



TENDER

FOR

HOUSE KEEPING

AND

PANTRY SERVICES

IN

IPA OFFICE

Tender No.:IPA/Tender/HK&P/01/2015
Last Date of submission: 15/01/2016

INDIAN PORTS ASSOCIATION
1st Floor, South Tower, NBCC Place
Bhisham Pitamah Marg, Lodi Road,
New Delhi - 110003

INDIAN PORTS ASSOCIATION

**1st Floor, South Tower, NBCC Place Bhisham Pitamah Marg,
Lodi Road, New Delhi – 110 003.**

TENDER NOTICE

Sealed Tenders in prescribed format are invited from reputed firms for providing “House Keeping & Pantry Services in the premises of Indian Ports Association”.

Tender document can be downloaded from the website www.ipa.nic.in or www.eprocure.gov.in or can be obtained free of cost from the office of Indian Ports Association.

A pre-bid meeting is fixed for all participating tenderers on 06/01/2016 at 1500 hours in the Conference Room of IPA to clarify doubts, if any.

The last date for submission of tenders is 15th January 2016 at 1500 hours.

**S/d
Chief Administration Officer (I/C)**

Signature of tenderer with seal

General Instructions to Tenderers

1. Eligibility Criteria:

- (i) Tenderers should have satisfactorily provided Housekeeping and Pantry services either in one contract or in isolated contract to Government/Public Undertaking/Registered societies/Institutions during the past 7 years ending November 2015 as below :

3 completed contract each costing Rs 1.60 Lakhs

2 completed contract each costing Rs 2.00 lakhs

1 completed contract costing Rs 3.20 Lakhs

- (ii) Average annual turn over of the Tenderers during the last 3 financial years should not be less than Rs.2.50 lakhs.

2. Earnest Money Deposit:

The tenderer shall deposit Earnest Money of Rs.8000/- (Rupees Eight thousand only) by way of demand draft drawn by a scheduled bank in favour of "Indian Ports Association payable at New Delhi". The earnest money deposit will be refunded to the tenderers whose offer has not been accepted with in 90 days of opening of tenders.

The EMD shall be forfeited:

- i. If the bidder withdraws his bid during the period of bid validity
- ii. In the case of successful bidder, if he fails to furnish the required Performance Guarantee within the specified time limit.

3. Performance Guarantee

- i. The successful bidder shall furnish a performance guarantee for an amount equal to ten (10) percent of the annual awarded value, within 15 days from the date of acceptance of the bid for due and proper fulfillment of contract.
- ii. EMD of successful bidder shall be discharged after receipt and acceptance of the performance Guarantee towards full security Deposit.
- iii. The performance guarantee provided by the successful bidder may be in the form of irrevocable bank guarantee from a Nationalized Bank (as per the format given in Annexure-C) which should be valid for the period of guarantee from the date of issue.

Signature of tenderer with seal

4. Tender Procedure :

- (i) Tenders must be submitted in a cover superscribed as “**Tender for House Keeping & Pantry Services in IPA**” The cover should contain two covers containing **technical bid** and **price bid** in the prescribed forms superscribed as “**Tender for House Keeping & Pantry services in IPA**” – **Technical Bid**” as *Annexure ‘A’ including Appendix-II & III of Annexure-B* and “**Tender for House Keeping & Pantry services in IPA**” – **Price Bid**” as *Annexure ‘B’ including Appendix-I of Annexure-B*.

(ii) **Technical Bid** :

However, tenderers must produce the originals of the copies of the documents submitted for verification when required. The technical bids, which are not accompanied with documents prescribed below and EMD are liable for rejection forthwith.

The technical bid consisting of the following documents shall be submitted by the tenderer:

- (a) Technical Bid Form (including *Appendix-II of Annexure-B & Appendix-II of Annexure-B*)
- (b) Details of experience, copies of experience certificates i.e. only completion certificates of the experience issued by the Employer as specified in the eligibility criteria supporting their claim of experience.
- (c) Signed Tender Document
- (d) EMD as specified.

(iii) **Price Bid** :

The tenderers shall quote their rates for one month only in relevant column. The working hours of one person should be 8 hours per day as will be fixed by IPA. IPA will deduct TDS at the prescribed rate from the payment. The Price bids shall be valid upto 3 months from the date of opening of tenders.

- (iv) The tender documents should be signed on every page by the tenderer and enclosed with technical bid as an unconditional acceptance of the terms and conditions mentioned therein.

Signature of tenderer with seal

5. **Tender Opening and Evaluation Procedure.**

Main cover and the cover containing technical bid of the tender received upto **1500 hours** on **15th January 2016** will be opened at **1530 hours** on the same date in the Conference Room of IPA in the presence of tenderers. Technical bids will be evaluated and those who are found eligible will be shortlisted as per eligibility criteria. Price Bids of those short listed tenderers will only be opened for finalizing the tender.

6. **BROAD TERMS AND CONDITIONS OF HOUSE KEEPING & PANTRY SERVICES TO BE RENDERED**

GENERAL

1. The contractor should possess a **minimum of 3 (Three) years record** of providing unblemished care house keeping services in Government/ Public Sector Undertakings/ Registered societies / institutions.
2. Financial bids of **ONLY** those contractors will be opened who qualify in the Technical bids.
3. In case the rates quoted by two or more bidders are of the same, then fresh sealed Price Bids will be obtained from such bidders for revised prices which will be opened **ONLY** in their presence to determine the lowest bidder.
4. House Keeping contract will include all covered areas measuring 880 sq. Mts. of the Indian Ports Association.
5. The above space excludes Toilet portions which will be attended by others.
6. All the daily services relating to office complex will be accomplished before office hours, i.e. 9.00 a.m. unless specially advised otherwise.
7. The Contractor will provide a team of adequate number of personnel every day, **not** below 4 per day. In case of any emergency/eventuality, the contractor should be able to provide for suitable replacement. One personnel shall be provided upto 8.30 PM on working days i.e Monday to Friday for serving tea/coffee, snacks, etc
8. The staff deployed will be trained in House Keeping / pantry services, bear good conduct and physically fit for the work.

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9. The contractor shall provide summer and winter uniforms, shoes etc. at his own cost and expenses to its staff engaged for the above services as per Indian Ports Association and all the staff will wear the same in clean condition while on duty.
10. Desired level of cleanliness in the entire area of the Indian Ports Association will be maintained and for which all materials / instruments / tools etc. will be provided by the Contractor.
11. Cleaning materials etc to be provided in sufficient quantity, by the contractor will be as under :
 - a. Glass Cleaners
 - b. Vacuum Cleaner
 - c. Brasso/ Silvo/ Polishing Material, etc.
 - d. Cleaning Materials
12. The cutlery, crockery and gas connection will be provided by IPA for pantry services. However, arrangement for refilling of gas shall be done by the contractor.
13. The materials required for preparations of Tea/Coffee etc. have to be procured by the agency. The following rates will be paid to the agency :
 - (i) Tea : Rs.7/- per cup
 - (ii) Green Tea : Rs 6/- per cup
 - (iii) Coffee : Rs.10/- per cup
 - (iv) Snacks:
 - a) Namkeen 80 gm: Rs 12/-(of Haldiram\Balaji or equivalent)
 - b) Biscuit 50 gm: Rs 5/- (of Britannia or equivalent)
 - c) One Plate Biscuit(Bakery made/Confectionery- 6 PC) : Rs 12/-
 - d) Bisleri/Cold Drink : MRP
 - e) Nibu Pani : Rs 5/-
 - d) Other items as and when required will be paid on actual basis
14. Snacks to be served time to time will be made available by agency. One personnel shall be provided upto 8.30 PM during working days i.e Monday to Friday for serving tea/coffee, snacks, etc
15. The period of contract will be for **24 (twenty four)** months which may be reviewed thereafter for further renewal or otherwise. The charges for specialized house keeping services shall be paid on monthly basis subject

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to production of bills, vouchers upto the satisfaction of the Indian Ports Association.

16. The Contractor and all his employees shall at all times during the continuance of this agreement, obey and observe all the directions and instructions which may be given by Indian Ports Association concerning any aspect of house-keeping and pantry services.

17. Payment Terms:

The IPA shall pay on monthly basis for the services that may be rendered by the Contractor on performing the services to its fullest satisfaction.

Payment for the services rendered shall be made on monthly basis within 15 days after receipt of invoices and supporting documentary evidence complete in all respect in the form of report of cleaning of various area, etc in the prescribed format and duly signed by authorized IPA representative.

The contractor will keep record of tea, coffee, snacks provided every day in the form of register which shall be signed by officer-in-charge nominated by IPA. This register shall be attached with the invoices.

The contractor shall maintain register for each cleaned on daily basis and the register will be signed by officer-in-charge nominated by IPA. This register shall be attached with the invoices.

18. **Escalation:** Escalation in the wages of manpower deployed (*as mentioned in the Appendix-I of Annexure-B*) will be provided as and when local Delhi Government prescribed the increase in the minimum wages. However, such escalation will be allowed only if the charges paid to contractor are less than the revised minimum wages. For escalation in the wages of manpower, documentary evidence shall be produced to IPA
19. The agreement shall be deemed to have come into force only for a period of **24 (twenty four) months** and it may be extended further on such terms and conditions as the IPA may decide in its own discretion/mutually agreed upon.
20. The Contractor shall not assign or sub-contract any of these contracts. In case of violation/contravention of any of the terms and conditions

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mentioned herein, the IPA reserves the right to terminate the agreement forthwith without giving any notice to the Contractor. The Contractor shall maintain good standard of services as indicated. The performance of the contractor will be reviewed on monthly basis and in case the services are not found up to the mark the contract will be terminated even before the expiry of contract period by giving one month's notice.

21. The Contractor will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, stocks, books.

22. Deduction for Exceptions

The deduction shall be made for the following jobs, if missed as exception. Such exceptions will duly be conveyed to the contractors by IPA in writing:

- a. Not properly carrying out the job as defined for 'Daily' – 1% (Each exception)
- b. Not properly carrying out the job as defined for 'Weekly' – 2% (Each exception)

However, if the exceptions become general practice, action will be initiated as per clause given against Termination.

23. Confidentially Clause

The contractor shall ensure that no information of IPA in the form of documents or softcopy is taken out of IPA premises by the staff employed by him. If anyone is found indulging in such practices it will be treated as break of contract and may lead to termination of the contract.

24. Minimum Wages and Statutory Requirement

The contractor shall ensure that the minimum wages as may be prescribed by local Delhi Government from time to time will be paid to the staff/manpower deployed. And all the statutory requirements e.g. EPF, ESI, etc. will be met by the contractor and the required documents will be submitted to IPA on demand.

The Contractor shall be responsible for compliance with all statutory provisions (e.g. EPF, ESI, etc), as applicable and the IPA will not be responsible for any lapse.

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25. Health & Hygiene of Staff

The contractor shall ensure that the staff working in pantry is healthy. The medical checkup of the staff should be carried out once every six months and records submitted to IPA. The staff preparing & serving food/eatables should wear hand gloves while preparation/serving.

26. Termination of Contract

IPA reserves the right for termination of the contract at any time by giving one month written notice, if the services are found unsatisfactory and also has the right to award the contract to any other agency at the cost, risk and responsibilities of bidder and excess expenditure incurred on account of this will be recovered by IPA from the security deposit or pending bill.

27. The persons engaged by the contractor for performance of the contract shall be the employees of the contractor during the currency for the contract and under no circumstances shall be entitled to claim regular employment in IPA.
28. In case IPA is made a party to any litigation by the employees of the contractor for any reason whatsoever, the contractor shall bear /indemnify any cost incurred by IPA.
29. The contractor shall indemnify IPA against any claim including payment to statutory authorities for which the contractor shall be wholly and severally liable.

The Contractor will be responsible for payment of his employees as per the statutory rules at his end and the Indian Ports Association will not be responsible for any payment of anything to the employees of the Contractor.

Sd/-

Chief Administrative Officer i/c

Signature of tenderer with seal

Annexure-1**SCOPE OF WORK :**

IPA has an office space measuring 880sq. mts area at 1st Floor, South Tower, NBCC Place, Bhisham Pitamah Marg, Lodi Road, New Delhi-110003.

Besides reception, balconies and passages, the office is consisting of the following and require housekeeping services –

Northern Side:

1. MD's room
2. Chairman's room
3. ED's room
4. Sr. DD(MS)/Consultants' room(3 Nos.)
5. Cabin for PS to MD
6. Cabins for steno, etc.
7. Pantry
8. Reception

Eastern Side

1. Library
2. Sr. DD(EDP)'s room
3. AD's room
4. PCS Admin room/Server room
5. Computer room
6. Conference hall & /buffet hall
7. Cabin for Accountant
8. CAO's room
9. DM(A)'s room
10. Office with low height partition
11. Three Cabin's and allied areas

The above space excludes Toilet portions which will be attended by others.

SCHEDULE OF WORK :**DAILY SERVICES**

- i) Cleaning with broomstick and Mopping of floor twice a day.
- ii) Cleaning of outside area at the entrance.

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- iii) Cleaning of Glasses
- iv) Cleaning of Kitchen
- v) Removals of waste material from the office premises.
- vi) Dusting and vacuuming of furniture, cup-boards telephone instruments and doors, windows, ventilators, blinds partition using cleaning chemicals to keep all such articles dust free during the morning time, before commencement of office.
- vii) Preparation of Tea/Coffee and serving to the staff, officers, guests etc. twice a day.
- viii) Serving of Tea/Coffee and snacks for IPA & other meetings and or as ordered by the management from time to time.

WEEKLY SERVICES

- i) Scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- ii) Removal of cobwebs.
- iii) Windows sponging and cleaning.
- iv) Keeping wall/pedestal fans, air-conditioning grills dust free.
- v) Cleaning of dustbins with detergents.
- vi) To spray mosquito and fly repellent etc. in office rooms, conference hall, dining room etc. to keep all such areas insects free. The contractor will provide the pump for the same and the spraying material.
- vii) Vacuum cleaning/washing of carpets wherever provided at the office premises of Indian Ports Association
- viii) Shampooing/Spraying/Disinfecting all carpets.

Sd/-
Chief Administrative Officer i/c

Signature of tenderer with seal

ANNEXURE –A

HOUSEKEEPING & PANTRY SERVICES – TECHNICAL BID
(Format of application for providing housekeeping & Pantry Services at IPA)

1. THE FIRM
 - A) Name_____
 - B) Regd. Address_____
 - C) Address of Office at Delhi/NCR_____
 - D) Contract Person's
 - E) i) Name & Design_____
 - F) ii) Address_____
 - iii) Tel No. Landline_____ Mobile _____
 - iv) Email ID_____

2. Type of Firm : Private Ltd./Public Ltd./Cooperative/NGO/PSU
 (Please tick and enclose copy of Memorandum/
 Articles of Association/Certificate of Incorporation)
 _____enclosed.
 (Please specify)

3. Name(s) of the Proprietors/Partners/
 Director with their full address, telephone
 Number, e-mail, fax number : _____

4. PAN/GIR No. : _____
 (Please enclose photocopy)
5. TIN No. : _____
 (Please enclose photocopy)
6. Service Tax Regn.No. : _____
 (Please enclose photocopy)
7. EPF Registration No. : _____
 (Please enclose photocopy)
8. ESI Registration No. : _____
 (Please enclose photocopy)

9. Annual Turnover for the last 3 years : 2014 – 15 _____
 2013 – 14 _____
 2012 – 13 _____
 (Please enclose copies of ITR/audited balance sheet and P & L A/c /etc.)
 _____enclosed (Pl. specify)

10. Experience of similar work in the field during the last seven years

(Should have satisfactorily provided Housekeeping and Pantry Services either in one contract or in isolated contract to Government/Public Undertaking/ Registered societies/ Institutions during the past 7 years ending November 2015 as below:

3 completed contract each costing Rs 1.60 Lakhs or 2 completed contract each costing Rs 2.00 lakhs or 1 completed contract costing Rs 3.20 Lakhs)

- a. Please submit copies of documentary evidence e.g. work order, corresponding satisfactory job completion certificates from clients specifying value and period of work order

_____ enclosed (pl. specify)

11. Infrastructure Details

- i) Workforce (NO) - _____ (not less than 20)
(Please enclose the list giving employee-wise name, PF No. ESI.No.)
- ii) Vacuum Cleaner _____ (atleast 01 No)
- iii) Floor Scrubbers (Electrically operated) _____ (atleast 01 No)

12. Earnest money details : DD No. _____ dated _____
Amount **Rs. 8000/-**
Drawn on _____

13. I / We certify that I / We read understood and accept the contents of the broad terms and conditions incorporated in the Tender Form and submit this tender for consideration. I / We certify that above statement are true.

Signatures of authorized signatory

Name _____

Designation _____

Seal :

Signature of tenderer with seal

ANNEXURE – B

HOUSEKEEPING & PANTRY SERVICES – PRICE BID

Sl. No.	Details of Scope of Work	Unit	Quantity	Amount Per month (lump sum inclusive of all) Breakup shall be given in Appendix-1
1	2	3	4	5
1.	Carrying out the housekeeping Scope of work given in Annexure-I by deploying appropriate man days as per details in Appendix-I of Annexure-B; tools, equipment and gadgets as per Appendix-II of Annexure-B and consumables as details in Appendix-III of Annexure-B.	Sq Mtr	880 sq mtr	Rs. _____
Total				Rs. _____
In word (Rupees _____)				

Note :

1. The total manpower requirement for housekeeping including pantry is **four numbers**. All statutory contributions (ESI, EPF, etc) should be included in the rates quoted by the contractor. No reimbursement will be paid by IPA separately for any of his obligations.
2. Service tax at the prescribed rates from time to time will be paid by IPA.
3. The TDS will be deducted from the payments made by IPA.
4. The contract period is for two year initially and will be commenced from the date of issue of work order.

Signatures of authorized person

Name _____

Designation _____

Seal

Signature of tenderer with seal

APPENDIX – I OF ANNEXURE-B

BREAKUP OF MANPOWER PROPOSED TO BE DEPLOYED, CLEANING MATERIALS/CONSUMABLE, etc BEING USED FOR HOUSEKEEPING WORK AS PER SCOPE OF WORK DETAILED IN ANNEXURE – I

PRICE BID - Detailed Breakup

Sl. No.	Detailed Breakup	No.	Charges per month	Total Amount Per Month (In INR)
1	Supervisor			
2.	Housekeepers Person			
3.	Pantry Services Person			
4.	Statutory Liabilities (EPF & ESI, etc)			
5	Cleaning Materials, Consumable, etc			
6	Service Charges, if any			
7	Service Tax			
8	Any other tax			
Grand Total (Shall be equal to the Lump sum amount furnished in Annexure-B)				

We undertake that the minimum wages as may be prescribed by local Delhi Government from time to time will be paid to the manpower deployed. The bidder also undertakes that all statutory requirements e.g. EPF, ESI etc. will be met by the bidder and the required documents will be submitted to IPA on demand.

Escalation: Escalation in the wages of manpower deployed will be provided as and when local Delhi Government prescribed the increase in the minimum wages. For escalation, documentary evidence shall be produced to IPA

The terms and conditions contained in the Tender document are acceptable to us.

Signature of authorized person

Name _____

Designation _____

Seal

Signature of tenderer with seal

APPENDIX-II OF ANNEXURE-B**LIST OF TOOLS, EQUIPMENTS AND GADGETS PROPOSED TO BE DEPLOYED
FOR HOUSEKEEPING WORK AS PER SCOPE OF WORK DETAILED IN
ANNEXURE – I****(Shall be part of Technical Bid)**

Sl. No.	Item	No.
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

The terms and conditions contained in the Tender document are acceptable to us.

Signatures of authorized person

Name _____

Designation _____

Seal

Signature of tenderer with seal

APPENDIX-III OF ANNEXURE-B**List of Materials and Consumables proposed to be used for Housekeeping work****(Shall be part of Technical Bid)**

Please indicate the list of materials and consumables proposed to be used on monthly basis in carrying out the housekeeping activities at IPA Office, at NBCC, Lodi Road. This should be based on the assessment after physical inspection and should be adequate for properly carrying out the housekeeping as per scope of work detailed in Annexure-I.

Sl. No.	Item	Unit	Brand	Proposed quantity per month
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				

(Please attach extra sheet if required, duly signed with seal)

The terms and conditions contained in the Tender document are acceptable to us.

Signatures of authorized person

Name _____

Designation _____

Seal

Signature of tenderer with seal

Annexure-C**FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY**

1. In consideration of the Managing Director representing the Indian Ports Association (hereinafter called "IPA") having agreed to exempt

 (hereinafter called "said contractors") from the demand, under the terms and conditions of contract awarded in No.Ref:.....
 for providing Housekeeping and Pantry services in IPA office for a period of one years dated which shall any amendments / alterations or Addition made with mutual consent between the parties (herein after called "the said agreement") of performance security for the due fulfillment by the said contractor(s) of the terms and conditions contained in the said agreement, on production of Bank Guarantee for Rs.-/- (Rupeesonly)

2. We Bank (hereinafter referred to as the Bank) at the request of contractor(s) do hereby undertake to pay to the IPA an amount not exceeding Rs.....-/- against any loss or damage caused to or suffered or would be caused to or suffered by the Port by reason or any breach by the said contractor(s) of any of the terms and conditions contained in the said agreement.

3. We Bank do hereby undertake to pay the amounts due payable under the guarantee without any demur, merely on a demand from the IPA stating that the amount claimed due by way of loss or damage caused to or would be caused to or suffered by the IPA by reason of any breach by the said contractor(s) of any of the terms and conditions contained in the said Agreement or by reason of the contractor(s) failure by perform the said Agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the bank under this Guarantee. However our liability under this Guarantee shall be restricted to an amount not exceeding Rs.-/-.

Signature of tenderer with seal

4. We undertake to pay to the IPA any money so demanded notwithstanding any dispute or disputes raised by the Contractor in any suit or proceedings before any Court of Tribunal relating thereto our liability under this present being absolute and unequivocal.
5. The payment so made by us under this bond shall be valid discharge of our liability for payment thereunder and the Contractor(s) shall have no claim against us for making such payment.
6. We, Bank further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said Agreement and that it shall continue to be enforceable till all the dues of the IPA under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged or till the IPA certified that the terms and condition of the said Agreement have been fully and properly carried out by the said contractor's and accordingly discharges this guarantee, Unless a demand or claim under this Guarantee is made on us in writing within three months from the date of expiry of the validity of the Guarantee period we shall be discharged from all liability under this Guarantee thereafter provided further that the Bank shall at the request of the IPA but at the cost of Contractor(s) renew or extend this Guarantee for such further period or periods as the IPA may require.
7. We, Bank further agree the IPA, that the IPA shall have the fullest liberty without consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said Agreement or to extend time of performance by the said Contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the IPA against the said Contractor(s) or for any forbearance, act or omission on the part of the IPA or any indulgence by the IPA to the said Contractor(s) or by any such matter or thing

Signature of tenderer with seal

whatsoever which under the Law relating to sureties would but for this provision, have effect of so relieving us.

8. This Guarantee will not be discharged due to the charge in the constitution of the Bank or the Contractor(s).

We, Bank lastly undertake not to revoke this Guarantee during its currency except with the previous consent of the IPA in writing.

9. This guarantee is valid upto period one years

Dated the day of 2015

Signature of tenderer with seal