

TENDER DOCUMENT

FOR

**OUTSOURCING SERVICES FOR HOUSEKEEPING CLEANING
AND SWEEPING**

TO

**URBAN HOSTEL COMPLEX
POKHARIPUT & KALINGA NAGAR**

BHUBANESWAR

OFFICE OF THE COLLECTOR & DISTRICT MAGISTRATE, KHORDHA.

**URBAN HOSTEL COMPLEX
POKHARIPUT & KALINGA NAGAR**

Bhubaneswar

Notification No. 1797 / Date: 27.10.20 /

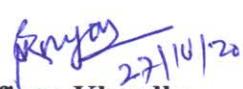
TENDER FOR HOUSEKEEPING SERVICES

Sealed tenders are invited from Registered Agencies for providing housekeeping services for URBAN HOSTEL COMPLEX at Pokhariput & Kalinga Nagar, Bhubaneswar in the prescribed tender documents, which may be downloaded from the Website: www.khordha.nic.in.

Offers in prescribed format duly sealed and superscripted "**Tender for Housekeeping Services**" should reach to the office of the **District Welfare Officer, Old Collectorate, Khordha Pin-752056**, by **16th November, 2020** (up to 5:00 PM) through Speed Post / Registered Post only. The Technical Bid will be opened on **17th November 2020 at 4:30 PM in the office of ADM, Khordha** in the presence of bidder(s) or their authorized representatives followed by Financial Bid.

Terms & Conditions: As laid down in the tender documents. The Collector & District Magistrate, Khordha, reserves all right to reject any or all tenders without assigning any reason thereof.

By the order of Collector, Khordha.


District Welfare Officer, Khordha

**INVITATION OF TENDER FOR OUTSOURCING SERVICES FOR HOUSEKEEPING, CLEANING
AND SWEEPING SERVICE TO URBAN HOSTEL COMPLEX, POKHARIPUT & KALINGA
NAGAR, BHUBANESWAR**

1. Sealed tenders are invited in the prescribed format from the reputed Bhubaneswar based agency for Providing Services of **Housekeeping, Cleaning and Sweeping Service to Urban Hostel Complex, Bhubaneswar.**

2. Bid Price:

- a) The price quoted is inclusive of all applicable taxes statutory dues, cost of consumables & equipments.
- b) The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- c) The Prices should be quoted in Indian Rupees only.

3. Eligibility Criteria of the Bidder:

3.1 The bidder must have office in Bhubaneswar (Proof to be enclosed)

The bidder shall furnish the following Self attested Document to establish the bidder's eligibility:-

- Copy of Registration Certificate
- Copy of GSTIN.
- Copy of last three Financial years audited statement
- Copy of PAN Card
- Undertaking that firm is not debarred / blacklisted by Government.
- Copy of EPF Certificate
- Copy of ESI Certificate

3.2 The Bidder must have successfully completed works of similar assignment as per following criteria, in last three financial years i.e till 31st March 2020 in any Govt. Organization/PSUs.

(i) One similar work of Rs.10.00 Lakhs or more.

Or

(ii) Two similar works, each amounting to not less than Rs.5.0 Lakhs.

Or

(iii) Three similar works, each amounting to not less than Rs.2.5 Lakhs

3.3 Average annual turnover during the last 3 years, as on 31st March 2020, should be at least Rs.25.00 Lakhs. (proof to be enclosed)

3.4 EMD of Rs.10,000/- (Rupees Ten Thousand)only and bid processing fees of Rs.2,000/- (Rupees Two Thousand)only in shape of DD drawn in any bank payable at Khordha in favour of DWO, Khordha.

3.5 Tender received late and incomplete will not be considered. The bidder should sign and stamp each page of the tender document

The documents are to be arranged serially as per the order mentioned above duly signed and sealed in each page.

4 Qualifying to the Bid.

- a) The tender has been invited under two bid system i.e. Technical Bid and Financial Bid. The interested agencies are advised to submit two separate sealed envelopes super scribing "Technical Bid for providing services for Housekeeping, Cleaning & Sweeping services to DWO, Khordha " and " Financial Bid for providing services for Housekeeping, Cleaning & Sweeping to DWO, Khordha ". Both sealed envelopes must be kept in a sealed third envelope super-scribing "**Providing Services for Housekeeping, Cleaning & Sweeping to DWO, Khordha**".

b) Technical Bid:-

The firm shall furnish the eligibility documents to establish the bidder's eligibility

- The conditional bids shall not be considered and will be out rightly rejected in very first instance.
- d) All entries and pages in the tender form should be legible and filled clearly and signed by the authorized representative. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory to be attached. No overwriting or cutting is permitted in the Financial Bid Form. In such cases, the tender shall be summarily rejected. However, the cuttings, if any, in the Technical Bid Application must be initialed by the person authorized to sign the tender.
- e) The Financial Bid of only those bidders will be opened whose technical bids are found Responsive. The Financial bids shall be opened after finalization of technical Bid. The opening of financial bid will be intimated to technically qualified bidders.
- 5 **Earned Money Deposit (EMD) :**
The bidder shall furnish EMD of Rs 10,000/- (Ten Thousand Only) in the shape of Demand Draft/ in favour of "DWO,Khordha". Any bid submitted without EMD will be rejected. The above EMD will be forfeited if a bidder (i) withdraws its bid during the period of bid validity or (ii) fails to perform the contractual obligations as per the contract . The EMD of the unsuccessful bidder will be returned after finalization of the tender
- 6 **Performance Security:**
The performance security of 10% of Contract Value shall be submitted by the selected bidder and retained for contract period. However, the EMD submitted by the agency at the time of submission of tender may be adjusted to the performance security amount. If the firm fails to execute the EMD money will be forfeited. The EMD will be refunded after successful execution of the contract within 28 days after the completion of contract.
- 7 **Validity of Bid:**
Tender shall remain valid for a period not less than 60 days after the last date of submission as specified in the tender document.
- 8 **Evaluation of Quotations**
The Purchaser will evaluate and compare the tender determined to be substantially responsive i.e. which
(a) are properly signed and sealed ;
(b) Confirm to the terms and conditions, and specifications.
(c) Submitted as per the prescribed format
- 9 **Award of contract:**
a) The Contract will be entered with the selected bidder whose bid has been determined to be substantially responsive and who has offered the lowest evaluated bid price.
b) The rates/contract will be valid for a period of one year from the date of Contract. No adjustment of rates will be applicable within the time period. The contract shall be extended on satisfactory performance and at the discretion of the Collector & DM, Khordha.
c) The bids are liable to be rejected if any of the above conditions are not complied with proper required documents.
d) The bidder whose bid is accepted will be notified for the award of contract prior to expiration of the tender validity period. The terms of the accepted offer shall be incorporated in the purchase order.
e) Notwithstanding the above, the Collector & DM, Khordha reserves the right to accept or reject any tenders and to cancel the bidding process and reject all tenders at any time prior to award of purchase order.
f) Any legal disputes arising out of this are subject to jurisdiction of Bhubaneswar only.
- 10 Interested bidders may submit their sealed tender in the prescribed format mentioning **"Providing Services for Housekeeping, Cleaning and Sweeping for Urban Hostel Complex, Pokhariput & Kalinga Nagar, Bhubaneswar"** on cover of the envelop to the to District Welfare Officer, Old Collectorate, Khordha latest by **16th November, 2020 (up to 5:00 PM)**. Bidders may be present in person or through their representative(s) during the opening of Tender at the Office of ADM, Khordha on **17th November 2020 at 4:30 PM**.

11. AREA COVERAGE FOR HOUSEKEEPING, CLEANING & SWEEPING SERVICES

Urban Hostel Complex, Pokhariput & Kalinga Nagar, Bhubaneswar

12. BROAD DETAILS OF SCOPE OF WORK:

1. Housekeeping, Sweeping & Cleaning:-

- Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Saturday or as required by Superintendent of Hostel. Cleaning activity shall start in the morning at 7.00 AM so as to complete all the dusting/ cleaning/ moping work before 9.00 AM.
- Interval moping to be done at reception floor and other floors during office hours (9.30 AM to 6.00PM)
- Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins.
- Cleaning of general toilets at least thrice daily (at 8.30 AM, 12.00 Noon & 3.30 PM) with branded phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals are to be cleaned with suitable detergent. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier, liquid soap, paper rolls, branded phenol & detergents etc. are to be provided by successful bidder regularly to ensure continuous availability of these materials in requisite place/container along with cleaning equipments.
- Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the successful bidder regularly to ensure continuous availability of these materials in requisite place/container.
- Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
- Cleaning of towels , Napkins once in every week.
- Cleaning & moping of Office rooms once in a day during office hours.
- Cleaning of office working areas, removing dust from floors, windows, doors, furniture's, fixtures, telephones, cupboards, air conditioners, filing Almirah, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
- Collection of waste paper from rooms, lobbies and putting in bags at the specified location.
- To clean glass panes on doors, windows & partitions with soap/cleaning agent.
- Cleaning of chokage in sewer and pumping lines within premises as and when required.
- Cleaning gulley trap and manholes within and surrounding of premises as and when required.
- Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
- Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
- Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
- Cleaning and dusting of entire furniture, partitions, wooden cabin walls, railings, doors, windows, racks, sofas, , computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
- Lifting, carrying and disposing the dead bird's animals, rats, insect's etc. if found in and around the office building.
- Monthly cleaning of water cooler.
- Removal of beehives and cobwebs/honey webs from the office building and its premises.
- Cleaning and sweeping of open area including balconies and roof tops with brooms.

13. GENERAL TERMS & CONDITION :-

- The Service Provider should have adequate man power (both male & female) for housekeeping and cleaning & sweeping services.
- The agreement will be executed for one year, initially which will be extendable for any another period if the Service provider is found satisfactory and Collector & DM, Khordha is willing to extend the same.
- The successful bidder shall within 10 days of issue of work order give its acceptance along with security deposit / Bank Guarantee of 10% of contract value to this Office with a validity for a period of three months beyond the contract period from the date of agreement.
- The bidder shall also be responsible for **pest control** in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Rats, Mosquitoes, Cockroach, , crawling insects in rooms etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
- The bidder must employ adult labours only. Employment of child labour will lead to the termination of the contract. Persons to be engaged by the bidder should be above 18 years of age and not exceeding 40 years and physically sound to perform the duties. Persons to be engaged by the Service Provider should be fluent in Odiya. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities.
- The bidder shall provided needful gadgets and other branded cleaning & sanitization material required for smooth housekeeping services at the Urban Hostel Complexs.
- The Hostel Authority shall not be responsible for any financial loss or any injury to any person deployed by the Service Provider in the course of their performing the functions/ duties, or for payment towards any compensation.
- The person deployed shall not claim any benefit or compensation or absorption or regularization of deployment.
- For all intents and purposes, the Service Provider shall be the "Employer" within the meaning of different Rules & Acts in respect of persons so deployed. The persons deployed by the Service Provider shall not have any claim whatsoever like employer and employee relationship against the Hostel Authorities.
- Service Provider shall be responsible for compliance of statutory provisions relating to minimum wages payable to different types of workers in respect of the persons deployed by it in the Urban Hostel Complex. The Hostel Authority shall have no liability in this regard.
- The Tax deduction at source shall be done as per the provisions of Income Tax Act/ Rules as amended from time to time.
- If any loss or damage is caused to the Hostel Complex by the person deployed by the service provider, the same shall be recovered from the unpaid bills or adjusted from the Performance Security Deposit.

14. PROVIDING WORKFORCE;

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Superintendent Urban Hostel Complex.

Housekeeping, sweeping and cleaning – Minimum 03 people per hostel (women for Pokhariput Girls Hostel). The bidder shall ensure that all the workforce deployed wear proper cloths & safety measures while on duty.

15. SUPPLY OF MATERIAL AND CONSUMABLES:

All type of required equipment & branded sanitizations & cleaning materials are to be provided by the successful bidders to maintain cleaning & sanitization in the hostel complex.

The successful bidder has to make stock of cleaning & sanitizing materials & equipments required at the urban hostel for the month well in advance which will be daily verified by the Superintendent.

16. WASTE DISPOSAL MANAGEMENT:

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage including kitchen and cooking waste in the earmarked area. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Bhubaneswar Municipal Corporation.

18. PAYMENT PROCEDURE:-

For the Services to be provided, Bills shall be submitted every month or before 7th of succeeding month with certification & endorsement of the Superintendent. The payment shall be made only if the bills are complete in all respects and are found in order

19. DISPUTE SETTLEMENT:-

It is mutually agreed that all differences and disputes arising out of or in connection with this Agreement shall be settled by mutual discussions and negotiation. If such disputes and differences cannot be settled and resolved by discussions and negotiations then the same shall be referred to the Sole Arbitrator appointed by the Collector & DM, Khordha whose decision shall be final and binding on both the parties.

DOCUMENTS TO BE PROVIDED WITH THE TECHNICAL BID

- a) Covering letter along with power of attorney on the bidder letter head.
- b) Demand Draft in support of bid, processing fee as applicable.
- c) Demand Draft in support of EMD, as applicable.
- d) Copy of certificate of incorporation of the firm by agency.
- e) Copy of GSTIN.
- f) Copy of PAN.
- g) Copies of IT Return of the last 3 assesment year.
- h) Copies of EPF & ESI Registration No.
- i) Copy of valid licence under PSARA Act, 2005 (in case of Security Service)
- j) Copy of Bank Account details.
- k) Copy of income/ expenditure statements along with balance sheet for the last 3 years.
- l) Copies of work order of the previous organizations for providing service during last 3 years.
- m) Undertaking regarding non-black listing (On stamp paper).
- n) Undertaking regarding non-pending of any Judicial Proceedings. (On bidders letter head)


COLLECTOR,
KHORDHA

APPLICATION: TECHNICAL BID

For Providing Manpower Services to For Providing Manpower Services to Urban Hostel Complex at Pokhariput & Kalinga Nagar, Bhubaneswar

1	Name of Bidder	
2	Details of the Earnest Money Deposit, Bid Processing Fee & DD Details	DD No..
		Date:
		Amount(Rs.)
		Drawn on Bank:
3	Name of Proprietor / Director:	
4	Full Address of Registered Office	Postal Address:
		Telephone No..
		FAX No..
		E-Mail Address:
5	Name & Telephone no.of the authorized officer/ person to liaise with authority	Name & designation:
		Mobile No..
6	Bank Name of the Manpower Service Provider	Account Number:
		Bank Name:
		IFS Code:
8	PAN No. (Attach self attested copy)	
9	GSTIN No. (Attach self attested copy)	
10	EPF Registration No. (Attach self attested copy)	
11	ESI Registration No. (Attach self attested copy)	
12	PSARA License No. & Valid upto (Applicable in case of Security Services)	
13	Acceptance to all the terms & conditions of the tender (Yes/No)	
14	Power of Attorney/ Authorization letter for signing of the bid document	
15	Submit an undertaking that no criminal case is pending with the police at the time of submission of the bid	
16	Submit a notary affidavit regarding the organisation has not been black listed by the Govt. or any Offices	

17. Financial turnover of the bidder for the last 3 financial years.

Financial Year	Turn Over Amount (in INR)	Agerage Turnover (in INR)
2019-20		
2018-19		
2017-18		

18. Give details of the major similar contracts handled by the tendering Manpower Service Provider during the last three years in the following format:
(Attach separate sheet, if required, along with self attested copy of proof)

Sl. No.	Name of client, address, Telephone & FAX No.	Details of equipment provided	Type of services provided with details of manpower & machinery deployed	Amount of Contract (Rs. In Lakh)	Duration of Contract	
					From	To

19. Additional information, if any:

20. Declaration

- i. I, Shri
 Son/Daughter/Wife of Shri Proprietor/ Director/
 Authorized signatory of
 Competent to sign this declaration and execute this tender Document;
- ii. I have carefully read and understood all the terms and conditions of the tender and undertake to abide by them;
- iii. The information / documents furnished along with the tender application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my/ our tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of the Bidder/ Authorised Representative
 Name:

Seal:

Date:
 Place:

FINANCIAL BID

HOUSEKEEPING , CLEANING AND SWEEPING SERVICE FOR URBAN HOSTEL COMPLEX, BHUBANESWAR

Nos. Of Requirement:-

Minimum 3 nos. of Sweeping and Cleaning staff per hostel for providing cleaning, sweeping & sanitization services including toiletry, consumables and equipments.

1. Name of the bidder :

2. Rate quoted by the bidders:

a) Rate quoted for Housekeeping, Sweeping and Cleaning services including consumables & equipments.

Sl. No.	Position / Services	No. Of Hostels	Amount quoted inclusive of all statutory dues per hostel per month for cleaning staff (in INR)	Amount quoted for branded toiletry, consumables & equipments for cleaning services per month per hostel	Service Charges per hostel per month (in INR)	GST Charges, if applicable per hostel per month (in INR)	Total rate per hostel per month (in INR)
1	Sweeping and Cleaning staff minimum 3 nos. including toiletry, consumables and equipments per hostel	2					

NB*

- The total rate for Housekeeping, Sweeping and Cleaning services including cost of branded toiletry, consumables and equipments per hostel per month should not exceed Rs.50,000/- (Rupees Fifty Thousand) only which also includes all statutory dues, charges and taxes.
 - The detail break-up of rate quoted for providing Sweeping and Cleaning staffs, cost and amount of branded toiletry, consumables and equipments per hostel per month should be submitted separately by the bidder.
 - GST is exempted for security & sanitization services provided to educational institutions as per GST Rule.
3. Other conditions :
- a) The service charges should not be quoted as Nil.
 - b) The bidder quoting lowest total rate per hostel per month for Housekeeping, Sweeping and cleaning services will be awarded the contract subject to fulfilment of other terms and conditions.
 - c) After evaluation, the work shall be awarded normally to the Agency fulfilling all the conditions and who has quoted the lowest rate after complying with the provisions of Minimum Wages Act.. In case two or more agencies are found to have quoted same rates, the Competent Officer authorized by DM, Collector, Khordha shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, annual turnover and length of experience etc.. The decision of the Competent Authority shall be final.

Signature of the Bidder/ Authorised Representative

Name:

Seal: Date: