

REQUEST FOR PROPOSAL (RFP)

TENDER FOR PROVIDING HOUSEKEEPING SERVICES

Reference No. BECIL/Housekeeping/2016

(Dated: 13.10.2016)



Broadcast Engineering Consultants India Ltd.

(A Govt. of India Enterprises under Ministry of Information & Broadcasting)

(A Mini Ratna Company)

Head Office: 14-B, Ring Road, I.P. Estate, New Delhi -110002

Tel: 011-23378823 Fax: 23379885

Corporate Office: C-56/A17, Sector-62, Noida -201 307

Tel: 0120-4177850 Fax: 120-4177879

Email: panditmd@becil.com Web: www.becil.com

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BROADCAST ENGINEERING CONSULTANTS INDIA LIMITED

(A Govt. of India Enterprises – A Mini Ratna Company)

An ISO 9001:2008 Certified Company

Head Office: 14-B, Ring Road, I.P. Estate, New Delhi -110002, Tel.: 011-23378823 Fax: 23379885

Corporate Office: C-56/A17, Sector-62, Noida -201307, Tel.: 0120-4177850 Fax: 120-4177879

Tender No. BECIL/Housekeeping/2016

S. No.	Description	Details
1.	RFP No.	BECIL/ Housekeeping/2016
2.	Date of Issue of Tender	13.10.2016
3.	Last date of Submission of Bids	28.10.2016 at 02:00 PM
4.	Date of opening of Technical bid	28.10.2016 at 02:30 PM
5.	Date of Personal Interview	will be intimated separately
6.	Date of opening of Commercial bid	will be intimated after completion of Technical Evaluation
7.	Address of :- Opening of Technical bid/ Purchase of Tender Document/ Submission of Bids	Broadcast Engineering Consultants India Limited (BECIL) BECIL Bhawan, C -56, A/17, Sector – 62, Noida – 201307 (Uttar Pradesh) Ph. 0120 – 4177850 Fax. 0120 – 4177879
8.	Website	www.becil.com
9.	Tender Fee	Rs.1,000/- (Rupees One Thousand Only)
10.	Earnest Money Deposit (EMD)	Rs.1,00,000/- (Rupees One Lakh Only)

Awadhesh Pandit

Assistant General Manager (F&A)

Broadcast Engineering Consultants India Limited (BECIL)

BECIL Bhawan, C – 56, A/17, Sector – 62, Noida – 201307 (Uttar Pradesh)

0120 – 4177865, 8130190435



1. About BECIL:-

Broadcast Engineering Consultants India Limited (BECIL) an ISO 9001:2008 certified, a Mini Ratna public sector enterprise of Government of India under Ministry of Information & Broadcasting, was established on 24th March, 1995 for providing consultancy services of International Standards for Broadcasting in transmission and production technology including turnkey solutions in the specialized fields of Terrestrial & Satellite Broadcasting, Cable and various IT related fields, including acoustics & Audio-Video systems & CCTV.

BECIL is the professional platform which caters to all aspects of projects related to TV, Radio, Communication and CCTV from concept to completion and from regulatory to realization.

2. Tender Notice :-

Broadcast Engineering Consultants India Ltd. (BECIL) invites sealed tenders from reputed, resourceful and registered/licensed firms/agencies having proven experience and ability in the area for providing Housekeeping on contractual basis at the Corporate Office and Head Office for initial period of one year which can be extended for a period of three years commencing from the date of signing of agreement.

The tender shall be accepted under Two Bid System "**Technical Bid**" and "**Commercial Bid**". The interested agencies are advised to submit three separate sealed envelopes super scribed "**EMD and Tender Fee**", "**Technical Bid**" and "**Commercial Bid**". All the three sealed envelopes should be kept in one bigger and sealed envelope super scribed "**TENDER FOR PROVIDING HOUSEKEEPING SERVICES**".

Bidder shall quote the rates in Indian Rupees for the entire contract on a single responsibility basis such that the tender price covers contractors all obligations mentioned or to be reasonable inferred from the tender document. Any rate bid which do not cater for the compliances shall be deemed disqualified.

The payment under this contract will be made in Indian Rupees.

The tender must be submitted in English or Hindi language only with a Font size of 12. All the documents including the supporting documents/enclosures etc. must be fully legible. Supporting documents if in a language other than English must be accompanied by a certified English translated document. The English version shall prevail in matters of interpretation.

Each bidder shall submit only ONE tender either by herself/himself or as a partner in a joint venture or as a member of consortium. If a bidder or any of the partners in a joint venture or any one of the members of consortium participate in more than one bid, the bids are liable to be rejected and EMD forfeited.

The bidder shall bear all costs associated with the preparation and submission of bid and BECIL will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

In case the bidder wants to visit the offices of BECIL, she/he may contact the Assistant General Manager (Administration & Finance) for the same.

In case the bidder has any doubt about the meaning of anything contained in the tender document, she/he shall seek clarification on or before specified date of submission of bid. Except for any written clarification by AGM (A&F), no written or oral communication, presentation or explanation by any other employee of BECIL shall be taken to bind or fetter BECIL under the contract.

Bidders shall have to submit refundable **Earnest Money Deposit (EMD) of Rs. 1,00,000/- (Rupees One Lakh only) and the Tender Fee of Rs. 1,000/- (Rupees One Thousand Only) in the form of Demand Draft** drawn on any scheduled bank at Noida in favour of "**Broadcast Engineering Consultants India Limited**" Payable at Noida along with the bid. Bid Document is also available at BECIL Office: **C-56/A17, Sector-62, Noida-201307**.

The Management of BECIL reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all the bids without giving any notice or assigning any reason. The decision of the Chairman and Managing Director, Broadcast Engineering Consultants India Limited in this regard shall be final and binding on all.

The successful bidder will have to deposit a Performance Security Deposit for due and proper fulfilment of contract in the form of Account Payee Demand Draft (DD) or Bank Guarantee (BG) drawn in favour of **“Broadcast Engineering Consultants India Limited.”** Payable at Noida, ***of Rs. 3,00,000/- (Rupees Three Lakhs only) or 10% of the value of price bid whichever is higher*** within 15 days from the date of receipt of the formal copy of Empanelment failing which the empanelment of the respective Contractor can be cancelled with immediate effect. EMD of successful bidder shall be discharged after receipt and acceptance of the Performance Guarantee towards full Security Deposit. EMD of unsuccessful bidders shall be discharged after award of work to the successful bidder and signing of contract thereof. Penalty of 0.1% will be levied for each day beyond 15 days on the value of price bid and recovered from EMD. The BG must be valid 60 days beyond the date of contract period.

3. Scope of Work:-

3.1 For Housekeeping Services:

3.1.1 The purpose of housekeeping is to maintain the entire premises of BECIL in a neat and clean condition at every time and the contractor has to undertake all such jobs/activities required to maintain the office premises neat and clean whether all such activities are elaborated hereunder or not.

3.1.2 The broad details of work covered under the scope is enumerated as follows:-

- i. Cleaning, sweeping and moping of floors.
- ii. Thorough cleaning of toilets/urinals using provided cleaning material.
- iii. Shifting of furniture and other items/stores from one place to another as required by the administration.
- iv. Thorough dusting of all furniture, railings, loose items in rooms and in Common areas.
- v. Watering of indoor plants.
- vi. Any other petty work assigned by BECIL.

3.1.3 Daily Services:

- Removal of waste material/garbage from the dustbins, buckets and entire premises including toilets, open areas / lawns /Cafeteria etc. Waste bags to be arranged by the contractor.
- Dusting of furniture, fixtures, cup-boards, telephone instruments ventilators, blinds and partition floors, windows, doors, journals, air conditioners, almirahs, filing cabinets, glass panes etc.
- Cleaning / moping of floor and rooms with cloth soaked in water and phenyl in the morning or on need basis during the day.
- Cleaning of corridors, staircase and common area once with phenyl in morning and with plain water in the afternoon.
- Cleaning and scrubbing of toilets with toilet cleaner, washbasins, sanitary fittings using detergents, deodorants and disinfectants daily. The contractor shall display the cleaning schedule chart/check list at toilets.
- Cleaning / washing of carpets.
- Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make. Bidder must quote the make/brand/size of freshener they intend to supply/use.
- Watering of indoor plants on a regular basis/everyday.

3.1.4 Weekly Services:

- a) Washing, polishing of floors with provided cleansing material.
- b) Removal of cobwebs, dusts, termites, insects, pests, etc.
- c) Windows sponging and cleaning.
- d) Keeping ceiling and table / pedestal fans, air - conditioning grills dust free.
- e) Cleaning of dustbins and buckets with detergents.
- f) Spray finite/anti-insect sprays etc. in BECIL's premises and to keep all the areas insects free.

3.1.5 House Keeping of all covered as well as open areas of boundary walls, precincts, streets, approach road, etc.

- 3.1.6** All the daily services relating to office will be accomplished before office hours, i.e. 09.30 a.m. The working hours timing shall be at the discretion of BECIL.
- 3.1.7** The Contractor shall also keep a minimum of staff on Saturdays, Sundays and other Official Holidays to carryout Housekeeping works at any of the floors as per requirement, which are part of daily routine works & no extra payment shall be made in this regard.
- 3.1.8** Supervisor will be responsible for scheduling the daily/weekly & monthly activities, replenishment of material, Maintaining Machines in working condition and all necessary coordination with BECIL and contractor.
- 3.1.9** The staff deployed should be adequately trained/ skilled in Housekeeping services i.e. operations of machines, use of appropriate chemicals for cleaning floors and toilets.
- 3.1.10** Desired level of cleanliness in the entire premises of BECIL will be maintained for which all materials/instruments/tools, etc. will be provided by the Contractor. Supervisor will attend the complaints on urgent basis.
- 3.1.11** Pest Control (with material) of Cockroaches, Mosquitoes, Rats, Flies, Rodent, Lizards and Termites of the entire building, on bi-monthly basis is to be carried out.
- 3.1.12** All the Cleaning Material provided should be of Quality standards, reputed and approved brands to the satisfaction of Administrative Officer of BECIL. **The bidder must quote the brand/make/size of the items which will be used for the housekeeping purpose.**
- 3.1.13** The manpower to be deployed shall be as per requirement. The number of staff to be deployed may be increased or decreased, at the discretion of the BECIL.

DEPLOYMENT OF HOUSEKEEPING PERSONNEL

Corporate Office at BECIL Bhawan, C-56/A17, Sector-62, Noida:

From 0800 hrs. to 1600 hrs. – Seven persons

From 1330 hrs. to 2130 hrs. – Three persons

Head Office at BECIL, 14-B, I.P. Estate, New Delhi:

From 0800 hrs. to 1600 hrs. – One persons

From 1030 hrs. to 1830 hrs. – One persons

Note: -

- I. **One Housekeeping Supervisor shall always remain available at the Head Office and Corporate Office of BECIL**
- II. **Electrician/Plumber/Attendant shall be provided by the Contractor, as and when required in BECIL.**
- III. **Housekeeping staff on Saturdays, Sundays and other Official Holidays shall be made available as per instructions given by Administrative officer of BECIL.**

4. Pre-Qualification Criteria for the Bidders

Following are the Pre-Qualification Criteria to participate in the tender for Housekeeping Services: -
(If any one of the criteria is not fulfilled by the bidder, the Bid shall be liable to be rejected outright and EMD shall be forfeited)

- 4.1 The Bidder must be a legally constituted entity under the Companies Act 2013, who possesses the required licenses and registrations for providing Housekeeping Services. The bidder should produce Memorandum & Articles of Association along with the Technical Bid.
- 4.2 The Bidder must have experience of successfully execution of atleast three Work Contracts of similar or greater magnitude in providing Housekeeping Services in each year of previous Five Financial Years (2015-16, 2014-15, 2013-14, 2012-13 & 2011-12). Atleast **one** out of three works in each Financial Year should be from Central Govt./State Govt./PSU/Autonomous Bodies. **Current Financial Year (2016-17) will not be considered.**
- 4.3 The turnover of Bidder should not be less than Rs.10,00,00,000/-(Rupees Ten Crore only) in providing the **Housekeeping Services only** in each of the three Financial Years (i.e. 2015-16, 2014-15 & 2013-14). **Current Financial Year (2016-17) will not be considered.**
- 4.4 The Bidder must have **ISO Certification** with validity for the Financial Year 2016-17.
- 4.5 The Bidder must have minimum strength of **1000 Housekeeping Personnel** in total. A self-undertaking must accompany the bid.
- 4.6 The Bidder must have a **Branch Office** in Noida/Delhi/National Capital Region (NCR).
- 4.7 Undertaking (on Non Judicial stamp paper of Rs.100/-, duly Notarized) that the Bidder has not been boycott by any of its clients and there is no litigation pending against it with any of the clients in the past three years.
- 4.8 The Bidder must provide a list of clients/customers with contact details such as postal address, landline phone no. & cell phone no. and e-mail id where services has been provided in the last five years (2015-16, 2014-15, 2013-14, 2012-13 & 2011-12) in the format given at **ANNEXURE-I**.
- 4.9 The Bidder should provide proof of registration for:
 - g) Service Tax,
 - h) ESIC,
 - i) EPF,
 - j) PAN & TAN,
 - k) Registration under Contract Labour (Regulation & Abolition) Act, 1970
- 4.10 The Bidder is required to enclose self-attested Documentary proof (duly stamped) as per the Check List given at **ANNEXURE-II** in support of each of the above relevant pre-qualification criteria along with the Technical Bid, failing which their bids shall be summarily/out rightly rejected and will not be considered any further. EMD will be forfeited.

5. Bidding Process for the Bidders :-

5.1 Bid Submission

Bids will be submitted in THREE separately sealed envelopes as per the below mentioned instructions. All the three (3) envelopes should be numbered clearly and super scribed with our Tender reference number, date, Title, Bid opening Date and Bidder's name and address. All three (3) envelopes may be enclosed within a single envelope. However, the bidder should mention the related details on the single envelope consisting of three envelopes.

Envelope-I shall contain EMD of Rs.1,00,000 (Rupees One Lac Only) and Tender Fee of Rs.1,000/- drawn on a scheduled commercial bank in favour of "**Broadcast Engineering Consultants India Limited**" payable at Noida.

Envelope-II shall consist of Technical Bid Form as per **ANNEXURE-III**. Documentary proof in support of each of the pre-qualification criteria shall be enclosed as per the Check List given at **ANNEXURE-II**. An Undertaking & Acceptance Letter by the Contractor in **ANNEXURE-IV** shall also be enclosed with the Technical Bid.

Envelope-III shall consist of Commercial Bid as per **ANNEXURE-V** including commercial deviation, if any. **The bid must be valid for 120 days from the date of submission.**

Above three envelopes enclosed in one envelope and clearly super scribed Tender details and contents inside the envelope (Envelope-1, Envelope-2 & Envelope-3) shall be submitted by the bidder on or before 28.10.2016 latest by 02:00 PM (as per BECIL's Clock) at the below-mentioned address:-

Assistant General Manager (Administration & Finance)
Broadcast Engineering Consultants India Limited
BECIL Corporate Office
C-56/A-17, Sector-62
Noida-201307 (UP)

The EMD of unsuccessful bidders shall be returned without interest after finalization of the tender.

5.2 Forfeiture of Earnest Money Deposit/Security Deposit

The Earnest Money Deposit shall be forfeited, if the Contractor:

- Does not fulfill the Eligibility Criteria
- Fails to submit Security Deposit of Rs. 3,00,000/- or 10% of the value of bid, whichever is higher, with BECIL within 15 days from issuance of Engagement Letter
- Fails to sign the Agreement in the prescribed form within 7 (seven) days of the receipt of letter awarding the contract.
- Fails to provide services within 7 (seven) days after signing of agreement.
- Withdraws its bid during the period of bid validity.

5.3 Last Date of Submission of Bids

- a. Bids, complete in all respects, must be submitted on or before the due date and time i.e. 28.10.2016 at 02:00 PM (as per BECIL's Clock). In the event of the specified date for the submission of Bids being declared a holiday, the Bids can be submitted upto 02:00 PM (as per BECIL's Clock) on the next working day for which BECIL will make necessary provisions.
- b. BECIL may, at its own discretion, extend the date for submission of bids. In such a case all rights and obligations of BECIL and the Bidders shall be applicable to the extended time frame.

- c. As the bids can be submitted only up to the defined date and time, there can't be any late bids. BECIL will not be responsible for any delay in obtaining the terms and conditions of the tender.
- d. The Bidders sending their bids through courier/by post should also ensure that their bids are received on the said address by the stipulated date and time i.e. 28.10.2016 at 02:00 PM (as per BECIL's Clock). No time extension for couriers/sent by post shall be granted and BECIL will not be responsible for any postal delays/loss/non-receipt thereof.
- e. The Bids / Offers submitted as documents, by telex / telegram / fax / Email or any manner other than specified above will not be considered. No correspondence will be entertained on this matter.
- f. At any time prior to the last date for receipt of bids, BECIL, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by an amendment. The amendment will be notified on BECIL's website <http://www.becil.com> and should be taken into consideration by the prospective bidders while preparing their bids.
- g. In order to give prospective bidders reasonable time to take the amendment into account in preparing their bids, BECIL may, at its discretion, extend the last date for the receipt of bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified by the bidder in the bid. Withdrawal of a bid during this interval may result in forfeiture of Bidder's EMD.
- h. The bidders will bear all costs associated with the preparation and submission of their bids. BECIL will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.
- i. The tender shall be ignored, if complete information is not given there-in, or if the particulars and data (if any) asked for in the Schedule to the tender are not filled in.

5.4 Opening of Bids

5.4.1 EMD, Tender Fee and Technical Bid

- a. BECIL shall convene a bid opening session on 28.10.2016 at 02:30 PM (as per BECIL's Clock) where Envelope-I containing EMD and Tender Fee drafts, shall be opened. One representative from the bidders, who have successfully submitted the bid, can participate.
- b. Subsequent to this, BECIL will go through the technical bids of only those bidders whose are found to be in order and haven't withdrawn their bids. Bidders' representatives can remain present during the bids submission and opening process.
- c. The bids will then be passed on to a duly constituted Technical Evaluation Committee (TEC) of BECIL for Technical clearance.
- d. In case any bidder fails to submit the documents in support of qualifying requirements (QR), the offer of the bidder shall be rejected and his commercial bid shall not be opened. EMD will be forfeited.

5.4.2 Commercial Bid

- a. Commercial bids, original and revised, if any, of only the technically qualified bidders, shall be opened on a notified date and time, in the presence of bidder's representatives, who chose to remain present.

- b. BECIL, at its discretion may call for revised Commercial bids from the technically accepted bidders, which should be submitted within the stipulated time period set out by BECIL. The rates quoted for any of the items in the revised Commercial bids shall not be more than the original Commercial bids, otherwise the bid shall be rejected and EMD forfeited.
- c. The Commercial bids will then be passed on to a duly constituted Financial Evaluation Committee (FEC) for evaluation.

6. GENERAL TERMS AND CONDITIONS:-

- 6.1** On written communication from BECIL for having qualified for empanelment, the successful bidder will sign the Contract Agreement stipulating all the terms and conditions of the contract within 7 days of such communication, failing which the offer will be treated as withdrawn and EMD forfeited.
- 6.2** The validity of empanelment initially will be for a period of One year and thereafter depending upon the performance will be extendable upto a maximum of three years at the sole discretion of BECIL.
- 6.3** The date of commencement shall be the date on which work is actually taken up at BECIL's premises.
- 6.4** The selected contractor will not, without BECIL's prior written consent, disclose the Contract, or any provision thereof, to any person other than a person employed by the contractor in the Performance of the Contract.
- 6.5** BECIL may terminate the contract by issuing one month notice to the Contractor without showing any reason whatsoever. In the event of instances of unsatisfactory service, gross misbehaviour, theft, burglary, moral turpitude, misuse of the BECIL's premises or indulging in any corrupt practices causing any loss of revenue to BECIL by the Contractor or by any staff of the Contractor, BECIL may instantly terminate this contract without any previous notice and forfeit the Contractor/s Performance Guarantee.
- 6.6** **The payment shall be released on monthly basis after satisfactory completion of the job** and for the work actually done on submission of bill in duplicate by the Contractor. The bills should be accompanied by the certificates as BECIL may prescribe from time to time. Income Tax (TDS) as applicable at prevailing rate will be deducted at source.
- 6.7** The Contractor will, prior to the commencement of the operation of contract, make available to BECIL the particulars of all the employees (including photographs) who will be deployed, such particulars inter-alia should include age, date of birth, permanent address and the police verification report of the employees should be enclosed.
- 6.8** The Contractor shall maintain an Occurrence cum Attendance Book which will be made available to the supervisory staff of BECIL for checking the attendance of deployed personnel as well as day to day log of the operations.
- 6.9** The Contract cannot be transferred or assigned by the Contractor to any Sub-company/Agency without the prior written approval of BECIL.
- 6.10** The Contractor will work in close co-operation and co-ordination with other Contractors working at site.
- 6.11** Under the terms of their employment agreement with the Contractor, the Housekeeping staff shall not do any professional or other work for reward or otherwise either directly or indirectly, except for and on behalf of the Contractor. Also, the Housekeeping Staff shall not accept any gratitude or reward in any shape.
- 6.12** The Contractor shall be fully responsible for timely monthly payment of wages and any other dues to the personnel deployed in BECIL, which shall not be less than the minimum mandatory rates as specified by relevant authorities per month. The payment to the personnel should be made through ECS (Electronic Clearing Service)/Account payee cheque and a record of the payment and wages book shall be maintained by the Contractor in respect of each worker which may be examined by BECIL from time to time. In case of ESI, EPF and other statutory contribution the Contractor shall produce original challans/receipts to BECIL for the records.

- 6.13** The quoted rates shall not be less than the Minimum Wages Act of Delhi State in respect of deployment in BECIL Head Office & Corporate Office and shall include all statutory obligations like Employer and Employee EPF contribution, ESI Contribution etc. The offer of the Contractor which does not abide by the minimum wages Act, as notified by respective authorities on the date of submitting of tender will be rejected outright.
- 6.14** In the event of future revision of minimum wages fixed by respective authorities the contractual rates will be revised accordingly. Relevant copies of notification of respective authorities in respect of personnel deployed in BECIL will be submitted by the Contractor.
- 6.15** The Contractor will be solely and exclusively responsible for adhering to all statutory obligations under Indian law in respect of compliance of all the rules, regulations and directions given by any statutory authority with regard to safety, labour laws (ESI, PF, Bonus, Income Tax, Service Tax or any other extra taxes levied by the Govt.) Companies Act, Tax Deduction liabilities, welfare measures of its employees and all other obligations that enjoin in such cases and are not essentially enumerated and defined herewith or any other prevalent laws and submit an undertaking and proof of payment to its employees as per minimum wages rates to BECIL each month along with claim for payment.
- 6.16** The Contractor shall ensure proper insurance coverage to its employees as per Workmen Compensation Policy. A copy of the same should be provided to BECIL for records.
- 6.17** The employees of the Contractor should possess sound health and be free from any diseases, especially contagious and frequently recurring diseases.
- 6.18** The Contractor shall not deploy any person below the age of 18 years and above the age of 55 years. In the event there is any violation of any contractual or statutory obligation regarding the personnel / labour, the contractor shall be responsible and liable for the same. An amount of Rs.10000/- will be penalised from the contractor in each such occasion (recoverable from BG/subsequent bill).
- 6.19** The Housekeeping Personnel must be dressed in neat and clean proper uniforms, while on duty, failing which invites a penalty of Rs. 500/- each occasion (recoverable from BG/subsequent bill) and habitual offenders in this regard shall be removed from duty at BECIL. The Contractor shall provide at least two sets of summer and winter uniforms to the Housekeeping staff deployed at BECIL offices at the bidder's cost.
- 6.20** The Housekeeping personnel at the office premises shall discharge their duty sincerely with decent behaviour and deal with staff and visitors, politely and courteously, while executing their jobs. In case any Housekeeping staff is found to misbehave or indulges in misconduct of any nature, a penalty of Rs. 5,000/- shall be imposed (recoverable from BG/subsequent bill) and the contractor shall be asked to replace that person.
- 6.21** The Housekeeping personnel will have to report to the BECIL's office atleast 15 minutes in advance of the commencement of the shift for collecting necessary documents/instructions and to complete all other required formalities as approved by BECIL.
- 6.22** The contractor shall ensure that either she/he herself/himself or her/his representative is available for proper Administration and supervision at the works. She/he shall be responsible for proper discipline of the employees engaged by her/him and their work besides observing other obligation.
- 6.23** The Housekeeping staff engaged by the Contractor shall not take part in any staff union and association activities.
- 6.24** The Contractor shall be responsible for the safety and security of all property of BECIL such as

furniture, equipment, fixtures etc. BECIL will recover the cost of any damage to its property from Contractor's Security Deposit. The cost of the damaged property will be equal to Book Value (undepreciated) of the property/Original Purchase price.

- 6.25** In case of theft of any material takes place from the office on account of the negligence on the part of the personnel deployed by the Contractor, amount for loss/theft will be recovered from the Contractor while settling the bill. The cost of the material shall be as per book value (undepreciated)/Original Purchase price.
- 6.26** In case of any loss that might be caused to BECIL due to lapse on the part of Housekeeping personnel discharging Housekeeping responsibilities will be borne by the Contractor and in this connection, BECIL shall have the right to deduct appropriate amount from the bill of the Contractor to make good such loss to BECIL besides imposition of penalty. In case of frequent lapses on the part of the Housekeeping personnel deployed by the Contractor, BECIL shall be within its right to terminate the contract forthwith or take any other action without assigning any reason whatsoever.
- 6.27** The Contractor shall at all times indemnify and keep indemnified BECIL and its officers, servants and agents for and against all third party claims whatsoever (not limited to property loss and damage, personal accident, injury or death of/or property or person of any sub-contract and or the servants or agents of the contractor any sub-contractor(s) and or the owner) and the contractor shall at her/his own cost and initiative at all times, maintain all liabilities under Workman's Compensation Act/Fatal Accident Act, Personal Injuries, Insurance Act and/or their Industrial Legislation from time to time in force.
- 6.28** BECIL shall in no way be responsible for any default with regard to any statutory obligation and the Contractor will indemnify BECIL in case of any damage or liability, which may arise on account of action of contractor.
- 6.29** BECIL reserves the right to reject any particular workmen/staff placed/deployed under the contract with BECIL without assigning any reason. In case the Contractor fails to take action against the defaulter, BECIL reserves the right to take suitable/legal action against the Contractor and the workmen staff concerned.
- 6.30** The workmen employed by the contractor shall be directly supervised and controlled by the Contractor, and shall have no relation whatsoever with BECIL. BECIL shall have no power to control or supervise such workmen or to take any action against them except as permissible under law. Such workmen shall also not have any claim against BECIL for service or regularization of services by virtue of being employed at BECIL against any temporary or permanent posts at BECIL.
- 6.31** BECIL will not be responsible to provide any residential accommodation to Housekeeping personnel deployed by the Contractor.
- 6.32** The Contractor and all her/his employees shall at all times during the continuance of the contract, obey and observe all the directions and instructions which may be given by the designated officer of BECIL concerning any aspect of Housekeeping Services.
- 6.33** All works shall be carried out with due regard to the convenience of BECIL. The orders of the concerned authority shall be strictly followed.
- 6.34** The Contractor will liaison with the designated officer of BECIL and report every month to make checks on day to day activities of the Housekeeping Services. The Contractor shall extend full co-operation to the designated officer from time to time.
- 6.35** The work executed shall be to the satisfaction of the concerned officer or authorized representative of

BECIL.

- 6.36** On termination of the agreement the contractor will hand over all the equipment's/articles as supplied by the BECIL in good working condition back to BECIL.
- 6.37** In the event any claim, action or suit is instituted against BECIL, the Contractor shall be required to reimburse to BECIL any payment made under such orders or judgments of any competent authority which it may be liable to pay as a Principal Employer as and when such liability is determined. BECIL shall also have the right to deduct these amounts from the payment due to the Contractor while settling the payments.
- 6.38** Decision of BECIL with regard to interpretation of the terms and conditions shall be final and binding on the contractor.
- 6.39** Dispute, if any, arising out of the Housekeeping services contract shall be settled by mutual discussion or arbitration by sole Arbitrator to be appointed by the CMD BECIL at New Delhi/ Noida as per the provisions of the Indian arbitration and Conciliation Act, 1996 and the Rules framed thereunder. However, all matters of jurisdiction shall be subject to the Jurisdiction of Delhi Court.
- 6.40** In any time during the Contract, either party is subject to **force majeure**, which can be termed as civil disturbance, riots, strikes, tempest; acts of God etc. which may prevent either party to discharge their obligation, the affected party shall promptly notify the other party about the happening of such event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The performance of the obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a periods mutually agreed to, if any, or seven days, whichever is more; either party may at its option terminate the contract.

7. SELECTION PROCESS

The following criteria and point system will be followed for the award of contract:

S. No.	Criteria	Maximum Marks	Evaluation Process
STEP-1: TECHNICAL BID			
Part (i): Pre-qualification Criteria			
A.	Registration under Companies Act, 2013: <ul style="list-style-type: none"> Public Limited Private Limited 	5	In case, the bidder is registered under the Companies Act, 2013 as a Public Limited Company, 5 (Five) marks shall be awarded. In case, the bidder is registered under the Companies Act, 2013 as a Private Limited Company, 3 (Three) marks shall be awarded.
B.	Registration under Contract Labour (Regulation & Abolition) Act, 1970	15	The bidder shall be awarded 15 (Fifteen) Marks for Registration under Contract Labour (Regulation & Abolition) Act, 1970.
C.	Registration under various Tax Authorities such as: <ul style="list-style-type: none"> Service Tax Sales Tax/ VAT 	10	The bidder shall be awarded 5 (Five) Marks for each Registration under: <ul style="list-style-type: none"> Service Tax Sales Tax/VAT.
D.	Total Turnover	10	The bidder shall be awarded 10 (Ten) Marks for Turnover of Rs.10 Crore or more in previous three Financial Years (2013-14, 2014-15 & 2015-16). In case of turnover is less than Rs.10 Crore in any of the mentioned year, the bid shall be out rightly rejected.
Part (ii): PERSONAL INTERVIEW			
A.	Personal Interview	30	The marks shall be awarded by the Committee during the Personal Interview.
TECHNICAL SCORE		70	
STEP-2: COMMERCIAL BID			
A.	Commercial Quote	30	As per the financial bid evaluation method described below.
TOTAL SCORE		100	

Financial Bid Evaluation:

i. Financial Bids of technically qualified bidders will be opened and evaluated based on the criterion explained below.

Financial Score of Individual Bidder = (Lowest Bid Amount / Bid Amount of individual Bidder) x 30

ii. For the QCCB (Quality Cum Cost Based) evaluation, the combined score will be calculated as follows:

Total Score = Technical Score (Out of 70) + Financial Score (Out of 30)

The highest scoring bidder will qualify for the award of contract.

ANNEXURE- I

LIST OF CLIENTS

S. No.	Name of Client	Period of contract	Value of contract	Name/Designation of Contact person	Telephone/ Mobile number

Signature:

Name & Designation of the Authorized Signatory:

Seal of the Organization:

Date:

Place:

ANNEXURE- II**CHECK-LIST FOR PRE-QUALIFICATION CRITERIA**

S. NO.	CRITERIA	COMPLIANCE (Yes/No)	Type of Document to be furnished
1.	Tender Fee of Rs. 1,000/-		Original Demand Draft
2.	Bid Security/EMD of Rs. 2,00,000		Original Demand Draft
3.	The Bidder must be a legally constituted entity under the Companies Act 2013, who possesses the required licenses and registrations for providing Housekeeping Services. The bidder should produce Memorandum & Articles of Association along with the Technical Bid.		Copy of Certificate of Registrar of Companies (ROC), Memorandum & Articles of Association
4.	The Bidder must have experience of successfully execution of atleast three Work Contracts of similar or greater magnitude in providing Housekeeping Services each year in previous Five Financial Years (2015-16, 2014-15, 2013-14, 2012-13 & 2011-12). Atleast one out of three works in each Financial Year should be from Central Govt/StateGovt/PSU/Autonomous Bodies		Copies of Work Orders or satisfactory performance certificates from the concerned employers
5.	The turnover of Bidder should not be less than Rs.10,00,00,000/-(Rupees Ten Crore only) in providing the Housekeeping Services only in each of the three Financial Years (i.e. 2015-16, 2014-15 & 2013-14)		Copy of Audited Balance Sheet/CA Certified Statement showing Turnover in Housekeeping Services.
6.	The Bidder must have ISO Certification with validity for the Financial Year 2016-17		Copy of valid ISO Certificate
7.	The Bidder must have minimum strength of 1000 Housekeeping Personnel in total		Self-undertaking
8.	The Bidder must have a Branch Office in Noida/Delhi/National Capital Region (NCR)		Proof of office address
9.	The Bidder has not been boycott by any of its clients and there is no litigation pending against it with any of the clients in the past three years.		Undertaking (on Non Judicial stamp paper of Rs.100/-, duly Notarized)
10.	The Bidder must provide a list of clients/customers with contact details such as postal address, landline phone no. & cell phone no. and e-mail id where services has been provided in the last five years (2015-16, 2014-15, 2013-14, 2012-13 & 2011-12).		list of clients/customers as per <u>ANNEXURE-I</u>
11.	The Bidder should have registration with: a) Service Tax,		a) Self-attested Copy of Service Tax Registration Number

	<ul style="list-style-type: none"> b) ESIC, c) EPF, d) PAN & TAN, e) Registration under Contract Labour (Regulation & Abolition) Act, 1970 		<ul style="list-style-type: none"> b) Self-attested Copy of valid ESI Number c) Self-attested Copy of valid Provident Fund Registration Number d) Self-attested Copy of PAN Card & TAN registration e) Self-attested Copy of Valid License under Contract Labour (Regulation & Abolition) Act, 1970
12.	One recent Passport size photograph of the Authorized person of the Company		Self-attested Photograph on Technical Bid Form
13.	Undertaking & Acceptance Letter by the Contractor		Self attested as per <u>ANNEXURE-IV</u>

ANNEXURE- III

TECHNICAL BID FORM

Affix duly self
attested Passport
Size Photograph
of the Authorized
Person

Sl. No	PARTICULARS	REPLY
1.	Name of the Company along with CIN	
2.	Details of Registered Office Telephone Nos., Fax No., Email id.	
3.	Name of the Directors along with Contact details.	
4.	Name, Designation, Specimen Signature, Address and Telephone No. of the Authorized person of Company to deal with.	
5.	Month and Year of Commencement of Business	
6.	Total number of Housekeeping Staff Strength in the company: (Minimum strength of 1000 staff is mandatory)	
7.	Registration No. along with registration under: a) Service Tax, b) ESIC, c) EPF, d) PAN & TAN, e) Registration under Contract Labour (Regulation & Abolition) Act, 1970	
8.	Any other information you may like to give.	

Signature:

Name & Designation of the Authorized Signatory:

Seal of the Organization:

Date:

Place:

ANNEXURE- IV

UNDERTAKING & ACCEPTANCE LETTER BY THE CONTRACTOR

(To be included in the Technical Bid)

We have carefully gone through the various terms and conditions listed in the Tender Form (Technical & Price Bid) for providing Housekeeping Services at BECIL. We agree to all these conditions and offer to provide Housekeeping Services at BECIL and are making this offer after carefully reading the conditions and understanding the same without any kind of pressure or influence from any source whatsoever. We have inspected the company premises (BECIL-Head Office & Corporate office) and have acquainted ourselves with the tasks required to be carried out, before making this offer. We hereby sign this undertaking in token of our acceptance of various conditions listed in the tender document.

Place: _____

**Signature of Authorized Signatory
on behalf of Agency**

Date: _____

Address: _____

Mob: _____

Email ID: _____

ANNEXURE- V

PART-I

PROFORMA FOR COMMERCIAL BID
HOUSEKEEPING SERVICES FOR BECIL HEAD OFFICE DELHI

S. No.	Charges For	HOUSEKEEPING SUPERVISOR	HOUSEKEEPING STAFF	ELECTRICIAN	PLUMBER	ATTENDANT
1.	Basic Wages plus VDA (Variable Dearness Allowance)					
2.	EPF (specify percentage) Agency Contribution					
3.	ESI (specify percentage) Agency contribution					
4.	EDLI (specify percentage)					
5.	Weekly off / Holidays reliever charges					
6.	Bonus (specify percentage)					
7.	HRA (specify percentage)					
8.	Uniform Outfit allowance (specify percentage)					
9.	Uniform Washing allowance (specify percentage)					
10.	Any other charges to be quoted by agency. Details to be specified.					
11.	Agency service charges					
12.	Service Tax (specify percentage)					
13.	TOTAL					

Signature:

Name & Designation of the Authorized Signatory:

Seal of the Organization:

Date:

Place:

ANNEXURE- V

PART-II

PROFORMA FOR COMMERCIAL BID
HOUSEKEEPING SERVICES FOR BECIL CORPORATE OFFICE NOIDA

S. No.	Charges For	HOUSEKEEPING SUPERVISOR	HOUSEKEEPING STAFF	ELECTRICIAN	PLUMBER	ATTENDANT
1.	Basic Wages plus VDA (Variable Dearness Allowance)					
2.	EPF (specify percentage) Agency Contribution					
3.	ESI (specify percentage) Agency contribution					
4.	EDLI (specify percentage)					
5.	Weekly off / Holidays reliever charges					
6.	Bonus (specify percentage)					
7.	HRA (specify percentage)					
8.	Uniform Outfit allowance (specify percentage)					
9.	Uniform Washing allowance (specify percentage)					
10.	Any other charges to be quoted by agency. Details to be specified.					
11.	Agency service charges					
12.	Service Tax (specify percentage)					
13.	TOTAL					

Signature:

Name & Designation of the Authorized Signatory:

Seal of the Organization:

Date:

Place: