

TENDER DOCUMENT

**OUTSOURCING OF 'CARETAKING / SECURITY /
MAINTENANCE SERVICES' FOR THE**

**90 NOS. OF DEPARTMENTAL RESIDENTIAL QUARTERS SITUATED AT
MOGAPPAIR, CHENNAI**

&

**32 NOS. OF DEPARTMENT RESIDENTIAL QUARTERS SITUATED AT
SHANTHI COLONY, ANNA NAGAR, CHENNAI**

**FOR THE PERIOD
FROM 01.04.2016 TO 31.03.2017**

SCOPE OF WORK OF 'CARETAKING / SECURITY / MAINTENANCE'

The Contractor to be engaged is herein referred to as 'HOUSE KEEPING CONTRACTOR'.
The persons provided for getting the work done are collectively referred herein as 'STAFF'.

SECURITY :

- The Housekeeping Contractor should provide round the clock Security and the Guard should go around the premises at regular intervals and will maintain the register or a record for this purpose.
- The Security Guard should maintain a visitor's register, which will be inspected by the representative of the residents on daily basis and weekly basis by the Secretary of Residents Welfare Association.
- It will be the responsibility of the firms to ensure that security is arranged all the 24 hours in a day. The security guards should be in proper uniform.

MAINTENANCE :

- The Housekeeping Contractor should provide qualified Technicians to attend the Electrical and Plumbing repairs and maintenance services. The Housekeeping Contractor should provide sufficient Electricians, Plumbers and other personnel for attending the other work on all days of the month.
- The Contractor is mandatorily required to maintain the following registers which are to be kept under the control of a Security Guard at a location to be identified by the Secretary of the Residents Association at all times except when called for by the Secretary of the Residential Association who shall at the earliest return it to the location:
 - (i) **Staff Attendance Register** : The Housekeeping Contractor shall maintain Staff Attendance Register to be signed by all STAFF before commencement and after finishing duty on any given day.
 - (ii) **Staff Movement Register** : The Housekeeping Contractor shall maintain a register for registering movement of STAFF indicating time of exit and time of entry indicating purpose for which concerned STAFF left the quarters and if it is related to a complaint then the 'Running Serial No' of the Complaint Register by the Security Guard.
 - (iii) **Complaints Register** : The Housekeeping Contractor shall maintain a register wherein all the complaints will be recorded. The complaint register should

contain 'Running Serial No' which is to start from 1 on each day, 'Name of the Complainant/Quarter No.', 'Date of Complainant', 'Time', 'Quarter No./ Area where problem is encountered', 'Problem Encountered' and 'Date and Time of Rectification of the Complaint'. The Complaint Register should be kept at a fixed place near the Security Guard at all times. On obtaining signature of the 'complainant/authorized person/ after completion of the work in 'Work Log Register' the date and time of rectification of complaint is to be noted down in the complaint register and the relevant 'Running SI no' of the complaint. This register shall be produced to the General Secretary/ Secretary of the Residential Quarters Association every week for obtaining signature.

(iv) Work log book: The Housekeeping Contractor shall prepare 'Work log book' indicating the 'Running SI No.' of Complaint Register, 'Quarter No./ Area where problem is encountered', 'Problem Encountered' and 'Signature of the 'complainant/other authorized person' is to be obtained by the STAFF indicating the 'Date and Time of Rectification of the Complaint'. If spares are required to rectify to the complaint, the same should be legibly indicated in the 'Work log book'.

(v) Stock Register of spares: a) Minor Spares(individual item cost below Rs 100/-) required for the repair will be provided by the Housekeeping Contractor and bills for cost of Major spares will be reimbursed by the Department.

Details of such minor spares are listed below:

- a) Water Taps, Tap washers, Valves
- b) PVC solution/paste, M Seal, White Cement, etc.
- c) PVC Bend, Tee, Elbow, Coupling.
- d) Screws, Nuts, Bolts
- e) Tube light starters, switches, fan capacitors,
- f) Door/Window hinges, latches, etc.

The Housekeeping Contractor should maintain reasonable stock of above minor spares and be well equipped with all the necessary tools. The cost of minor spares shall be borne by the Housekeeping Contractor himself. The Minor Spares listed above is indicative and not exhaustive and will also include other individual items costing Rs 100/- & below.

(vi) Visitors log book: The Housekeeping Contractor shall prepare the 'Visitors log book' paper or electronic means for a visitor to acknowledge a visit to a site, physical or web-based, and leave details such as their name, postal or electronic address, and add any comments. The Visitors log book should be kept at a fixed place near the Security Guard at all times.

- The Housekeeping Contractor should provide electrical and plumbing repair maintenance service by technicians qualified in the trade. Major Spares required for the repair shall be provided by the Housekeeping Contractor and bills will be reimbursed by the Department on monthly basis. The Bills should have the following certificate from the Secretary of the Resident Association.

“ Certified that the spares mentioned in the Individual Bills enclosed were used by the Housekeeping Contractor in rectification of the complaints registered in the complaints register which were duly closed after receipt of corresponding signatures in the ‘Work Log Book’”.

- The Housekeeping Contractor will compensate the Department, any loss or damage to the electrical appliances such as Motor, Fan, etc. due to the negligence of the personnel of the Housekeeping Contractor.
- The overhead tanks of both drinking water and bore well water should be cleaned once in a month. The bore well water and drinking water sumps also should be cleaned once in three months.
- The drainage channels should be kept clog-free always. They should be cleaned thoroughly once a fortnight through the manholes. The sieve provided at the drainage channels at various places, including the ones provided inside the flats and common areas should be immediately replaced, in case of any damage. For this, the contractor should take up inspection of the same every alternate month.
- The trees in the quarter’s premises should be trimmed once in 6 months, in consultation with the General Secretary of the Quarters Residents’ Association.
- The pathway meant for the metro water lorry to drop water in the sump should be maintained well in order to ensure that the path is always slush-free for the lorries to come in.
- The terraces and water tank stilts should be cleaned and all weeds/moss should be removed, once every month.

HOUSEKEEPING:

- The Housekeeping Contractor should provide sufficient number of Sweepers and other personnel for sweeping and mobbing the areas. The entire common area around the blocks will be kept neat and tidy. Parking areas, staircases & foyers would be kept clean and swept twice daily. Wet mopping (with soap water and Phenol) of foyers and staircases would be undertaken once every day. The lift and car parking area should be kept neat and tidy. Garbage from each house will be collected and disposed of once every day. Watering lawns and plants would also be undertaken by the above firm every day. Maintenance of lawn and removal of weeds should also be undertaken by the Housekeeping Contractor.

- Cleaning materials and other consumables like Liquid soap, Phenol, Brooms, Mops, Dusting / Cleaning cloths etc. shall be provided by the Housekeeping Contractor.

TERMS AND CONDITIONS

CONDITIONS TO BE SATISFIED IN THE QUALIFYING BID:

1. Bidder should have minimum three years of experience in providing housekeeping services to various organization; and should have completed at least two such works with an Annual Contract Value of Rs.25 lacs in the similar activity, in the last three years ended 31.03.2015.
2. The bidder should have experience in providing similar 'CARETAKING / SECURITY / MAINTENANCE' services at any two sites measuring not less than quantity of residential houses / quarters / apartments.
3. The bidder must have registered with 'ESI' and 'EPF' before 01.04.2011. The bidder must also have Service Tax Registration.
4. The bidder must have obtained Permanent Account Number (PAN) under Income Tax Act, 1961.
5. The evidence for filing of returns along with Profit and Loss Account and Balance Sheet for past three financial years 2012-13, 2013-14 & 2014-15 should be enclosed along with the qualifying bid.
6. The bidder must have an Annual Average Turnover of not less than Rs. 50 Lakhs during the last past three financial years 2012-13, 2013-14 & 2014-15 and the same should be certified by a Chartered Accountant.
7. The bidder should not have incurred loss in any two years during the last three years as on 31.03.2015.
8. The bidder must produce a solvency certificate from his banker for an amount not less than Rs. 30 Lakhs within one month from the date of awarding the contract. The bidder shall obtain a license under the Contract Labour (R & A) Act, from the licensing authority.

CONDITIONS TO BE SATISFIED IN THE FINANCIAL BID:

The 'Qualifying Bids' furnished by the Housekeeping Contractors will be processed first. The 'Financial Bids' furnished by the Housekeeping Contractors who fulfilled the conditions in the 'Qualifying Bids' will be considered for process. The Housekeeping Contractor who has submitted the lowest amount in the 'Financial Bid' will be awarded the work.

WORKING TERMS AND CONDITIONS:

The indicated number of persons provided for the contract work (hereinafter referred to as STAFF)

1. The total no of STAFF proposed to be provided should be indicated mandatorily with break-up of number of Electrician/ Plumber/ Gardener/ Sweeper/ Security Guard etc.
2. The indicated number of STAFF should be available on all days. Shortage of Staff on any day will entail pro-rata deduction in the monthly payment based on man-days lost and number of days in the concerned month.
3. The STAFF should be well behaved and well mannered. The STAFF during their presence in residential quarters should be in neat uniform and should be provided with 2 sets of uniforms and identity cards which must be prominently displayed. The STAFF should have knowledge of local language.
4. The STAFF should attend to work punctually and complete the specified cleaning work of the entire area daily. The STAFF will perform all the duties assigned to the Housekeeping Contractor and as specified by the department from time to time.
5. The Housekeeping Contractor should deploy one full time Supervisor with mobile phone and Mobile Phone No. should be communicated to all the residents of the quarters to call the Supervisor on emergencies if any. In case of emergency and residual situations the Housekeeping Contractor should make the STAFF available to cater for emergency services & urgent works entrusted by this office as and when need arises.
6. The Housekeeping Contractor should pay to all their STAFF a minimum wage at the prevailing rate as fixed under Minimum Wages Act prescribed by O/o. The Chief Labour Commissioner (Central). Any breach of this condition will result in termination of the contract and the same would be dealt with accordingly. Besides, E.S.I. and P.F. per head at the current rate should be paid by the Housekeeping Contractor every month as per the existing rules and copies of paid cash challans should be submitted every month to this office. Also the Housekeeping Contractor should provide the copies of Bank Challans as proof for payment of Service Tax to this office.
7. The Housekeeping Contractor is responsible for payment of monthly salary including leave salary, bonus, gratuity etc., to the STAFF as applicable to them.

8. The Housekeeping Contractor should ensure that there is no scope for any grievance from the STAFF on delayed payment of wages. The STAFF engaged by the Housekeeping Contractor for 'Caretaking / Security / Maintenance' Services will be in the employment of the Housekeeping Contractor only and not of the Central Excise Department.

9. Periodicity of payments will be monthly and Mode of payments to the Housekeeping Contractor will be through Account Payee Cheques or Direct Bank Transfer as applicable under the Rules. The Income Tax shall be deducted at source as per the prevailing Income Tax Act from all payments.

10. The Housekeeping Contractor shall indemnify and shall keep this office indemnified against Acts of omission or negligence, dishonesty or misconduct of the STAFF engaged for the work and this office shall not be liable to pay any damages or compensation to any such person or to third party. All damages caused by the STAFF shall be charged to the Housekeeping Contractor and recovered from its dues/bills.

11. The Contract can be terminated by either party on providing written notice of three months. However, this office reserves the right to terminate the services of the Housekeeping Contractor at any time without giving any notice whatsoever if the Housekeeping Contractor comes to the adverse notice of Law Enforcement agencies.

12. All existing statutory regulations both State & Central Governments shall be adhered to and complied with by the Housekeeping Contractor and all records maintained thereof should be available for scrutiny by this office. The Housekeeping Contractor to whom the contract is awarded shall strictly comply with the terms and conditions of the TENDER document. Failure by the Housekeeping Contractor to comply with such statutory requirements and / or the terms of the agreement during the period of agreement or deficiency in services shall result in termination of the contract.

13. The contract will be in force from 01.04.2016 to 31.03.2017. This office reserves the right to extend the duration of the contract for one year subject to satisfactory performance and on mutually agreed terms and conditions.

14. No escalation of price whatsoever would be allowed during the pendency / currency of the contract except in the increase in minimum wages, if there has been increase in wages by the Statutory authority empowered to do so. The increase has to be intimated immediately to this office by the Housekeeping Contractor.

15. 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 Housekeeping Contractor.

16. Any dispute arising out of this agreement or that which may arise in future, shall be resolved by taking recourse to mutual settlement, arbitration/conciliation clauses formulated by International Centre of Alternative Dispute Resolution (ICADR), failing which the dispute will be subject to Chennai jurisdiction only.

17. The General Secretary/ Secretary of the respective residents association will supervise the work on daily basis and the monthly bill submitted by the Housekeeping Contractor should be countersigned by the above officer certifying and satisfactory performance of the services.

18. If any service of urgent nature is not met / done as and when required, the same will be done by the Department / Association and the expenditure involved will be deducted from the monthly payment due to the Housekeeping Contractor. The following amount will be deducted from the payments due to the Housekeeping Contractor as penalty for the deficiencies in Housekeeping services:-

- a) The motors meant for pumping water, installed at the quarters premises should always be maintained in good working condition. In case of repair/ malfunction, the motors have to be reconditioned and put to use within 72 hours. Any delay on this count would attract a deduction of Rs 1,000/- per day from the payment due to Housekeeping Contractor.
- b) Tube lights installed in the common area of the quarters should always be in good working condition. In case of repair/malfunction, the lights have to be reconditioned and put to use within 48 hours. Any delay on this count would attract a deduction of Rs 100/- per day per compliant from the payment due to the Housekeeping Contractor.
- c) The Plumbing (Civil), Electrical complaints registered in the Complaints register with due signature of the residents/ authorized persons should be attended within 24 hours. Any delay on this count would attract a deduction of Rs 100/- per day per compliant from the payment due to the Housekeeping Contractor.
- d) Any complaints of overflow/blockage of drainage registered in the complaints registered with due signature of the residents/ authorized persons is not attended to within 48 hours after registering the complaint, it will attract a deduction of Rs 200/- per day from the payment due to the Housekeeping Contractor.

19. Any breach of contract will make the contract voidable at the option of the Department. The Department has the right to terminate the contract without further notice.

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TENDER PROCESS

1. Tenders are invited in two parts i.e. (1) Qualifying Bid (2) Financial Bid.

2. The tender form for Qualifying bid in pro-forma prescribed in Annexure - I and the tender form for the financial bid in pro-forma prescribed in Annexure -II complete in all aspects shall be submitted in two separate sealed covers addressed to the **Joint Commissioner of Central Excise (P&V), O/o The Principal Commissioner of Central Excise Chennai-I Commissionerate, No.26/1, Nungambakkam HighRoad, Chennai- 34**, on or before **03.00 p.m. on 15.04.2016**. The Sealed covers should bear the superscription with “Qualifying Bid – Contract for the providing Housekeeping services” and “Financial Bid – Contract for Providing Housekeeping services” respectively. The Qualifying Bids will be opened on **15.04.2016 at 4.00 p.m.** in the presence of bidders at the **Principal Commissioner of Central Excise, Chennai - I Commissionerate Office, Chennai-34** . The date and time of opening of “Financial Bid” will be intimated to the bidders after opening the “Qualifying Bids”. Absence of the bidders shall not annul the above process and the bids would be processed with the remarks “Bidders Absent”.

3. If the tenders are sent by post/ courier, it should be ensured that cover should be intact at the time of reaching destination without any damage or loss. Department is not responsible for the delay on account of postal/ courier services.

4. Earnest Money Deposit of **Rs. 50,000/- (Rupees Fifty Thousand only)** per application in the form of Demand Draft / Bankers cheque of scheduled Bank drawn in favour of **“The Principal Commissioner of Central Excise, Chennai-I Commissionerate, Chennai-34”** shall accompany the qualifying bid. Qualifying bids without Earnest Money Deposit will be rejected. EMD will be returned to all the unsuccessful bidders at the end of the selection process. However, the EMD shall be forfeited in case the successful bidder withdraws or the details furnished in Annexure – I & II are found to be incorrect or false during the tender selection process. No interest shall be paid on the Earnest Money Deposit and EMD of selected bidder will be returned on furnishing performance guarantee as detailed below.

5. **Performance Guarantee:** The Successful bidder has to submit **Rs 2,00,000/- (Rupees Two Lakh only)** as performance guarantee deposit in the form of **Bank guarantee from a Nationalized Bank / Demand Draft / Bankers cheque of a scheduled bank drawn in favour of “The Principal Commissioner of Central Excise, Chennai - I, Chennai - 34”** before awarding contract. The performance guarantee along with earnest money deposit shall be refunded to the selected bidder without any interest on the completion of contract period.

6. The tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same along with the qualifying bid. The tenderer would fill up the information in the Annexure I & II enclosed at the end of this document in clear and legible terms. The tender documents are not transferable.

7. The bidders shall quote their rates for the service to be provided as “RATE for the services to be provided PER MONTH” (in both words and figures) which should include deduction towards PF, ESI, BONUS etc. and the same would not be payable over and above the rates thus quoted.

8. This office reserves the right to postpone/and/or extend the date of receipt/opening of Rates/Quotations or to withdraw the same, without assigning any reason thereof.

9. This office reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids 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.

10. Incomplete bid documents shall be rejected. The valid qualifying bids shall be scrutinized by the Department to short-list the eligible bidders. The financial bids of the short listed bidders will be opened later. Late submission of tenders shall not be accepted. The short listed tender along with the documents will 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.

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**ANNEXURE-I
TO NOTICE INVITING TENDER FOR PROVIDING
'CARETAKING / SECURITY / MAINTENANCE' SERVICES**

QUALIFYING BID DOCUMENT

1	Name of the Service Provider	:	
2	Address (With Tel No., Fax No. & Email id.)	:	
3	Name & Address of the proprietor / Partners / Directors (With Mobile No.)	:	
4	Contact person(s) name (with mobile number)	:	
5	No. of years of experience in providing 'CARETAKING / SECURITY / MAINTENANCE' Services (enclose proof such as Performance Reports from clients (or) TDS copies)	:	
6	Average Annual Turnover (in last 3 years ended 31.03.2015) Certified by Chartered Accountant	:	
7	Permanent Account Number (PAN) (The Evidence for filing of IT returns along with Profit and Loss Account & Balance Sheet for the last three financial years i.e. 2012-13, 2013-14 & 2014-15 to be enclosed)	:	

Contd

**ANNEXURE-I
TO NOTICE INVITING TENDER FOR PROVIDING
'CARETAKING / SECURITY / MAINTENANCE' SERVICES**

QUALIFYING BID DOCUMENT

8	Details of ESI & EPF Registration along with Evidence (Registered Before 1st April, 2011)	:	
9	Details of Service Tax Registration along with evidence	:	
10	Details of EMD	:	
11	Details of Solvency Certificate issued by Bankers	:	

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. 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 seal & Date.

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**ANNEXURE-II
TO NOTICE INVITING TENDER FOR PROVIDING
'CARETAKING / SECURITY / MAINTENANCE' SERVICES**

FINANCIAL BID DOCUMENT

1	Name of the Service Provider	:	
2	Address (With Tel No., Fax No. & Email id.)	:	
3	Name & Address of the proprietor / Partners / Directors (With Mobile No.)	:	
4	Contact person(s) name (with mobile number)	:	
5	Amount quoted for providing 'CARETAKING / SECURITY / MAINTENANCE' services in the 90 Nos. of departmental residential quarters situated at Mogappair, Chennai-600 037 and 32 nos. of department residential quarters situated at Shanthi Colony, Anna Nagar, Chennai-600 040.	:	

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. 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 seal & Date.

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FINANCIAL BID ENCLOSURE**RATE OF WAGES****Category of Work *:-**

Description	Amount in Rupees
Basic Pay *	
Variable DA	
Gross Daily Wages	
Wages for working days of the month	
Add : Statutory Contributions	
a) P.F (12%)	
b) Pension Fund (1.61%)	
c) E.S.I (4.75%)	
d) Bonus (8.33%)	
Add : Contractor's Service Charges	
TOTAL	
(% of Gross Wages)	
Wage Rate for the services to be provided per day (Rupees (excluding Service Tax)	
Wages for services to be provided per day (Rupees (excluding Service Tax)	

* - For each category of work, appropriate pay specified by Office of the Deputy Chief Labour Commissioner (Central), Chennai 60 006 may be filled in this enclosure. In case different pay is fixed for 'Electrician' / 'Plumber' / 'Gardener' / 'Sweeper' / 'Security Guard' etc., appropriate " Basic Pay" is required to be filled in a separate FINANCIAL BID ENCLOSURE by making required copies of this form.

SIGNATURE OF THE AUTHORISED SIGNATORY WITH DATE