

# Tender Document

**For  
Hiring House-keeping,**



**Tender ID- Admn-IV\house keeping\2020-21\452**

**Dated : 13.03.2021**

**Accountant General (A&E) Haryana**  
**Plot No. 4 & 5, Sector-33B, Chandigarh-160020**

**<https://cag.gov.in/ae/haryana/en>**

## BID TERMS REGARDING TENDER

Tender NO. Admn-IV\house keeping\2020-21\452

Dated : 13.03.2020

Sealed Tenders are invited for the Annual House Keeping contract for the office premises for financial year 2020-21 from the authorized labour contractors by -24.3.2021 at 11.00 A.M.

The Schedule, scope of work, bid terms and detailed General Terms and conditions available at Website of this office i.e. <https://cag.gov.in/ae/haryana/en>

Last date for submission of pre-bid queries by email [dustakar.rajashekar@cag.gov.in](mailto:dustakar.rajashekar@cag.gov.in) : 22.03.2021

Last date for submission of

Bids

24.03.2021 Time 1100 A.M.

Opening of technical bids

24.03.2021 Time 1130 A.M.

Opening of financial bids

25.03.2021 Time 0330 P.M.

E.M.D.

Rs. 1,00,000/-(Rupees One Lakh only)

Period

For the year 2021-22

The Tenders received without E.M.D. shall liable to be rejected.

Office intends to take the services of providing house keeping manpower in this office.

The selected bidder will be responsible to provide the requisite manpower as per the details below.

Function	Name of Post	Skill Type/ Number	Desired Qualification	Functionalities required
Office Staff	Cleaning Staff (Male)	Unskilled/12 (including one supervisor)	Below matric	Should have experience of 0-3 years.
	Cleaning Staff (female)	Unskilled./5	Below matric	Should have experience of 0-3 years.

The supervisor will be paid wages equal to housekeeper and no extra payment/wages will be made

Sd/-

**Deputy Accountant General (Admn)**

## **The Schedule of Work**

### **1. For Cleaning staff:**

The schedule of work entrusted to the selected agency as per terms & conditions of outsourcing award and the agency will be supposed to perform the following work :

1. Sweeping of hard floors with special attention to space behind and under furniture.
2. Damp mopping of all office floors with disinfectant cleaners.
3. Dusting of all furniture with damp & dry duster.
4. Scrubbing of all WC's with toilet bowls cleaners.
5. Dusting and cleaning of skirting.
6. Dusting and cleaning of all doorframes & glasses with wet & dry dusters including removal of bungs on all doors.
7. Dusting and cleaning of all doormats(if existing)
8. Disinfecting and scrubbing of toilets and washrooms.
9. Washing of toilets and washroom twice a day at regular interval and keeping cleaning and dry at all given times.
10. Sweeping of back/serviceable area(if existing).
11. Window cleaning including removal of bungs and cleaning of pans.
12. Scrubbing of hard floor.
13. Scrubbing of all glazed tiles& slabs.
14. Dusting of light fixture.
15. Removing dust from floors, windows, doors, books, journals, furniture, fixtures, Telephone, cupboard, air conditioners, Almeria, filling cabinets, glass panes, collecting waste paper, unwanted material and its disposal at indicated location
16. Any other Misc. work assigned by the Sr.DAG (Admn) / Welfare Officer / Sr. AO (CRT).

## Annexure I

### General Instructions to Tenders

The Accountant General (A&E) Haryana Chandigarh requires the services of an Agency for cleaning/House keeping staff.

The following documents giving full details are enclosed.

- |   |              |
|---|--------------|
| 1.General Terms and Conditions  | Annexure-I   |
| 2.Special terms and conditions for housekeeping                         | Annexure-II  |
| 3.Pre-qualification requirements for award of Contract for housekeeping | Annexure-III |
| 4.Proforma for quoting rates  | Annexure-IV  |

Interested Contractors/agencies may inspect the premises and submit the above Annexure-I, II, III, and IV duly filled in and signed with seal for having accepted the proposal, Special terms and conditions and Pre-qualification along with Financial Bid(earnest money) in sealed envelopes super scribing over the cover "**Quotation/Rates for cleaning/House keeping Staff of O/O Accountant General (A&E) Haryana** " and the same may be sent to the **Accountant General (A&E) Haryana Chandigarh. Plot No. 4&5 Sector-33-B, Chandigarh** so as to reach up to 25.03.2021 before at 11.00 A.M and the same will be opened at 11:30 AM- on 25.03.2021 the same day in the presence of bidders if any.

It may please be noted that Agencies which do not fulfill the Pre-qualification requirement will not be considered (Annexure III). Quotation without financial bid (earnest money) will be rejected outright. The Office reserves the right to accept or reject any or all the quotations without assigning any reasons whatsoever.

### General Conditions

1. The Contractors are required to submit the complete Rate/Quotation only after satisfying each and every condition laid down in the Annexure enclosed. **Administrative charges quoted as zero will not be considered. Minimum service charges admissible for rendering the required service shall depend on the sole discretion of the competent authority of this office.**

1. All the rates must be written both in figures and in words. Corrections, if any, are to be made by crossing out, initialing, dating and rewriting. In case of discrepancy between the words and figures the rates indicated in figures shall prevail.

2. The firm should have a minimum three years of experience of providing the multitasking staff services to any Government organization in the Tri-city of Chandigarh/Panchkula/Mohali. Satisfactory service certificate from existing /past employers for the same should be enclosed with the Technical bid.

4.All overwriting/cutting, insertions shall be authenticated and attested.

5. Rates/Quotations should be submitted and signed by the firm with its current business address.

6. **The amount of earnest money will be Rs. 1,00,000/- (Rupees one lacs only) in the shape of Bank Draft in favour of P.A.O. O/O Pr. Accountant General (A&E) Punjab,**

**Chandigarh.** The EMD of unsuccessful bidder will be returned back within 60 days (without interest).

7. The Earnest Money Deposit (EMD) shall be forfeited, if

- (a) A bidder withdraws its bid during the period of Bid validity specified by the Bidder on the Bid Form
- (b) Or in case of a successful Bidder, if the Bidder fails to sign the contract.

8. The successful contractor will furnish an agreement separately on judicial paper of Rs. 20/- which shall be binding for a period of the financial year 2021-22. In addition to above, outsourcing agency will furnish affidavit duly attested by notary specifically mentioning that no persons having criminal background have been deployed in this office.

9. The Contractors should satisfy themselves before submission of the Rates/Quotations to this office that they meet the qualifying criteria and capability as laid down in the Annexure.

10. The Contractors must comply with the Rates/Quotations, specification and all terms and conditions of agreement of contract. No deviation in the Terms & Conditions of the Contract shall be entertained unless specifically mentioned by the contractor in the Rates/Quotations and accepted by this office.

11. In case of any default by the Contractor and in any of the terms & conditions (whether General or Special), this office may, without prejudice to any other right/remedy which shall have accrued or shall accrue thereafter, terminate the contract, in whole or part, by giving 15 days notice in writing to the Contractor. However, the competent authority reserves the right to continue the contract till further arrangement are made available.

12. Notwithstanding anything contained herein, this office reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.

13. Insurance Cover protecting the agency against all claims applicable under the Workmen's Compensation Act, 1948, shall be taken by the contractor. The contractor shall arrange necessary insurance cover for any person deployed by him even for short duration. This office shall not entertain any claim arising out of mishap, if any, that may take place. In the event of any liability/claim falling on this office, the same shall be reimbursed/indemnified by the Contractor.

14. Contractor shall in no case lease/transfer/sublet/appoint care taker for services.

15. No other person except Contractor's authorized representative shall be allowed to enter this office .

16. Within the premises of this office the Contractor's personnel shall not do any private work other than their normal duties.

17. Contractor shall be directly responsible for any/all disputes arising between him and his personnel and keep this office indemnified against all actions, losses, damages, expenses and claims whatsoever arising thereof.

18. Contractor shall be solely responsible for payment of wages/salaries other benefits and allowances to his personnel that might become applicable under any Act or Order of the

Govt. This office shall have no liability whatsoever in this regard and the Contractor shall indemnify this office against any/all claims which may arise under the provisions of various Acts, Govt. Orders etc.

19. Contractor shall be fully responsible for theft, burglary, fire or any mischievous deeds done by his staff.

20. All consumable and material used by the contractor shall be Provided by the office.

21. It is made clear that the engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Govt. Office.

22.The agency will provide uniforms & I/Cards to the workmen deployed for the house keeping functions.

23. The agency will provide a list of housekeepers along with their individual EPF/ESI no.etc. In case of leave of any housekeeper the contractor will provide substitute in place of that person.

24. Sweeping, leaning dusting etc. shall be completed before 9.00 AM every day..

25. Contractor would ensure that all its personnel would behave courteously and decently with employees of this office and also ensure good manners.

26.Bills chargeable to this office shall be paid after every month of services rendered, if found in order. In case of any complaint of non-fulfillment or any obligation under the contract, the Office reserves the right to deduct the payment due from the contractor from monthly bill(s).

**27.The Agency will have to make payment to the manpower provided within 7 days from the end of the month irrespective of the pending payment from this office.**

**Annexure II**  
**SPECIAL TERMS & CONDITIONS**

- 1.This office reserves the right to accept or reject any or all the quotations without assigning any reasons whatsoever.
2. If the labour is required on Sunday/Gazetted holiday, no extra charge will be paid to the Contractor.
- 3.The contractor shall maintain an Attendance Register of personnel. The above register of personnel shall be subject to check by the concerned officer of this office. The personnel will render services everyday including SATURDAYS except on NATIONAL HOLIDAYS (i.e. 26th Jan, 15th Aug. 2nd Oct. and Sundays and any other holidays/public holidays which are mandatory under labour laws). No extra payment of this shall be made. The rate of items of schedule of work includes the cost of this provision as well.
4. Proof of challan/receipt issued by Regional Provident Fund Commissioner (RPFC) etc. for the payment made towards applicable provident fund. ESI & ESIC for the previous month and this office shall release due amount after making recoveries, if any, through crossed account payee cheque in favour of contractor.
5. Detail of EPF, ESIC of individual staff is to be submitted to this office. (proof required)
- 6.The contractor shall promptly make payment to Regional Provident Fund Commissioner in respect of Provident Fund Contribution by Contractor and amount deducted from salary/wages of deployed personnel towards their contribution to provident fund.
7. Man power required for execution of the entire work including transport shall be arranged by the contractor and the man power will stay on full day in the office. In case, a particular workman remains absent due to one reason or other, it would be the responsibility of the contractor to provide another workman in his place.
- 8.The contractor shall, on award of the contract furnish the list containing names and addresses of the workman sent to this office for housekeeping services.
9. The contractor will submit the monthly bill for reimbursement in duplicate enclosing the certificates as indicated below, which shall be got duly certified by the officer-in-charge and the same shall be paid thereof after making recovery, if any.
10. The contractor shall make regular and full payment of labour charges, salaries and other payments as due, as per the labour laws to its personnel deputed under services contract by means of account payee cheque or credit the salaries to their respective bank accounts and furnish necessary proof whenever required.

11. The service provider shall have to pay his employees for three months even if this office for whatever reason it may be, does not pay the service provider.

11. Proof of payment towards compliance of other statutory provision like bonus for the previous month If any.

12. This office shall release due amount after making recoveries, if any, through crossed account payee cheque or other mode of payment in favour of contractor.

13. That no minor below the age of 18 year may be deployed by the outsourcing agency for which entire responsibility will be of said agency.

14 Notwithstanding anything contained herein, this office reserves the right to terminate the contract by giving 15 days notice in writing without assigning any reason and without incurring any financial liability whatsoever to the Contractor.

15. The agency must have a local office at Chandigarh, Panchkula or Mohali.

16. The service provider shall be contactable all the times and messages sent by phone/email/fax from this office shall be acknowledged immediately on receipt on the same day. The service provider shall strictly observe the instructions issued by the department in fulfillment of the contract from time to time.

16. Contractor shall in no case lease/lease/transfer/sublet/appoint care taker for services.

17. No other person except Contractor's authorized representative shall be allowed to enter this office.

18. Within the premises of this office the Contractor's personnel shall not do any private work other than their normal duties.

19. The venue of the arbitrator shall be O/O Accountant General (A&E) Haryana, Sector 33, Chandigarh and the decision of Accountant General will be binding on both the parties. Any disputes will be in the jurisdiction at Chandigarh.

## **PENALTIES**

- (a) Contractor will attract a penalty at double the rate of hiring rate on pro-rata basis, to be recovered from the bills preferred by the contractor under this or any other contract or from the performance security or may be demanded from him to be paid within seven days to the credit of the Office of Accountant General (A&E) Haryana Chandigarh, in the event of the contractor failing to provide the requisite number of personnel. Similarly, in the event of failure in maintaining the house keeping services



on any day up to the desired standards, in part or full, the contractor is liable to be penalised@ Rs1,000/-(Rupees One thousand only) per day.

- (b) The Service Provider will maintain an attendance register which will be verified by the designated caretaker/supervisor of this office. If personnel are found absent from duty, deduction from payment will be made on pro-rata basis.
- (c) A complaint register will be maintained by the service provider. If services are found not satisfactory, suitable penalty, as decided by the competent authority will be levied.

**Signature of Agency/Firm**

### Annexure III

#### Pre-qualification requirement for award of contract for Housekeeping

1. Name of the organization/Firm	
2.Name(s)of the Proprietors/Directors	
3. Name of Contact Person and Ph no.	
4.Registered Address	
5. Telephone No. Fax No.	
5. Whether firm is registered & license holder under ContractLabour (Regulation & Abolition) Act. (Copy to be enclosed	
6.Service Tax No. of the firm (Copy to be enclosed) if any,	
7. Registration No. of the Firm (Copy to be enclosed)	
8. Permanent Account No. of the firm (PAN) (Copy to be enclosed)	
9. Provident fund number allotted by Regional Provident Fund Office	
10. ESI Registration No.	
11. Total staff/workers of the firm.	
12. Name (s) of central Govt offices to whom similar services have been provided by the firm during two years (Please attach the job order/service certificate from Govt. Office(Within Chandigarh, Panchkula and Mohali jurisdiction)	

(Signature with seal)

### Annexure-IV

#### Performa For Quoting Rate of Multi Tasking Staff

Description of payment	Rate per month per person
1. Name of Firm and address	
2. Wages per person as per the notification issued by Chandigarh Administration under the Minimum wages Act.	
3. ESIC as per the rules, if any.	
4. EPF as per the rules, if any	
5 A Total (2 +3+4)	
6. B Administrative Charges in percentage on A	
7. C- Total(A + B)	
8.D Taxes (GST) on C	
9.Grand total(per month per person)	

Declaration:

I/We hereby certify that the information furnished above is true and correct to the best of my/our Knowledge. I/We understand the information that in case, any deviation is found in the above statement at any stage. I/We shall be black listed and shall not have any dealing with the office in future.

(Signature with seal)

- To be submitted in separate envelope as “Financial bid”

Technical Parameters and their weightage

S.No.	Particulars	Criteria	Points Awarded	Points Awarded
1	Experience in providing manpower in Govt. sector in Chandigarh tricity in past 03 years	> 5 Projects	5	5
		> 3 and ≤ 5 Projects	3	
		≤ 3 Project	2	
2.	Experience of providing manpower in other sector	> 5 Projects	5	5
		> 3 and ≤ 5 Projects	3	
		≤ 3Project	2	
3.	Average size of the staff over last three financial year viz. 2017-18, 2018-19 and 2019-20	>100 members	10	10
		>50 and ≤ 100 members	7	
		> 15 and ≤ 50 members	5	
4.	Average Turn over of the company for last 03 years	> 1 crore	10	10
		>50 lacs and ≤ 1 crore	7	
		≤ 50 lacs	5	
5.	Labour license for men	> 100 members	10	10
		>50 and ≤ 100 members	7	
		> 15 and ≤ 50 members	5	
<b>TOTAL POINTS</b>				<b>40</b>

Note:- Minimum marks are 40 percent i.e 16 marks.

Evaluation criteria will be decided by the competent authority as and when required.