

GOVERNMENT OF INDIA
Directorate of Film Festivals
Ministry Information & Broadcasting

TENDER DCUMENT

Directorate of Film Festivals, Ministry of I&B invites sealed tenders from the interested Agencies, for **OUTSOURCING OF HOUSE KEEPING SERVICE for Sirifort Auditorium Complex, August Kranit Marg, Khel Gaon, New Delhi**

The Terms & conditions form can be collected from the office of Directorate of Film Festivals, Gate No 01 Siri fort Auditorium, Khel Gaon August Kranti Marg, New Delhi-110049 on all working days during working hours.

The last date of Receipt of tender is 15/09/2017 at 2.00PM. Technical Bids will be opened on the same day at 3.00PM. The terms & condition can also be downloaded from this Directorate website dff.nic.in, Central Public Procurement Portal (CPPP) website and GeM.

GOVERNMENT OF INDIA
Directorate of Film Festivals
Ministry of Information & Broadcasting

File No.4/21/2017-FFD

Date: 23.08.2017

NOTICE INVITING TENDER FOR PROVIDING HOUSE-KEEPING SERVICES

The Office of the Directorate of Film Festivals, Ministry of Information & Broadcasting, Sirfort Auditorium Complex August Kranati Marg, New Delhi -110049 invites, sealed offers from reputed **PARTIES** engaged in the business of providing **House Keeping Services**, to provide housekeeping service in the Office premises(DFF/SFA) for a period of one year. (The effective date of commencing the work will be intimated on finalization of the bidding process).

DETAILS OF HOUSE KEEPING SERVICES

Sl. No.	Nature of House Keeping Work	No of persons
1.	Office Helper (Male & Female) (Number of person will be increased and decreased according to the work)	19
2.	Supervisor	01

SCOPE OF HOUSEKEEPING SERVICES REQUIRED TO BE PROVIDED BY THE CONTRACTOR

1. Daily sweeping and wet mopping of the entire area including the lobby in all floors daily of all auditoriums of Sirifort. Auditorium should be clean every day after the show is over.
2. Furniture like tables, chairs, visitor's chairs, sofas, almirahs, Carpet etc., and all the electronic gadgets like computers, telephone, fax machines, photo copier machine etc., have to be dust free and dust removal has to be done daily of the office of DFF & CCW (Civil & Electrical). The doors, windows, partitions including glass and aluminum channels in the entire office should be cleaned daily.
3. Deep cleaning of the toilets including WCs and Urinals with attached water and washbasins by using disinfecting materials like phenyl, harpic, vim, surf etc., twice a day and more often, if needed and also cleaning of all sanitary fittings, tiles and mirrors on the walls in the toilets.
4. Vacuum cleaning the systems room and all computers in the office and sofa sets & carpet twice a week.
5. Removal of blockages and clogging in the washbasins and other sanitary fittings in the toilets for smooth outflow of wastewater.
6. Collect all the sweepings, garbage and wastes and transport/dispose of the same to the nearest pit.
7. Maintenance and upkeep of the entire office premises of DFF & CCW (Civil & Electrical).
8. Shifting of furniture and other equipments and files whenever required.
9. Artificial plants, door mats and carpets are to be cleaned daily. All name boards, brass boards, wall panels' paintings etc., should be wiped off dirt at regular intervals.
10. Care should be taken that the gadgets are not tampered with during the cleaning operation.

TERMS AND CONDITIONS

ELIGIBILITY CRITERIA

(1) CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID

1. The Bidder should have minimum last **three** years of experience in providing house keeping services to various organizations like Government offices/Public sector undertaking office etc. Self attested copies of agreement/work order from such departments shall be provided as documentary evidence. The work order along with satisfactory certificate for three year from the Department is mandatory.
2. The Bidder must have ESI Registration, EPF Registration. They must also have Goods and Service Tax Registration. Copies of Registration Certificates shall be provided.
3. The Bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961. Copy of PAN shall be provided.
4. Within one month from the date of awarding the contract the Successful Bidder shall obtain a Licence under the Contract Labour (R&A) Act, 1970.
5. Copy of the last 3 year Income Tax Return.

OTHER TERMS AND CONDITIONS

1. The persons employed should work on all days including Saturdays, Sundays and National Holidays.
2. The working hours would be 8AM to 10 PM daily including Saturdays, Sundays and National Holidays.
3. The personnel deployed should be well experienced and trained adequately and of sound health. They should be well behaved and well mannered. They should be **provided with uniforms and identity cards prominently displayed.**
4. If a particular person is absent on any day another person should be deployed in his/her place.
5. The personnel should attend to the work punctually and complete the cleaning work of the entire office premises before 9.00 AM on all working days. The personnel will perform all the duties assigned to the contractor and as specified by the Department from time to time.
6. The personnel will report to the Officer in charge assigned by the Department.
7. In case of emergency and residual situations the contractor has to make the personnel available to cater for emergency services and urgent works entrusted by this office as and when need arises.
8. The contractor should pay to their personnel not less than the minimum wage at the **prevailing rate as fixed under Minimum Wages Act prescribed by the Govt. of India /NCT Delhi under the relevant rules**, any breach of this condition will render this contract liable for immediate termination without any prior notice and the same would be dealt with accordingly.
9. Besides ESI and PF per head at the prevailing rate should be paid by the contractor every month as per the existing rules and copies of paid up challans should be submitted. They should also maintain all relevant registers, records & accounts & produce the same to this office as and when demanded.
10. Service Provider should adhere to all the relevant statutory enactments dealing with the Employment of Labour. All existing statutory regulations of both State and Central Government should be adhered to by the service

provider. Any failure to comply with any of the regulations will be liable for termination of the contract in addition to the action proposed to be initiated by the statutory bodies.

11. The Contractor is responsible for payment of monthly salary to the personnel as applicable to them.
12. The Contractor should ensure that there is no scope for any grievance from the personnel on delayed payment of wages. The employees engaged by the house keeping agency will be in the employment of the house keeping agency only and not of DFF.
13. Engagement of the service provider does not in any way confer any right to the service provider or the persons that may be deployed by him in this office for claiming any regular or part time employment in this office or any other Government Office.
14. The Department will not involve in any dispute between the service provider and workers of the service provider.
15. **Payments to the house keeping contractor will be through electronic payments to the designated account only, on monthly basis.**
16. The contractor shall indemnify and shall keep this office indemnified against acts of omission or negligence, dishonesty or misconduct of the men/women engaged for the work and this office shall not be liable to pay any damages or compensation to such person or to third party. All damages caused by the house keeping personnel shall be charged to the contractor and recovered from its dues/bills.
17. This office reserves the right to terminate the services of the house keeping contractor at any time without giving any notice whatsoever.
18. The service provider shall strictly comply with the terms and conditions of the agreement which will be executed with the successful bidder. Failure by the contractor to comply with the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.
19. The contractor will provide Vacuum cleaner, Wiper and Broom etc. to their staff. **The cost of cleaning materials should not be included in the rate for bidding as all the house keeping materials / consumables as required to execute the above jobs will be supplied by this office (Service Receiver) DFF..**
20. No escalation of price whatsoever would be allowed during the pendency/currency of the contract.

21. If at any time during currency of job, the scope of work for which this job has been awarded is reduced/abandoned or if the number of persons employed by the supplier is reduced from the stipulated number for any period the payment/ value of this job order shall be reduced on pro-rata basis by this office and would be binding on the contractor (service provider).
22. The service provider shall submit the bill for every month by first day of the following month to the officer in charge for his certification. No interim bills will be entertained.
23. Any dispute arising out of this agreement or that which may arise in future shall be resolved by taking recourse to mutual settlement, extant arbitration/conciliation proceedings, failing which the dispute will be subject to Delhi jurisdiction.
24. The agency will maintain proper attendance register for recording daily attendance of labors including timing of the attendance.

III TENDER PROCESS

1. Tenders are invited in two parts i.e. (1) Technical bid (2) Financial bid
2. The tender form for Technical bid in Proforma prescribed in **Annexure I** and the tender form for Financial bid in proforma prescribed in **Annexure II**, complete in all aspects, shall be submitted in **two separate sealed covers** addressed to **Dy. Director (Admn), Directorate of Film Festivals, Ministry of Information & Broadcasting, Sirifort Auditoriums Complex, New Delhi-110049** on or before **2.00 PM.** of **15.09.2017**. The sealed covers should be super scribed with “**Technical Bid – Contract for providing House Keeping Services**” and “**Financial Bid- Contract for House Keeping Services**” respectively.
3. **Technical bids will be opened on 15.09.2017 at 3.00 PM** in the presence of bidders at the Office of the office of Directorate of Film Festivals, Ministry of I&B, Sirifort Complex New Delhi at
.
4. Each page of this tender document and all other enclosures appended to it shall be signed by the bidder by affixing their seal, as a token of having read and understood the terms and conditions contained therein and submit the same along with the Qualifying bid. The bidder would fill up the information in Annexure I and II enclosed at the end of this document in clear and legible terms. The rate quoted shall be written in figures and words as well. Tender quotations are not transferrable.
5. The bidders shall quote their **RATE (in both words and figures)** which should include deduction towards PF and ESI etc. and the same would not be payable over and above the rates thus quoted.
6. **This office reserve the right to postpone/and/or extend the date of receipt/opening of bids or to withdraw the same without assigning any reason thereof.**
7. This office reserves the right to accept or reject any bid and to annul the bidding process at any time, without thereby incurring any liability to the affected bidder or bidders or any obligations to inform the affected bidder or bidders of the grounds for such action.
8. Incomplete bid document shall be rejected. The valid technical bids shall be scrutinized by the Department to shortlist the eligible bidders. **The financial bids of the eligible bidders will ONLY be opened later.** Late submission of tenders shall not be accepted. The shortlisted tender along

with documents shall be submitted to the competent authority and upon approval by the competent authority the successful bidders will be intimated about the award of contract to them.

9. **Performance Guarantee:** The successful bidder has to submit 5% of the value of contract and with a validity period of 60 days beyond the completion of contractual obligations of the supplier. Performance guarantee deposit in the form of Bank Guarantee from a Nationalized Bank/Fixed Deposit Receipt before awarding contract. The Performance Guarantee shall be released to the selected bidder within one month from the completion of the contract period.

- 10 **The contract will be in force for a period of 12 months** from the commencement of Contract which will be declared on completion of tender process. However, three months from the date of award of contract will be treated as probation period and if the performance of the contractor is not satisfactory during the period of probation, the services of the contractor will be terminated without further notice. **This office reserves the right to extend the duration of the contract for further period of one year subject to the satisfactory performance if agreed mutually as per the terms & conditions. However the contract shall be annually increased by 10%.** The contract can be terminated by the contractor by giving full 3 months notice.

IMPORTANT NOTE:

Bidder should ensure that the following documents are part of the

TECHNICAL BID:

1. Annexure -1 (duly filled in)
2. Copy of PAN CARD
3. Copy of Good and Service Tax Registration Certificate
4. Copy of Registration Certificate with EPF
5. Copy of Registration Certificate with ESI
6. Any other proof required in the tender document.
7. Tender Document (all pages signed with seal)
8. EMD(Rs. 1.20 lakh) 2% of total estimate cost of the tender Rs.60 lakh in favor of **Pay & Accounts Officer (MS) Ministry of I&B**, New Delhi
9. Annual turnover Rs.60 lakh.
10. Service provider/agency will have valid registration certificate including registration with Labour Department and requirement of minimum annual turnover.

FINANCIAL BID:

- a) Duly filled in Annexure II and its enclosure.
- b) In case, it is found that any agency submitted the fake documents in his tender his EMD will be forfeited.
- c) All Colum (PF, ESI, Goods and Service Taxes, etc. and Service charges of the firm) should be filled up by the tenderer. If a firm quotes NIL charges the bid shall be treated as unresponsive and will not be considered.
- d) The agency should clearly mention the total working hours in a day for which the rate is quoted and rate thus quoted should not be less than the minimum wage at the prevailing rate as fixed under the Minimum Wages Acts prescribed by the Government.

RATES AND PRICES: The bidders shall quote their rates for personnel to be employed per month (in both words and figures).

- Encl.: i) Annexure I (Technical Bid)
ii) Annexure II (Financial Bid)

ANNEXURE – I

Technical Bid Documents

1. Name of the Party :
2. Address :
(with Tel.No., Fax No.)
3. Name and Address of the Proprietor/
Partners/Directors (with mobile no) :
4. Contact Person(s) (with mobile no) :
5. No. of years of experience in providing :
Housekeeping services in Govt. and Public
Sector Under taking (enclose proof such as
Performance Reports from clients)
6. Permanent Account Number (PAN) :
enclose copies of TDS / ITR
7. Details of ESI & EPF Registration along with :
Evidence
8. Details of Goods and Service Tax
Registration along with Evidence
9. Annual Turnover (with proof).The audited :
balance sheet duly certified by CA for last
three years.

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I / we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date and seal)

ANNEXURE II

FINANCIAL BID DOCUMENT

1. Name of the Party :
2. Address (with Tel No., Fax No.) :
Name of the Office/Location for which
3. quoted :

Sl. No	Nature of House Keeping Work	RATE PER DAY PER PERSON	Extra Hours rate per Hr
1	Office Helper		
2	Supervisor		

(Rupees in words:

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge and I have read and understood the terms and conditions contained in the Tender Document. I understand that in case any deviation is found in the above statement at any stage, I / we will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized signatory with date and seal)

FINANCIAL BID ENCLOSURE

Break –up of monthly rate of wage per person quoted		
1. (a)	Basic Pay	
(b)	Gross Daily Wages	
	Add: Statutory Contributions	
2(a)	EPF (12%)	
(b)	Pension Fund (1.61%)	
©	ESI (4.75%)	
3	Total per person per day	
4	GST	
5	Contractor's Service Charges (Rs.)(per month)	
	Monthly Rate	