

GOVERNMENT OF INDIA
MINISTRY OF COMMUNICATIONS & I.T.
DEPARTMENT OF ELECTRONICS & I.T.
NATIONAL INFORMATICS CENTRE
SOFTWARE DEVELOPMENT & TRAINING CENTRE
KENDRIYA BHAVAN, CSEZ P.O, KOCHI - 682037

Dated : 05/03/2016

Subject: Tender for Housekeeping/Cleaning at NIC, SDTC, Kochi.

Sir,

This Office invites sealed tenders from reputed Agencies for Cleaning work at NIC, SDTC, Kochi. Details of the space, etc. for which Cleaning are required, have been given under the heading '**SCOPE OF WORK**'. The terms and conditions of the tenders are follows:

Terms and conditions:-

1. Tenders must reach the NIC, SDTC, Kochi complete in all respect, **latest by 3 PM on 21/03/2016.** otherwise it will be rejected. Tenders received after the stipulated date and time due to any reason whatsoever including postal delays shall not be considered. The tender cover must be super-scribed as “ **TENDER FOR CLEANING WORK**”.
2. Tender bids will be opened **on 21/03/2016 at 1600 hrs** at NIC, SDTC, Kochi in the presence of the representative of the tenders.
3. The rate should be quoted as per Annexure – I. The rates should be valid for a minimum period of 90 days from the date of tender opening.
4. An Earnest money Deposit (**EMD**) of **2% of the quoted amount for one year** must accompany each quotation. This shall be in the form of an account payee Demand Draft of any Nationalized Bank drawn in the name of the DDO, NIC, Kerala State Centre without which the tender shall be summarily rejected. In the case of non-selected vendors, EMD will be refunded forthwith. No interest will be payable on EMD amount. Selected vendor EMD will be returned after depositing the Security Deposit/ Bank Guarantee.
5. There will be no negotiations regarding price. The vendor who has quoted the lowest (LQ-I) rate on the basis of Total for Sl. No. 1 & 2 of Annexure – I will be selected. The selected vendor has to match the rates for other items including agency charges of the responsive vendors. If the lowest quoted (LQ-1) vendor do not accepted the order, EMD will be forfeited. No interest will be payable on EMD. Quoting incredibly low value of items with a view to subverting the tender process shall be rejected straight away and EMD of such vendor will be forfeited.

6. The rates should be quoted by the cleaning agency on the basis of minimum wages rate fixed by the Labour Department, State Government/Government of India (**A copy of minimum rate of wages issued by the Labour Commissioner should be enclosed with the quotation.**) NIC, SDTC,Kochi the right to ask for proof of actual payment to the cleaning staff, as and when desired by NIC.
7. The rate quoted will be final during the period of contract. The revision of rates may be considered during the period of renewal if there is any revision of rates fixed by the Labour Department, State Government /Government of India.
8. Any discounts offered or other charges that are levied should be clearly indicated.
9. No increase in the agreed rates shall be entertained during the period of contract other than wage revision by Labour Department.
10. The cleaning staff should be smartly dressed and in proper uniform. The staff must be well mannered and loyal to the cleaning agency and in turn to NIC, Kochi. If at any time, he/she is found to be guilty of misconduct in any manner, the concerned personnel any will be replaced by the cleaning agency within 24 hours.
11. The cleaning personnel will be well trained in the field of cleaning services. They should be able to read, write and understand the local language/Hindi/English.
12. NIC, Kochi officers may perform surprise checks at any of the day. During the duty hours if the cleaning personnel found missing or in a drunken State, the personnel shall have to be replaced within 24 hours. NIC reserve the right to cancel the contract and forfeit the Security Deposit and make alternate arrangement on the cost of the Agency or impose a penalty of Rs.200/- per such occurrence OR Both.
13. If the penalty levied in a month exceed Rs.600/- then the work will be got done through alternative sources at the risk and cost of the vendor and Security Deposit will be forfeited. The expenditure incurred in getting the work done from the other source will be adjusted by raising separate bill.
14. Summer and winter uniforms for the cleaning staff is to be provided by the cleaning agency.
15. The agreement shall be valid for an initial period of one year only at the first instance. NIC can terminate the agreement by giving one month written notice beginning the first day of the month.

16. NIC shall pay contracted amount to the cleaning agency and the agency in turn shall pay to the cleaning personnel as per minimum wages Act. NIC shall not be responsible for the release of benefits such as provident funds, ESI, Pension benefits and any other allowances.
17. A pre-receipted bill in triplicate is to be submitted by the 2nd day of every month for release of the payment by 10th day of each month by means of Account Payee Cheque.
18. The cleaning personnel shall come on duty in time. If any cleaning personnel falls sick, the reliever shall be provided by the cleaning agency from an existing pool of cleaning personnel free of any extra charge.
19. NIC reserves the right to check the antecedents of cleaning personnel from the local Police officials. For this purpose the cleaning personnel shall give the required number of passport size photographs and all cooperation in getting the antecedents of cleaning personnel verified.
20. All the attendance/holidays/leave records are to be maintained by the cleaning agency and the same are to be submitted by the end of the each month along with pre-receipted bills for the payment.
21. NIC shall not provide any allowance for washing, entertainment, hardship refreshment or any other such allowance.
22. That all the cleaning personal/cleaning personnel reliever shall be deemed to be employees of the cleaning agency. The particulars of the staff in the pool of the cleaning agency should be made available to NIC. The cleaning agency shall be responsible for their monthly salary, fringe benefits, behavior, duty roster, leave records, reliever among other details.
23. The coordinating person from the cleaning agency should meet Head of NIC, SDTC, Kochi at least twice a month to sort out any problem that may arise from either side.
24. The cleaning agency shall provide the list and identity cards with the photographs of the cleaning personnel to be posted for the cleaning work.
25. The cleaning agency shall provide a bank guarantee as security cover for an amount of 2% of annual payment from a Nationalized Bank in the name of the President of India, which shall be valid for the duration of the contract. No interest will be payable on Security Deposit. Security Deposit will be refunded after completion of contract and on providing satisfactory service.
26. Non compliance of any terms and conditions enumerated hereinafter the award of the contract shall be treated as breach of contract.

27. The cleaning agency shall ensure that the cleaning personnel working in NIC SDTC,Kochi shall not form any workers union and shall not indulge in any such activities.
28. Printed conditions mentioned in the tender bids will not be binding on NIC. All the terms and conditions for providing cleaning personnel at NIC will be as those mentioned herein and change in the terms and conditions by the renderers will be acceptable. Alternations, if any, in the tender bids should be attested properly by the renderer, failing which, the tender will be rejected.
29. On the expiry of the contract, the same may be renewed on mutually agreed terms and conditions.
30. Registration number of the firm should be clearly mentioned while quoting the tender.
31. NIC reserve the right to accept or reject any/all quotations without assigning any reason whatsoever.
32. Incomplete or unsigned quotations are liable to be rejected.

Total Area of the building 4900 Sqft. (Approximately)

Total No. of Doors 15

Total No. of Windows (wood & Glass) 30

1. SCOPE OF WORK

(a) Daily Services

- 1. General cleaning of the office rooms, corridor, stores, pantry, and any other area occupied by the NIC, as per daily routine jobs. Areas to be cleaned/swept are given below:-**

01. NIC Office in the both bays in A1 & A2 Blocks

2. Removal of waste papers from waste paper baskets and any other garbage from the entire premises of the NIC.
3. Dusting and cleaning of furniture in all rooms, cupboards, almirahs, racks, fans, telephones, notice boards etc. with dry cloth.

4. Cleaning and dusting of computers, keyboards, terminals, printers, audio-video equipment, communication equipment etc.
5. Removal of any kind of dirt or stains from anywhere in the premises including corners, foot of the ventilations, ceilings, walls, windows etc as and when required.

(b) Fortnightly Services

1. In order to maintain quality and proper cleanliness, the agency shall also carry-out thorough cleaning services on every fortnight in the entire premises occupied by the NIC, as detailed below:-
2. Thorough cleaning and washing of the entire floor area using Vim and dry/wet mopping with phenyl etc.
3. Removal of cobwebs.
4. Brasso polishing of brass/copper fixture, if any.
5. Vacuuming, dry-cleaning of curtains, upholstery, shampooing of chairs, sofa etc. Details given below.
6. Cleaning of drinking water coolers, dustbins, water-flasks, buckets etc. with detergents.
7. Cleaning and dusting of all computers, key-boards, terminals, printers, audio-video equipment, communication equipment etc. first with dried-wet cloth and then with Colin or brisk spray. However, precautionary measures must be taken to avoid any fading of letters from keyboards, damages due to water seepage into the equipment or any other damage to the equipment while cleaning.
8. Cleaning of window-glasses frames, panels, venetian blinds, curtains, railings and cabin grills with Colin or brisk or champion silicone spray.

(c) Monthly Services

1. Scrubbing of entire premises
2. Dusting of walls, roofs, ceilings etc.
3. Stain removing of entire premises occupied by the NIC including reception area, stores etc. and of furniture and equipment in the NIC.
4. Pest-control spray in the entire premises.

(d) Contingency Services

1. The agency shall also provide cleaning services in the entire premises as and when the contingency arises, on any day of the week.
2. The agency shall be responsible to maintain quality and work efficiency by deploying extra staff, if so required.
3. No extra payment shall be charged from the NIC for this contingency work.

(e) Materials

1. It shall be the responsibility of the agency to arrange for all the consumables such as dusters. Mops, brushes, brooms, pans, detergents, washing powder, sponges, buckets, garbage sacks, polish, phenyl, acid, toilet disinfectants, liquid soaps, hand-towels, soap cakes, odonil, Colin/brisk/silicone spray etc. and any other related materials required.
2. The water, power supply and space for storing the cleaning materials to be used for this work will be provided by the NIC to the agency free of charge.

Zacharia KK
Technical Director

ANNEXURE - I

1. PROFORMA FOR QUOTING RATES FOR PROVIDING CLEANING SERVICES

Sl.No.	Items	Charges for one person per month	Total Charges for 8 hours cleaning
1.	Wages per Cleaning personal per month which will be paid by the Agency for the Cleaning on the basis of minimum Wages fixed by Labour Department, Govt. of Kerala.		
2.	Agency Charges including consumables		
TOTAL:			
3.	Service Tax, if any		
4.	Grand Total (1-4 above)		

(RATES ARE TO BE QUOTED IN FIGURES AND WORDS BOTH)

Signature of Authorised Signatory : _____

Agency Name: _____