horizontally first and then vertically. Keep repeating the process till the spots disappear.

- **Damp cleaning:-** Give a complete dry mop to the surface and make sure that there are no solid dust particles. Then the mop has to be dipped in mild R2 solution or clean water and it has to be squeezed to avoid water flooding. Then it has to be run on the surface to one half part first and then the other half of the entire area
- **Dry Mopping:-** The aim of dry mopping is to control the dusts so the mop should be handled in a straight position by the left hand near the handle and it has to be run in one direction i.e. forward and then the backwards mopping is done after covering some distance
- **Scrubbing:-** Initially the entire surface should be given a complete dry mopping such that there are no solid dust particles. Then the diluted R2 solution has to be used with a scrubbing machine having a red pad (in case of hard surfaces brushes shall be used). The water has to be sprinkled initially and the scrubbing is done parallel, at the end of the process the water has to be squeezed out by using vacuumisers and then a complete dry mopping has to be given.
- **Buffing:-** This is the next process for scrubbing and preferably to use white pads to make the surface shining and glossy.
- **Vacuuming:-** Vacuuming should be done for both hard and soft surfaces where in the floor tool has to be adjusted to keep out the brush and the vacuuming should not be done if some big solid particles are there.
- **Shampooing:-** Stain Removers shall be used to remove small stains on the carpet, the foam is generated by the machine and it has to be run on a circular motion. In case of deep stains good concentrated stain removers shall be used and a complete Vacuuming has to be done after the process and it should be allowed to dry naturally.

### **Internal House-Keeping Services**

- To ensure that the routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis.
- To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as per schedule Cleaning of window grills & glass up to 30ft height from in/ out side on regular & scheduled basis.
- Provision of sufficient number of office boys.
- Provision of office related support including but not limited to photocopying documents, record keeping, dish & cup washing, cabin arrangement, conference room arrangement.

### **Daily Service:-**

#### **Lobby and Corridors**

- Sweep and clean building entrances.
- Clean and remove smudges from entry door glass.
- Polish all entry handles, door plates and metal trim.
- Wipe clean all glass, wood or metal doors and door jambs.
- Empty all ashtrays, wipe clean, and polish.
- Empty all trash receptacles, clean container with clean, damp cloth, and replace plastic liner.
- Remove all debris from landscaped pots and planters. (report any thefts, broken pots or missing plants).
- Dust and clean all horizontal surfaces below seven feet.
- Vacuum all carpet areas completely and remove spots.

- Dust mop and damp mop entry floors.
- Clean and remove smudges and marks on walls, wall coverings, and artwork.
- Clean, polish and straighten all furniture as needed.
- Wipe clean all fire extinguisher cabinets and glass. (Report broken glass or missing extinguishers).
- Clean and polish all elevator doors, jambs, call plates, and hall buttons.
- Dust and clean all lobby and corridor signage.
- Report any lights burned out.
- Secure all doors and turn off appropriate lights upon completion of work assignments.

### **Offices**

- Remove hand spots or smudges from entry doors.
- Using a dustless mop, damp mop all non-carpeted areas.
- Vacuum and spot clean carpets in all traffic areas, removing staples and other debris.
- Properly position furniture, books and magazines in reception areas, work stations, offices.
- Properly position furniture in offices and conference rooms.
- Display boards will be cleaned upon request only.
- Remove fingerprints and smudges from all walls.
- Spot clean all partition glass and mirrors.
- Remove all fingerprints and smudges from light switch covers, electrical outlet cover plates and doorknob handles.
- Dust windows sills and ledges.
- Dust all horizontal surfaces under seven feet, furniture, and equipment. DO NOT dust desks, conference tables or counters which are cluttered with paperwork unless it is ordered and shall be attended in presence of concerned staff.
- Dust and replace all desk ornaments, phones and machines in their original position.
- Clean furniture fabric with a whisk broom to sweep off any dust, paper bits, and erasures as needed (remove all staples)
- Empty all wastebaskets and carry trash to designated areas for removal; replace plastic liners as needed.
- Empty large recycling bins from offices into separate container to be disposed of into specially designated recycling dumpsters.
- Clean and wash all lunchroom table tops, counters, sinks, cabinets, refrigerator, and stove (exterior only) surfaces. (report any insect problems)
- Report all burned-out lights.
- Before leaving any suite, shut off lights, electrical appliances, close drapes and blinds and lock all entrance doors and only interior doors as requested

### **Restrooms –**

- Dust and clean restroom signage and doors.
- Vacuum all restrooms vestibules and remove spots.
- Wet mop and disinfect tile floor, paying particular attention to areas under urinals and toilet bowls.
- Clean alkaline deposits and soap spills from floor tile grout.
- Wash and disinfect all basins, urinals, and toilet bowls.
- Clean underside rims of urinals and toilet bowls.
- Wash both sides of toilet seats with soap and water and disinfect.
- Empty, clean, sanitize, and polish all paper dispensers, replacing liners as necessary. Clean and polish all mirrors.

- Dust ledges and base boards.
- Damp wipe, polish, and shine all chrome, metal fixtures, hand plates, kick plates, utility covers, plumbing, clean-out covers, and door knobs.
- Spot clean with disinfectant all partitions and tile walls. (report any graffiti and remove if possible)
- Fill all toiletries in the rest room and track record of consumption.
- Report all burned out lights, leaking faucets, running plumbing, or other maintenance needs.
- Janitor carts will not be brought into restroom areas or used to prop open doors.
- Restroom doors will be propped open with a rubber stop, and a sign indicating “restroom closed for cleaning”, will be placed outside.
- Pour clean water down floor drains to prevent sewer gas from escaping.

### **Elevators**

- Vacuum and clean all spots and stains from carpet.
- Dust and clean granite baseboards.
- Dust and polish all metal with approved polish (no abrasives).
- Damp wipe and remove all spots and fingerprints from doors and walls (interior and exterior).
- Dust and clean elevator ceilings and lights.
- Remove gum, stains or debris from ceilings, handrails and elevator tracks.
- Dust, disinfect and clean emergency phone and security compartments.
- Clean all call buttons, call plates, and signage.
- Report any burned-out lights or malfunctions of elevator.
- Clean and polish elevator tracks.

### **Stairwells**

- Police entire stairwell, removing all trash etc.
- Report any exit signs that are burned out.
- Report any lights burned-out.

## **Weekly service**

### **Lobbies and Corridors**

- Clean and polish all entry metal and sills.
- Dust and clean or polish all baseboards.
- Spot clean all carpeted areas.
- Dust all ledges and exit signs.
- Dust all walls above seven feet.

### **Offices**

- Damp wipe all interior doors with a treated cloth.
- Detail vacuum entire carpet areas; remove staples and other debris.
- Polish all desk tops that are cleared of paperwork.
- Dust all ledges, files, baseboards, and sills under seven feet.
- Vacuum all furniture or wipe vinyl furniture clean.
- Dust all lower parts of furniture.

### **Meeting/Conference Rooms**

- Remove hand spots or smudges from entry doors.
- Using a dustless mop, damp mop all non-carpeted areas.
- Damp wipe all interior doors with a treated cloth.
- Detail vacuum entire carpet areas.
- Detail and vacuum chairs and upholstered furniture.
- Vacuum all furniture or wipe vinyl furniture clean.
- Dust all lower parts of furniture.

### **Restrooms**

- Wash down all enamel walls.
- Wash all waste containers and disinfect.
- Clean and polish all doors, door plates, and hardware.

### **Stairwells**

- Sweep down all stairs and landings.
- Dust all handrails, banisters, and ledges.
- Clean all walls of fingerprints and smudge marks, etc.
- Dust and clean all stairwell signage.
- Dust and clean all emergency phones.

## **Monthly Service**

### **Lobbies and Corridors -**

- Clean all ceiling vents and grills.
- Dust high ceiling corners and entry ways.
- Clean and treat all wood panelling and furniture as required.
- Strip reseal or re-wax floors as necessary.
- Shampoo carpet areas as necessary.
- Clean, detail and sanitize public phones, office T&P, work stations and enclosures.
- Dust and clean all fire lobby doors inside and out.
- Polish door floor plates.

### **Offices**

- Completely clean all partitions and doors, door jambs, door floor plates, glass and mirrors from floor to ceiling.
- Dust all ledges, wall, mouldings, pictures, shelves, etc. over seven feet.
- Dust clean or vacuum all drapes and blinds.
- Brush down and clean all vents and grills.
- Strip, clean and apply floor dressing to all composition, hardwood and parquet floors.
- Scrub and wax all tile floors.
- Detail all desks and office furniture.
- Dust and clean all light fixtures and covers.
- Detail and clean all lunch room areas.
- Clean all baseboards.
- Detail and vacuum chairs and upholstered furniture.

### **Restrooms**

- Wipe clean all ceilings, lights, and fixtures.

- Strip wax and apply new wax to tile floors.
- Shampoo, as needed and clean vestibule carpet if any.
- Detail all toilet compartments and fixtures.
- Brush and clean all grills and vents.

### **Stairwells**

- Wipe clean all stairwell doors and door jambs.
- Wet mop all stairs and staff landing. (clean base boards if necessary)
- Dust and clean all lights and fixtures.
- Dust and clean all emergency fire equipment and plumbing.

### **Gate Office & Security Cabin**

#### **SP shall ensure**

- That the routine housekeeping activities including but not limited to dusting, mopping, cleaning, vacuuming, carpet shampooing are carried out on regular basis in gate office & security cabin.
- To maintain all areas including but not limited to car park, entrance floor, passages, lobbies, staircase & locations including but not limited to office space, pantry, washrooms, utility rooms as per schedule
- Cleaning of security gate.
- Cleaning of window grills & glass up to 30ft height from in/ out side on regular & scheduled basis.
- SP will provide office boy service for daily office activity.

### **External Cleaning**

#### **Parking Area**

- Cleaning the common parking area for assuring maximum & efficient parking facility

### **Reports**

- Reporting for routine activity (Daily report, monthly report, staff deployment, shift schedule)
- Incidental reports
- Observation reports

### **Training**

- Maintaining a training schedule on routine basis for housekeeping & soft skills including but not limited to induction, grooming, behavior, HK Chemicals, HK machineries & all HK activities.
- All housekeeping staff well trained in respective areas & responsibilities.
- Logging & maintenance of training records & submission of the same on frequent basis e.g. monthly.

### **Inspection (Supervision)**

- Supervision & monitoring of activities of their staff to ensure that housekeeping is acceptable.
- Development of an inspection checklist that is tailored to the individual work area.
- Noting of all deficiencies during the inspection & documenting in sufficient detail to allow the use of the checklist as a cleanup guide.

- During inspections, any safety related deficiencies that constitute hazardous conditions must be given priority attention. Hazardous conditions that constitute imminent danger shall be immediately reported to the respective manager who in turn, will notify the management.

### **Housekeeping activities**

#### **Dustbin cleaning/disposal**

- Replacement of liners
- Emptying of all dustbins

#### **Toilet cleaning**

- Thorough cleaning of Basins
- Thorough cleaning of WC(s)
- Thorough cleaning of Urinals
- Cleaning of fittings
- Removal of Graffiti
- Supply/Replenish of consumables
- Thorough cleaning of bathroom fittings/Furniture
- Thorough cleaning of exhaust fans/vents
- Moping with neutral detergents
- Cleaning of wall area up to sill level
- Thorough Cleaning of mirrors for any finger prints/dirt

#### **Hard Floor-(Concrete) cleaning**

- Thorough Sweeping to remove all dirt
- Pressure cleaning for sticky dirt & stains

#### **Door/Frames/Surrounds**

- Spot cleaning and removal of all marks
- Thorough cleaning of all doors/including fire doors

#### **Windows**

- Spot cleaning including damp wiping of sills

#### **Walls**

- Spot cleaning of walls up to reachable height
- Wipe all low level surfaces up to 1.8 m by neutral detergent cloth to remove all stains if any

#### **Glass cleaning in partitions/doors**

- Thorough cleaning of both sides of glass & spot cleaning if needed

#### **Vitrified tile/vinyl floor cleaning**

- Complete mopping both dry/wet by neutral detergents to remove all spills and marks
- Scrubbing to be done on need basis particularly on edges and corners
- Buffing with a filtered suction polisher

### **Furniture/fixings**

- Wipe all hard furniture with neutral detergents & cloth and spot cleaning of stains
- Vacuum cleaning of soft furniture
- Full cleaning of soft furniture to remove all soils & stains

### **Stairwell cleaning**

- Removal of cob-webs, wiping of handrails& removal of reachable height wall smudges

### **Lifts**

- Spot cleaning of walls, polishing of vacuum door tracks if needed
- Sweeping and removal of dirt

### **Balconies/ Veranda**

- Sweep to remove all dirt, butts and leaves
- Wipe and clean the railings, light switches, exterior panes of glass windows and damp mop of tiled floor

### **Entry/foyer/lobby**

- Damp wipe of counters, removal of cobwebs
- Thorough cleaning of glass doors, window ledges, visible glass etc.
- Floor cleaning by moping

### **Training of Cleaning Personnel**

- All management and supervisory personnel are responsible for training the cleaning operatives to use recognized safe working methods.

### **Protective clothing**

- The appropriate clothing issued includes a uniform and, if appropriate (but not limited to), gloves, safety helmet, safety glasses, safety shoes, and safety harness. The cleaning operatives should also be informed to wear no jewellery, keep their hair tied back from the face, and to wear closed in shoes.
- The provision of the protective clothing and the rules addressed serve two purposes:
  - i) To protect the cleaning operative and his/her personal clothing from damage;
  - ii) To prevent cross infection for the protection of him/herself and others.

### **Electrical equipment**

The cleaning operative should:

- Clean equipment thoroughly after each use;
- Always switch off at the mains before connecting or disconnecting attachments to equipment or cleaning the machinery;
- Handle plugs without touching pins;
- Report any faults to electrical equipment to the Estate Supervisor or EM Section and not use the equipment if faulty. A broken/faulty machine should be removed to the store area and arrangements made for its return to the engineering workshop;
- Ensure that his/her hands are dry when touching electrical sockets or plugs;
- Never allow cables to become taut at ankle height;
- Ensure that cables are not trailing across corridors or traffic ways;
- Ensure that equipment does not clutter up corridors, block fire escapes, or fire escape routes;
- Always use caution signs when carrying out cleaning duties.

### **Manual equipment**

The cleaning operative should ensure that when mopping floors, he/she:

- Does not over-wet the floor;
- Always leaves a dry area for people to walk over;
- Uses caution signs when carrying out cleaning duties;
- Rinses all floors thoroughly.
- **The cleaning operative should:**
  - Ensure that the agents are always kept in a sealed container;
  - Ensure that the lid is securely fitted to the container;
  - Always keep the container under lock and key when not in use;
  - Always wear rubber gloves when physically handling cleaning agents;
  - Follow the instructions on the container of each agent;
  - Never mix two types of cleaning agent together;
  - Ensure that the oldest agents are always used first;
  - Know the Safety Symbols shown on containers;
  - Be aware that the Product Data Safety Sheet for all chemicals are held in the site office/appointed location.

### **Safety Equipment**

The cleaning operative should:

- Follow safe lifting and carrying techniques by lifting with his/her knees bent and arms straight;
- Be concerned with his/her own personal hygiene by:
  - i) Washing hands after each cleaning task;
  - ii) Wearing clean clothing every day.
- Not get distracted during cleaning operations as this may result in injury to self or others;
- Ensure that he/she does not engage in any 'horseplay' as this may result in injury to self or others;
- If applicable, follow the colour code system for cleaning equipment which is:
  - Blue – Offices/ General areas
  - Red – Toilets
  - Yellow – Meeting/ Conference Rooms
- This is to prevent cross-infection from one area to another and this policy is mandatory for all employees where the system is implemented. On completion of training, the supervisor should ensure that each cleaning operative follows the training given and continues to work in a safe manner. A training checklist is completed for each employee and held on his or her personal file. The employee initials against each skill trained in and signs the form confirming that they have been trained in the safe working method indicated in the form.

### **Garbage Collection**

- Collection & disposal of all garbage on regular basis at least twice in a day including through incinerator services.
- Maintain hygiene in the premises by routine garbage collection & disposal by safe & secured manner.
- Lifts will not be locked off or held on any floors to remove trash or equipment; only designated Stair case will be used.
- Building entrance doors will not be used to remove trash from the building.

- Prior to removal, trash will be properly protected against spillage or staining of carpet and floors.
- All trash will be brought down in an inconspicuous manner.
- Any spills or debris should be cleaned up prior to leaving this area.
- Any defects or improper working conditions must be reported to the cleaning supervisor.
- The waste collected in the common area shall be segregated & collected in different colour bags for organic & inorganic waste & dumped to the dumping point of NDMC by the house keeping boys through their vehicles.
- Implementation of steps must be taken to ensure waste management to the highest standards:
  - SP would implement the effort through
    - i) Systematic & Periodic Waste collection
    - ii) Segregation of wastes
    - iii) Salvaging of recyclable waste
    - iv) Scientific & Environment friendly means of disposing the waste
    - v) Source Reduction
    - vi) Standards
    - vii) Purchasing
    - viii) Recycling
    - ix) Education
    - x) Coordination
- A monthly planner for the work schedule would be planned, for the entire premises.
- The waste can be in terms of its susceptibility to purification, divided into two categories i.e. Wet (Organic) and Dry (Inorganic). The dry waste would categorize as recyclable and nonrecyclable. All forms of dry waste wouldn't be allowed in the garbage can.
- The waste so collected at each of these dumps would be collected by the garbage trucks. The wet and the dry waste would be collected separately, and taken to the respective disposal site of NDMC.

### **Pest Control**

- The toughest pest-control challenge is the growing public pressure to get rid of pests and pesticides at the same time. The public is keenly aware that both present potential health risks. Some of common pests includes ants, bees, birds, cats, crickets, flies, ground squirrels, mice, mosquitoes, pill bugs, rats, silverfish, spiders, stored-product pests, termites, wasps etc.
- Steps should be considered that help ensure that any pest-control program implemented will achieve the desired results and ensure the safety and health of employees as follows:
- Assess the built-up property for signs of insects, such as flies, mosquitoes, spiders, ants, rodents and external areas for stray animals as well as weed infestations that threaten to overwhelm flowerbeds and grass areas.
- Get information on treatments locally used or other authorities use, such as mosquito abatement or the introduction of one insect to control another. The goal is to make certain the treatment plan a manager selects is compatible with other programs in the area.
- Select the appropriate control methods customized to the classes and combinations of pests detected within each class. Treatment locations and frequencies can become part of an annual preventive maintenance program.
- Once the controls are in place, maintenance staff will have to check devices and areas regularly as recommended by the supplier to determine the results, whether that is the

declining presence of pests or further action required due to changing conditions, seasons or weather patterns.

- For example, termites look for food constantly. So when pest control personnel find termites in a detection device, one solution is to transfer them to a bait device. The termites burrow out of the bait device and return to their colony, leaving a scent trail to the bait device. Other termites from the colony follow the scent trail to the device, where they eat the bait.
- If the pest control program requires hazardous chemicals, such as some insect sprays, the SP will have to keep material safety data sheets available to all who handle or use them and provide information and training in handling and use each time a new substance is purchased.
- SP also should make sure all products are properly labelled and contain appropriate warnings about hazards, use and handling as well as what to do in an emergency. If pest controls require hazardous chemicals, other solutions can be considered, such as ultrasonic devices that repel rodents and require no chemicals, and continuously upgrade the program to more environmentally safe methods.
- Anti-termite treatment to be carried out at least once in a month or as and when required.
- Pest control services for entire premises including rooms, lobby, corridors, common area to be carried out once in a week or as and when required.

### **Common pests and strategies**

- **Biting insects:** One common class of pests includes biting insects — flies, mosquitoes. A number of pesticides and chemical fogs work well to combat these insects. A newer, more environmentally friendly approach involves a device that attracts the insects, vacuums them into a net and dehydrates them, causing them to die.
- **Termites:** Termite control requires use of a class of pesticides called termiticides.
- **Rodents:** Rodents can be trapped or poisoned with a number of toxic pesticides.
- **Pest-control strategies:** Developing a comprehensive, integrated pest-control program, after analyses of pest-control programs help maintenance team develop knowledge bases that will lead to more efficient, cost-effective programs that also are environmentally friendly. Analysis also will establish a sound basis for continuous improvement as new, more effective.

### **Detailed Scope of Work**

#### **General Maintenance**

- Complete daily policing (litter pick-up) of all trafficked areas, including landscaping, pathways, flowerbed and driveways.
- Cleaning and maintenance of all drainage lines and catch basins on an as-needed basis.
- Complete weekly sweeping or vacuuming of all walks.

#### **Control of Work**

- **MEA shall decide all questions which may arise as to the quality or acceptability of materials furnished and work performed and as to the manner or performance and rate of progress of the work, all questions which may arise as to the interpretation of these specifications, and all questions as to the acceptable fulfillment of the agreement on the part of SP.**
- SP shall permanently assign to this project an English speaking foreman (to be supervised by SP) satisfactory to MEA. The foreman shall be permanently assigned to this project,

working on a full-time basis for the duration of this agreement. The foreman shall represent SP, and all directions given to him shall be as if given to SP.

- Upon written request, MEA shall be furnished with all reasonable evidence ascertaining that the materials and workmanship are in accordance with the requirements of these specifications. The inspection of the work shall not relieve SP of any of its obligations to fulfill this agreement as prescribed and defective work shall be made well at no expense to MEA, notwithstanding that such defective work and materials have been previously overlooked and accepted or estimated for payment.
- SP shall commence maintenance work immediately upon receiving instructions to proceed and shall diligently and continuously perform said work to the satisfaction of MEA.

#### **Use of Premises**

- SP shall confine all temporary staging of materials and use of spaces on the site to areas designated by MEA. Materials and equipment not in use shall be removed from the site.
- The bringing in, use and disposal of gasoline, benzene, or like combustible materials shall be handled in accordance with MEA's requirements or regulations as directed by MEA.
- SP's employees shall be allowed the use of designated toilet facilities in the project.
- SP shall not store any noxious, combustible or dangerous material on the premises.

#### **First Aid Facilities**

- SP shall provide on-site first aid facilities, conveniently located and adequately equipped to render first aid treatment to any injured workman employed under this agreement, all in accordance with applicable laws.

#### **SCOPE OF WORK - GENERAL INSTRUCTIONS**

- The initial sweeping and mopping of all the areas shall be completed by 9.00 a.m. on all working days, failing which a monetary penalty of Rs.1000/- per day shall be recovered from the contractor's bill in respect of each floor. The corridors/staircases will be mopped at least twice a day i.e. by 9.00 AM and 2.30 PM.
- The toilets will be cleaned at every hour from 9.00 A.M. to 6.00 P.M. daily. The SP should provide 1(one) full time worker per two toilets, who should be available throughout the day. The SP would ensure that 1(one) dedicated worker (male worker for gents toilets and female worker for ladies toilets) is available in Gents toilets & Ladies toilets on all floors from 9.00 AM to 6.00 PM and he/she will ensure the cleanliness of toilets at regular intervals, failing which a penalty @ Rs.500/- on each occasion per day shall be levied and the same would be deducted from the monthly bill.
- In general, the services are to be provided on all working days and Saturdays except Sundays and National holidays.
- As far as possible, the SP shall not frequently change the personnel deployed on cleanliness etc. A penalty @ Rs.500/- on each occasion for each person shall be recovered from the SP's bill, if any worker is found missing/absent from any toilet/corridor as aforesaid. An attendance sheet will be signed by worker and supervisor in the morning & evening daily. They will also attend to deficiencies, if any, pointed out to them by the **EM Section** in Establishment Division of Ministry of External Affairs.
- The SP has to arrange attendance register for his staff, which will also be checked and signed by an officer designated by this Ministry. Attested copy of this shall be submitted along with monthly bill.

- The SP shall arrange heavy duty scrubbing drier machines with moppers for scrubbing floors on Saturdays, Sundays and holidays and if necessary on working days after office hours, without disturbing official work.
- The SP shall provide sufficient number of pick bins of good quality on each floor and each toilet. Pick bins will be maintained properly and cleaned by the SP at regular intervals. The SP shall provide and arrange to put the approved biodegradable polythene bags, at regular intervals, inside the dustbins at various locations in the corridors at all the floors.
- It will be ensured that appropriate type of cleaning materials suited for the cleaning of tiles, floors and stone surfaces and PVC/Linoleum surfaces etc. are used. Any damage caused to the property of this building/floor of this Ministry due to unsuitable/harmful cleaning materials or due to the negligence on the part of the workers of the service provider firm will be liable to be compensated by the service provider firm.
- The SP shall be responsible for the conduct/integrity of persons deputed for cleaning works in the building and will also be responsible for any fact of omissions or commissions on their part. He will vouch for their character and integrity.
- The SP shall supply fresh sets of uniforms/badges, identity cards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform a penalty @ Rs.500/- per person per day shall be recovered from contractor's bill.
- All the essential machinery required for cleaning the building are to be arranged by the firm. **An illustrative list of such machinery and equipment is mentioned below.**
- The list of the consumable materials (of standard quality only) to be used by the agency on daily basis is also given below. It may **be mentioned that the list is illustrative and not exhaustive.**
  1. Dettol Liquid soap in toilets/wash rooms.
  2. Napthalene Balls
  3. Phenyl liquid/Domex/Finit/Lizol 5 Itr
  4. Toilet cleaner
  5. Glass cleaning agent
  6. Tissue papers for C-Fold tissue dispensers
  7. Air Fresheners (75 gm pkts)
  8. Air perfume(Yardley/Lakme/Air Wick)
  9. Duster (Rags)
  10. Toilet paper rolls
  11. Disposable bags for garbage collection (biodegradable)
  12. Phooi Jharoo (long handle) (synthetic)
  13. Phool Jharoo (Short handle) ) (synthetic)
  14. Seenk Jharoo (Long handle)
  15. Seenk Jharoo (short handle)
  - 16 Toilet (WC) brushes
  17. Liquid soap (Hemocol) for toilets
  18. Urinal cubes (odonil)
  19. Cleaning powder (Vim/surf)
  20. Wiper
  21. Platform brushes (2. 5' wide)
  22. Buckets
  23. Duster 12"x12" soft/white
  24. Duster yellow
  25. Mosquito repellents (Hit/Baygon/Finit/Air Wick)

## 26. Colin/Mr. Muscles Spray

- The SP shall not appoint any sub-contractor for the work under any circumstances.

### **PRE-BID MEETING/SITE VISIT**

- The interested bidder(s)/firm(s) can inspect the office premises at any time between 11.00 A.M. and to 5.00 P.M. on \_\_\_\_\_ to assess the job requirement / quantum of work involved. For the said purpose, EM Section may be contacted on telephone No. 23010735 during office hours on any working day till \_\_\_\_\_. After inspection of the premises and going by the terms and conditions mentioned in the tender documents, the interested bidders should submit the bids.

### **OTHER GENERAL TERMS & CONDITIONS**

- The SP shall perform the housekeeping services in the manner and as per the instructions of the client.
- The SP shall ensure that all personnel deployed by the firm are fully conversant with the premises and with the client's business activities and its related requirements.

### **4. SUPERVISION**

- The SP shall two Supervisors assigned specific locations/blocks/floors at the office premises, who shall ensure that all the duties as assigned to the firm by the Client must be performed by them in the desired manner of Client, failing which it shall invite penalties as prescribed in the following paragraphs.
- The SP's Supervisor shall be the first line of contact for Client, who shall report to the designated officers of Client for all requirements

### **PENALTIES**

In addition to the penalties

- The SP shall disburse salary to its deployed manpower, if any, latest by 5th of every month, failing which penalty of Rs.1000/- per day will be imposed upto 15th of the month and the contract shall liable to be terminated and recovery will be made by either FDR or monthly payment.
- Whenever and wherever it is found that the assigned work is not performed upto the entire satisfaction of the Client, it will be brought to the notice of the SP by the Client and if no action is taken immediately, penalty of Rs.1000/- per day per complaint will be imposed.
- The SP has to maintain adequate number of manpower, materials and equipments as per the contract and also arrange a pool of standby manpower / supervisor. If the required number of workers/supervisors are less than specified number as mentioned in the contract, a penalty of Rs.500/- per absentee per day shall be deducted from the bill(s).
- The initial sweeping and mopping of all the areas shall be completed by 9.00 a.m. on all working days, failing which a monetary penalty of Rs. 1000/-- per day shall be recovered from the contractor's bill in respect of each floor. The corridors/staircases will be mopped at least twice a day i.e. by 9.00 AM and 2.30 PM.
- The toilets will be cleaned at every hour from 9.00 A.M. to 6.00 P.M. daily. The contractor should provide 1(one) full time unskilled, worker, who should be available throughout the day for the said purpose.
- The SP shall depute manpower in such a way that at least one person is available for two toilets for gents and another for two ladies toilets separately from 9.00 AM to 6.00 PM on all working days including Saturdays (except Sundays and National Holidays). Similarly,

at least one person should be available on each of the floor (Ground Floor, First Floor & Second Floor) for attending to any urgent cleaning work other than the regular cleaning as mentioned above. As far as possible, the contractor shall not frequently change the personnel deployed on cleanliness etc. A penalty @ Rs.500/- on each occasion for each person shall be recovered from the SP's bill, if any worker is found missing/absent from any toilet/corridor as aforesaid. An attendance sheet will be signed by workers, supervisors and Manager in the morning & evening daily. The Attendance register will be monitored and controlled by the EM Section in Establishment Division of Ministry of External Affairs. They will also attend to deficiencies, if any, pointed out to them by the EM Section.

- The SP shall supply fresh sets of uniforms/badges, identity cards, shoes to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform, penalty @ Rs.500/- per person per day shall be recovered from SP's bill.
- In case the SP fails to fulfill the minimum statutory requirements (ESIC/EPF) as per the conditions of the tender document and fails to produce the concerned documents, it shall be treated as breach of the Contract and the SP is liable to be blacklisted by the Client, in addition to forfeiting of the monthly bills and Performance Security Deposit.

#### **OTHER GENERAL TERMS & CONDITIONS**

- The SP must provide salary slips, EPF numbers and ESI Cards, duly activated, to all the deployed manpower at Client's office. The SP should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing. Any delay in submission of these records will force Client to deduct a proportionate amount from the bills, as decided by the Competent Authority of Client,
- SP must employ adult personnel only. Employment of child labour shall lead to the termination of the contract at the risk and cost of the SP. SP shall deploy/engage reliable persons at Client's premises after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. SP shall intimate the details like name, age, parentage, address - (residential as well as permanent) of all staff to the Client and shall also intimate changes in addresses of the staff as and when they take place.
- SP shall deal with and settle the matters related with Union of India, State Government(s) and Government UT Administrations and shall make sure that no labour disputes / problems are referred to Client. It shall totally indemnify Client in this regard.
- SP should at all times indemnify Client against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Delhi Shops and Essential Act or any modification thereof or any other law relating thereto and rules made hereunder from time to time. Client will not own any responsibility in this regard.
- SP's staff shall always be disciplined, properly dressed and be presentable all the time during duty. The persons deployed by SP shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The SP shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify Client in all respects under this contract.

- Be it private or public areas, the SP's employees shall be liable to be frisked / checked by the security personnel at Client premises or on duty at any time during performance of their duties.
- SP's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.
- SP shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him.
- **All the payments to its employees shall be made by the SP by bank transfer to respective bank accounts of all the personnel deployed at the site who shall sign the payment register in token of having received the salary in their accounts.**

### **CODE OF CONDUCT:**

The SP shall strictly observe that its personnel:

- Are always smartly turned out and vigilant.
- Are punctual and arrive at least 15 minutes before start of their duty time.
- Take charges of their duties properly and thoroughly.
- Perform their duties with honesty and sincerity,
- Read and understand their post and site Instructions and follow the same.
- Extend respect to all Officers and staff of the office of the Client.
- Shall not drink liquor on duty, or come drunk and report for duty.
- Will not gossip or chit chat while on duty.
- Will never sleep while on duty.
- Will not read newspaper or magazine on duty.
- Will immediately report if any untoward incident / misconduct or misbehavior occurs, to Contractor and the Client.
- When in doubt, approach concerned person immediately.
- Get themselves checked by security personnel whenever they go out.
- Do not entertain visitors.
- Shall not smoke or use gutka/pan etc in the office premises.

### **CONFIDENTIALITY**

- The phone number and movement plans of the client shall not be given to anyone.
- Car make, color and number of any officer(s)/official(s).
- Telephone no./ any other information.
- Location and movement plans.
- Meetings and conference schedules.
- Site plan of the premises.
- Travel details of the clients.
- Assets of the office.

### **TELEPHONE HANDLING**

- The employees shall be instructed by the SP strictly not to misuse the telephones in the facility of the Client.

### **PATROLLING PROCEDURES**

- The Supervisor will keep taking round of the building/premises and keep a watch over the deployed staff.
- Patrolling should be done on an hourly basis and it should be ensured that strict cleanliness is maintained.

- The Supervisor will keep a watch on the activities of the deployed staff.
- If he finds anything unusual / untoward, a written report must be given to the Estate Supervisor or Administrative Officer (EM Section) in the office of the Client.

#### **FRISKING / CHECKING PROCEDURES**

- All contract staff will be thoroughly frisked at the time of their leaving the office premises in the evening. If anything untoward is found, it must be reported to Estate Supervisor or Administrative Officer (EM Section).

**Ministry of External Affairs  
Establishment Division  
EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-4**

**(Minimum Eligibility Criteria)**

#### **4.1 MINIMUM ELIGIBILITY CRITERIA:**

Ministry of External Affairs invites Tenders in two bid system (Technical Bid and Financial Bid) from service providers who fulfill the qualifying criteria as listed below (but not necessarily in order of priority) –

- (a) Legally Valid Entity:** The Bidder shall necessarily be a legally valid entity in the form of a Limited Company or a Private Limited Company registered under the Indian Companies Act, 1956 for integrated building management service provider/integrated facilities management service provider/housekeeping service provider which can provide the facilities as has been defined in **‘scope of work’**. Bidding in the form of JV/Consortium is not permitted. A copy of complete ‘Memorandum of Article of Association’ to be submitted along with the bid. The bidder must be in existence for a minimum period of 5 years as on 31.03.2016 from the date of incorporation/registration.
- (b) Registration:** The Bidder must be registered with the Income Tax, registered under the Labour Laws/ Rules, Employees Provident Fund Organization and Employees State Insurance Corporation.
- (c) Licenses:** The Bidder must have appropriate licenses from Service Tax Department, Income Tax Department. (TAN and PAN).
- (d) Experience:** Assuming the estimated value of the work to be around ` 80 Lakhs, the bidder must have successfully completed one work of same nature of an annual value of Rs. 65 Lakhs or two works of same nature of annual value of Rs. 40 Lakhs each or three works of same nature of yearly value not less than Rs. 30 Lakhs per annum each in the Central / State Govt Departments / Ministry’s / Organizations of the Govt of India / State Govt / PSU’s and reputed Private Organizations during the last four years.
- (e) Annual Turnover:** The agency should have financial turnover of **Rs. 1 crore** per annum for each of the last three financial years ending 31.3.2016.
- (f)** The bidder must give precise profile of its key clients. The weightage would be given to the agency having its presence in multiple locations in Delhi, NCR regions.
- (g) Income/ Tax Returns:** Income tax returns for the last three financial years ending 31/03/2016 shall be accepted, duly certified by Chartered Accountant
- (h) Relaxation to startups:** In compliance with MoF OM No. F 20/2/2014-PPD (Pt.) dated 20.09.2016, the eligibility criteria related to prior turnover and prior experience has been relaxed for all startups subject to meeting of quality and technical specifications in accordance with the relevant provisions of GFR 2005.



#### **4.2 Documents to be attached supporting the Minimum Eligibility Criteria:**

- (a) Power of Attorney/Authorization for signing the bid documents.
- (b) In proof of having fully adhered to the minimum eligibility criteria at 4.1 (a), attested copies of certificates of incorporation and Memorandum of Article of Association issued by the registrar of Companies or appropriate authorities shall be accepted. Attested copies of these documents to be uploaded with Technical Bid.
- (c) In proof of having fully adhered to minimum eligibility criteria at 4(b) & 4(c), attested copies of PAN, TAN, VAT/Sales Tax, Labour Registration, EPFO Registration, ESI Registration shall be submitted. Attested copy of these documents to be uploaded with Technical Bid. All the licenses must be in the name of bidder. Copies to be attached with bidding document.
- (d) In proof of having fully adhered to minimum eligibility criteria at 4.1(d), attested copies of Work Order for completed work/ongoing work alongwith satisfactory performance report issued by the Government Departments / PSUs / reputed companies shall be accepted. South Block being a very important site, the bidding company must possess the requisite experience of handling VVIP Govt. office complexes. Attested copy of these documents to be uploaded with Technical Bid.
- (e) In proof of having fully adhered to minimum eligibility criteria at 4(e) & 4(f), the bidder shall attach the attested copies of audit reports (by Chartered Accountant) for the last three financial years ending 31 March 2016, attested copy of the financial capacity, income tax return, service tax return and audited balance sheets for the completed three financial years i.e. for 2013-14, 2014-15 and 2015-16 [P & L Account & Balance Sheet must be attached for last 03 financial years]. Attested copies of these documents to be uploaded with Technical Bid. Bidders should not have incurred any loss during the last three financial years and should have a positive net worth.

**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-5**

**(Tender Fee, EMD, Performance Security, Validity of Contract & Payment terms)**

### 5.1. TENDER FEE & EARNEST MONEY DEPOSIT (EMD)

(a) **Tender Fee :** The companies who download the tender documents from the CPP Portal will have to submit a Demand Draft for Rs 1,000/- (non- refundable) drawn in favour of “ Pay and Account Officer, Ministry of External Affairs, New Delhi” as tender document fee.

(b) **The Earnest Money Deposit (EMD)** of Rs.4,00,000/- in the form of Demand Draft in favour of “Pay & Account Officer, Ministry of External Affairs, New Delhi” payable at New Delhi is required to be submitted in a sealed envelope superscribed “Tender for cleaning/housekeeping services at offices of Ministry of External Affairs situated at South Block & C 1 Hutments New Delhi, on or before the closing date and time of e-submission of online bids i.e. by 1600 hrs on 31.03.2017 to Under Secretary (EM) failing which the bids will not be considered.

**(c) The submission of EMD is compulsory for all the Bidders failing which the bid may be rejected, except those who are registered with the Central Purchase Organization, National Small Industries Corporation (NSIC) or the concerned Ministry or Department**

(d) The EMD shall be returned to those bidders whose offer is not accepted by the FSI within 30 days from the date of signing the agreement with the successful bidder. However, if the return of EMD is delayed for any reason, no interest/penalty shall be payable to the bidder. The EMD shall not carry any interest.

(e) The EMD of the successful bidder will be returned on receipt of Performance Guarantee.

**(f) EMD of a tenderer will be forfeited, if the tenderer withdraws or amend its tender or impairs or derogates from the tender in any respect within the period of validity of its tender.**

## **5.2 PERFORMANCE SECURITY (PS) :**

(a) The successful bidder has to deposit Performance Security which will be a sum equivalent to 10% of the accepted contract value in favour of 'Pay and Accounts Officer, Ministry of External Affairs', payable at New Delhi in form of Demand Draft / Bank Guarantee /Fixed Deposit Receipt (FDR), within fifteen days of the acceptance of the LoA. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the service provider (SP) including warranty obligations. In case, the contract is further extended beyond the initial period, the Performance Security will have to be renewed accordingly by the SP. No interest shall be paid on Performance Security.

(b) The Performance Security will be forfeited by order of the Competent Authority in the Ministry in the event of any breach or negligence or non-observance of any terms & conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, portion of the Performance Security, as may deemed fit by the Ministry sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of SP's bill has been received and examined.

(c) If the Contractor fails to provide the Performance Security within fifteen days of the acceptance of LoA, such failure shall constitute a breach of the contract and the Ministry shall be free to make other arrangements at the risk, cost and expense of the Contractor.

(d) On due performance and completion of the contract in all respects, the Performance Security will be returned to the SP without any interest on presentation of an absolute 'No Demand Certificate' from the SP and upon return in good condition of any specifications, samples or other property belonging to the client, which may have been issued to the SP, for carrying out work stipulated in the contract.

### **5.3 VALIDITY OF CONTRACT**

The contract, if awarded, shall be valid for a period of ONE YEAR (01 year). The contract may be extended annually on year to year basis, for further 02 years [maximum tenure 03 years from the date of start of work initially] as per the contract signed on same terms and conditions and same rates, subject to satisfactory services provided by the vendor. In case of breach of contract or in the event of not fulfilling the minimum requirements / statutory requirements, the client shall have the right at any time to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the Contractor and initiating administrative actions for black listing etc. solely at the discretion of the competent authority in MEA.

### **5.4. PAYMENTS**

- (a) After award of work, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the SP for the cleaning services.
- (b) The prices in the Price Schedule shall be exclusive of any Service Tax, Education Cess, Secondary and Higher Education Cess or any other applicable taxes as may be levied by the Government from time to time and the same shall be charged in addition to the applicable rates.
- (c) The Contractor shall be paid on a monthly basis for the services rendered in the preceding month. The billing cycle will be the 1<sup>st</sup> of every month to the last day of the month. The Contractor shall submit correct invoice in terms of quality and commercial aspects within 10 days of the succeeding month and payment shall be released within 30 days of submission of acceptable invoices. The Contractor will also submit copies of Service Tax and PF/ESIC Challans along with the list of staff with their individual PF/ESIC numbers at the time of submitting monthly invoices.
- (d) All payments shall be made in Indian Currency by means of Electronic Clearance Service (ECS).

(e) The Client shall be entitled to deduct in accordance with applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor.

(f) The payment to the workers in accordance to minimum wages prescribed by the Govt of NCT of Delhi alongwith the statutory compliance like EPF, ESI and Bonus is sole responsibility of the SP. Any revision in minimum wages by the Govt of NCT of Delhi would be absorbed by the Ministry. Claim for any other escalation shall not be entertained by the Ministry

(g) No payment shall be made in advance nor any loan from any bank or financial institution will be recommended on the basis of the order of award of work.

**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-6**

**(Other conditions, Force Majeure & Penalty Clause)**

## **6.1 Other Conditions:**

- (a) The workers so provided should be on the permanent roll of the Company and their antecedents should be pre- verified by the Police authorities. A copy of the verification of each worker shall be submitted to the MEA before deployment for work at South Block & C 1 Hutments.
- (b) The bidder must have satisfactory arrangements for training of its workers. Confirmation in this regard is to be given.
- (c) The Company should submit precise profile of its key clients alongwith details of services provided.
- (d) If any cleaner is absent on a given day the company will provide a substitute for him otherwise proportionate deductions will be made from the monthly payment.
- (e) In case the Cleaning Agency fails in adhering to the daily cleaning requirements at South Block & C 1 Hutments, Ministry of External Affairs has to make alternative arrangements for daily cleaning, then cleaning agency would reimburse the cost of such arrangements.
- (f) Cleaning agency would be fully responsible for all acts of omission or negligence, dishonesty or misconduct of its employees for work at South Block & C 1 Hutments. Cleaning Agency would indemnify Ministry of External Affairs against any compensation/claim and damages etc. due /to accident or injury to its employees or death due to accident or otherwise, which may arise out of and during the course of their duties. Ministry of External Affairs would not be liable to pay any damages or compensation to such worker/SP or to any third party.
- (g) In case of any complaint, either as regards the nature of service or as regards the behaviors of cleaners on duty or otherwise, cleaning agency would be intimated and would be required to take corrective measures promptly.

(h) The Ministry of External Affairs reserves the right to amend/withdraw any of the terms and conditions in the tender documents or to reject any or all tenders without giving any notice or assigning any reason. The decision of the Ministry of External Affairs in this regard shall be final and binding on all.

(i) Quotation should be valid for four months (120 days) which would be opened by the authorized officers in the presence of representatives of the firms present at the time of opening of the tenders. The date, time and venue of opening of bids will be intimated to the companies.

(j) The Ministry of External Affairs reserves its right to revoke the contract at any time, if the services rendered are not found satisfactory during the period of the contract.

(k) The MEA may, by written notice sent to Housekeeping agency, terminate the contract, in whole or in part at any time for its convenience. The notice of termination shall specify that termination is for the MEA convenience, the extent to which performance of work under the contract is terminated and the date upon which such termination becomes effective

(l) The bidder must have modern equipments, latest technical expertise for management of buildings and related facilities, as has been defined in brief scope of work. Machinery, equipment, implements, material and consumables proposed to be used should be clearly indicated. List of equipments owned by the company may also be furnished with the bid.

(m) The employees of the bidder deployed at South Block & C 1 Hutments, MEA, New Delhi should have bank accounts and the company should be ready to provide proof of payment of salary to each employee through these bank accounts. The bidder will have to ensure compliance of all mandatory labour laws/regulations laid down by Govt. of NCT of Delhi. This will include payment of minimum wages, PF/ESI. Providing other benefits like bonus, leave, labour welfare fund, cost of uniform etc to bidder's each employee will solely be the liability of the bidder only.

(n) Any wrong or misleading information will lead to disqualification.

- (o) The bidder shall deploy adequate manpower, machinery and resources to ensure completion of work as per stipulated operational timings. No over timing shall be allowed to the staff members.
- (p) Should any new areas of work not envisaged as being part of this tender document are added, the prices for the new areas of work shall be mutually agreed upon between the MEA and the bidder based on the actual rate analysis or as per the prevailing rates as agreed in this tender document.
- (q) Additional staff required other than specified shall be obtained on pro-rate basis.
- (r) MEA reserves the right to remove any person found unfit.
- (s) The bidder would be responsible for all mandatory compliance for social, safety and environmental issues related to the performance of the service provider in the MEA premises as stated in the eligibility criteria.

## **6.2 Force Majeure**

- (a) Notwithstanding the provisions of contract, the Service Provider shall not be liable for forfeiture of its performance security, or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.
- (b) For purpose of this clause, “Force Majeure” means an event beyond the control of the Service Provider and not involving the Service Provider's fault of negligence and not foreseeable. Such events may include but are not restricted to acts of the Ministry either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- (c) If a Force Majeure situation arises, the Service Provider shall promptly notify the authority in writing of such conditions and the cause thereof. Unless otherwise directed by the Ministry in writing the Service Provider shall continue to perform its obligations under the Agreement as far as is reasonably practical and shall seek all reasonable alternative means not prevented by the Force Majeure event.
- (d) The MEA may terminate this contract, by giving a written notice of minimum 60 days to the Service Provider being unable to perform a particular portion of the services for a period of more than 60 days.

## **6.3 Dispute settlement:-**

If any dispute arises out of the Terms & Conditions of Tender document with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be resolved in accordance with the ICADR Arbitration Rules, 1996 or any other such rules as decided by the parties mutually. The authority to appoint the arbitrators shall be the International Centre for Alternative Dispute Resolution. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules 1996. The place of arbitration proceedings shall be New Delhi. The language of the arbitration proceedings shall be English.

## **6.4 Penalty Clause:-**

If any of the assigned work is not found satisfactory, an amount of Rupees ten thousand will be deducted for every major deficiency from the bill for the respective month. The decision of Joint Secretary (Establishment) will be final in this respect.

**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-7**

**(Instruction to submission online Bids)**

**7. Instruction to submission online Bids:**

- (a) The bid shall be submitted online only at Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app> .
- (b) All documents as per tender requirement shall be uploaded online through Central Public Procurement Portal Website: <http://eprocure.gov.in/eprocure/app>. Original draft towards EMD and Tender document fee shall be submitted on or before closing date of tender submission. Complete set of documents uploaded shall be submitted within 03 working days after the bid submission date.
- (c) Bids submitted online without required documents will be summarily rejected.
- (d) Both technical and financial bids are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal.
- (e) The bidders shall have a valid digital signature certificate for participation in the online tender. The cost of digital signatures, if any, will be borne by respective bidder.
- (f) Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal.
- (g) The online bids (complete in all respect) must be uploaded online in Two Covers (Cover-I: Technical Bid and Cover-II: Financial Bid) as per Annexure-I and Annexure-II respectively in PDF Format.**

**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-8**

**(Technical Bid)**

**Ministry of External Affairs  
Establishment Division  
EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017  
(TECHNICAL BID)**

Cover-I (Technical Bid) (following documents to be uploaded online in .pdf format)		
Sl. No.	Document	File Type
1	Contact Details	.pdf
2	EMD of Rs. ----- + Tender Fee of Rs ----- (both scanned copies)	.pdf
3	Scanned copy of Affidavit	.pdf
4	Certified copies of Registration and Incorporation particulars of Company/Firm from appropriate authorities	.pdf
5	Certified copies (i) PAN, (ii) TAN, (iii) VAT/ Service Tax Registration (iv) Labour Registration, (v) EPFO Registration, (vi) ESIC Registration,	.pdf
6	Certified copies from CA of last three years returns ending 31.03.2016 from (i) Sales/Service Tax Department, (ii) Income Tax Department	.pdf
7	Proof of minimum experience of completion of works of similar nature in the Central / State Govt Departments / Ministries /Organizations of Govt of India / State Govt / PSU's and reputed Private Organizations during the last 04 years ending 31-03-2016.	.pdf
8	Attested copy of the audited balance sheets for the completed three financial years i.e. for 2013-14, 2014-15 and 2015-16.	.pdf
9	Financial Capacity certified by company auditor	.pdf
10	Power of Attorney/Authorization for signing the bid documents.	.pdf
11	Attested copy of manpower wages roll and EPFO Challan in support of available manpower (duly submitted to EPFO) in respect of the previous four quarters shall be acceptable for confirming the availability of the adequate manpower of requisite qualification and experience for deployment in South Block & C1 Hutments.	.pdf

Signature of the authorized  
signatory of the Bidder with  
seal of the firm/company

Name: \_\_\_\_\_

Mob No. \_\_\_\_\_

Date: \_\_\_\_\_

**Ministry of External Affairs  
Establishment Division  
EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-9**

**(Financial Bid)**

Ministry of External Affairs  
Establishment Division  
EM Section

TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017

**Subject: Quotations for awarding of contract for providing Housekeeping workers at MEA's offices at South Block & C 1 Hutments, New Delhi.**

<b>PRICE SCHEDULE</b>
(This BOQ template must not be modified/replaced by the bidder and the scanned copy of duly filled in BOQ should be uploaded in *.pdf format after filling the relevant columns, else the bidder is liable to be rejected for this tender. Bidders are allowed to enter the Bidder Name and Values only )
Name of the firm:

Wages charged for manpower (A)								
Category	Type (Unskilled/ Semiskilled / Skilled	Manpower required (Total no of workers)	Rate per worker quoted by the bidder	EPF	ESI	Bonus	Total monthly wages of one worker	Total monthly wages of total no of workers
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Housekeeping Supervisor	Skilled							
Housekeeping staff	Unskilled							
	<b>Total</b>							
Agency and other charges (B)								Cost per month in `
Agency Charges								
Any Other Charges								
Total of (B)								
Total monthly charges (A+B) = C								
Service Tax (D)								
Material Charges (E)								
Grand total per month (C+D+E) = F								
Total Cost per annum = F X 12								

# This is 24\*7 service. Manpower includes relievers.

\* Wages should not be less than the minimum wages prescribed under the notification issued by Delhi Government. Rates should be quoted per person per month inclusive of all statutory requirements as per the Minimum Wages Act of 1948. Revision of minimum wages as per Delhi Government's rates shall be incorporated in the rates as and when applicable.

\*\* To be quoted in amount only, not in percentage. Bids having NIL/negligible Agency Charges will be rejected.

\*\*\* Payment will be made after deducting the applicable TDS.

Signature of the authorized signatory of the Tenderer with  
seal of the firm/company

Name: \_\_\_\_\_

Mob No. \_\_\_\_\_ Date: \_\_\_\_\_

**Ministry of External Affairs**  
**Establishment Division**  
**EM Section**

**TENDER NOTICE No. Q/EM/867/03/2016 dated 10.03.2017**

**SECTION-10**

**(List of consumables, equipments & schedule of areas)**

10.1. **A list of cleaning material proposed to be supplied for one month alongwith list of machines/equipments may also be provided with the bid.** Only 'A' grade cleaning material is to be used by the Service Provider. The standard approach by Service provider is to ensure both visual and hygienic cleaning of the premises at all times which is carried out on a composite, daily, cleaning basis and deploy trained, experienced, uniformed and polite housekeeping staff along with proper supervision and control.

**10.2 schedule for bidding:**

Tender No:Q/EM/867/03/2016		Dated: 10.03.2017
<b><u>Important Dates</u></b>		
<b>Published Date</b>	10.03.2017 (1630 hrs)	
<b>Bid Document Download Start Date</b>	11.03.2017 (1000 hrs)	
<b>Clarification Start Date</b>	14.03.2017 (1000 hrs)	
<b>Clarification End Date</b>	22.03.2017 (1600 hrs)	
<b>Pre bid meeting</b>	23.03.2017 (1100 hrs)	
<b>Bid Submission Start Date (online)</b>	24.03.2017 (1100 hrs)	
<b>Bid Submission End Date (online)</b>	31.03.2017 (1600 hrs)	
<b>Date of Technical Bid Opening (online)</b>	05.04.2017 (1100 hrs)	
<b>Date of Financial Bid Opening (online)</b>	<b>To be decided later</b>	

**10.3 Financial Bid:-** The bidder must submit their financial bid in the prescribed format (BOQ.XXXX File) - specified at Annexure B of this tender document and no other format is acceptable. Bidders are required to download the BOQ File, open it and complete the unprotected cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the file name. If the BOQ file is found to be modified by the bidder, the bid will be rejected. The bidders are strictly advised to refrain from by quoting unrealistic prices, at which they may not make supplies later.

10.3.1 Both technical and financial bid are to be submitted concurrently duly digitally signed on the Central Public Procurement Portal.

10.3.2 The bidders shall have a valid 'Digital Signature Certificate' for participation in the online tender. The cost of digital signatures, if any, will be borne by respective tenderer

10.3.3 Prospective bidders are accordingly advised to go through instructions provided at Central Public Procurement Portal.

**10.4. Opening of e-Tender:**

Technical Proposals shall be opened as per Schedule mentioned in table (Important

dates) at Ministry of External Affairs' Office in the presence of bidders or their authorized representatives who choose to attend the opening of bids. Authorized representative with authority letter on the letter head of tendering company/firm/agency etc. duly signed by the tenderer will only be allowed to attend the meeting of the Tender Committee to be held at designated date/time/venue (to be intimated) for opening of technical bids.

**10.5. Amendment of bidding document:**

**10.5.1** At any time prior to the deadline for e-submission of bids, the Ministry may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective bidder, modify the bid document.

**10.5.2** Any amendment in the bidding document, at any time prior to the deadline for e-submission of bids, shall be uploaded as 'corrigendum' on <http://eprocure.gov.in/eprocure/app> and [www.mea.gov.in](http://www.mea.gov.in) . Such amendments modification shall be binding on all the prospective bidders.

**10.5.3** Ministry at its discretion may extend the deadline for the e-submission of bids if, the bid document undergoes changed during the bidding period, in order to give prospective bidder time to take into the consideration the amendments while preparing their bids.

**10.5.4** The Ministry reserves the right to amend or withdraw any of the terms and conditions contained in the tender document or to reject any of the terms and conditions continued in the tender document or to reject any or all the tenders in whole or in part without giving any notice or assigning any reason.

**10.5.5** Further Addendum/Corrigendum if any, will be uploaded on the website of MEA only besides the CPP portal. The decision of Ministry, in this regard, shall be final and binding on all .

For site visit, please contact the Administrative Officer (EM), Ministry of External Affairs, Room No.267, South Block, New Delhi at Telephone No.23010735.

**Sd/-**  
**(Ramesh Chaturvedi)**  
**Under Secretary (EM)**  
**Ministry of External Affairs**  
**235 E, South Block**  
**New Delhi – 110011**  
**Tel: 23018503**  
**Email-dsprop3@mea.gov.in**

## **Instruction to bidders**

**Instructions for Online Bid Submission:** The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal.

More information useful for submitting online bids on the CPP Portal may be obtained at:

<https://eprocure.gov.in/eprocure/app> .

### **REGISTRATION :**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrolment**” on the CPP Portal which is free of charge.
- 2) As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
- 3) Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
- 5) Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC’s to others which may lead to misuse.
- 6) Bidder then logs in to the site through the secured log-in by entering their User  
ID/Password and the password of the DSC / e-Token.

### **SEARCHING FOR TENDER DOCUMENTS :**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

### **PREPARATION OF BIDS:**

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the

bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use “My Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

### **SUBMISSION OF BIDS :**

1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.

2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.

3) Bidder has to select the payment option as “offline” to pay the tender fee / EMD as applicable and enter details of the instrument.

4) Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.

5) Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.

6) The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.

7) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid

openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.

7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

8) Upon the successful and timely submission of bids (i.e. after Clicking “Freeze Bid Submission” in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

9) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

### **ASSISTANCE TO BIDDERS :**

1) Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.

2) Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 3070 2232.



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