

No D.14014/45/2013/-RC
Government of Mizoram
Office of Resident Commissioner, Mizoram House,
Chanakyapuri, New Delhi – 110021

Dated 30th November, 2018

Request for Proposal for Facility Management and Security Services in
Mizoram Houses
at Chanakyapuri and Vasant Vihar

Proposals are invited from experienced and reputed Service Providers for providing Facility Management Services including reception, housekeeping, plumbing, electrical, gardening and Security Services at Mizoram House, Chanakyapuri as well as at Vasant Vihar, New Delhi.

The last date of receipt of proposals is 21st December, 2018 at 2:00 p.m. Technical Bids will be opened on the same day i.e. on 21st December, 2018 at 3:00 p.m. Tender document can be obtained from the Office of Principal Resident Commissioner, Govt of Mizoram, Chanakyapuri, New Delhi during office hours and may also be downloaded from the website: www.mizoramhouse.nic.in. In both cases, Rs.100/- shall be deposited as cost of Tender document. Tender received after 2:00 p.m. on 21st December, 2018 will not be entertained.

The proposal should be addressed to:

Principal Resident Commissioner,
Government of Mizoram,
Pt. Uma Shankar Dikshit Marg,
Chanakyapuri,
New Delhi – 110021
Phone: (011)23015471
Email: rc.mizoram@gmail.com

(PRAVEEN KUMAR GUPTA)

Principal Resident Commissioner
Govt.of Mizoram, New Delhi.

**Request for Proposal for
Facility Management and Security Services in
Mizoram Houses at
Chankayapuri and Vasant Vihar, New Delhi.**

**Government of Mizoram
Mizoram House
Pt Uma Shankar Dikshit Marg, Chanakyapuri,
New Delhi – 110021**

CONTENTS OF TENDER DOCUMENT

ABSTRACT

Sl No	Item		Page
1	Tender Notice		1-13
2	Scope of Works	Annexure 'A'	14-17
3	Manpower requirement	Annexure 'B'	18-19
4	Technical Evaluation Criteria	Annexure 'C'	20
5	Technical Evaluation Criteria	Annexure 'D'	21
6	Housekeeping – Cleaning & Sweeping	Annexure 'E'	22-24
7	Consumables – materials to be used	Annexure 'F'	25-26
8	Technical Bid Format	Annexure 'G'	27-29
9	Financial Bid Format	Annexure 'H'	30

Last date of Submission of Bids : 21st December, 2018 at 2:00 p.m.
Opening of Technical Bids : 21st December, 2018 at 3:00 p.m.
Opening of Financial Bids : 28th December, 2018 at 2:00 p.m.
Earnest Money Deposit : Rs.2.0 Lakhs (Rupees Two Lakhs)

No.D.14014/45/2018-RC
GOVERNMENT OF MIZORAM
OFFICE OF THE RESIDENT COMMISSIONER
PT UMA SHANKAR DIKSHIT MARG; CHANAKYAPURI
NEW DELHI

REQUEST FOR PROPOSAL FOR HOUSEKEEPING AND SECURITY SERVICES AT
MIZORAM HOUSE, CHANAKYAPURI AND VASANT VIHAR, NEW DELHI

FACT SHEET

1. Name and full address of the firm (Bidder)
to whom the tender document is issued:.....
2. Date of issue of tender document: 30th November, 2018
3. Date, Time and Venue for Pre-Bid Conference: 3:00 p.m. on 11th Dec., 2018 at
Conference Room, Mizoram House, Chanakyapuri.
4. Last date & time for receipt of sealed bidding documents: 21st Dec., 2018 upto
2.00 PM.
5. Earnest Money Deposit (EMD):Rs 2.00 lakhs/-.
6. Demand Draft/Pay order/Name of the bank and date of EMD.....

Note: Financial bids of only those bidders will be opened whose technical bids are found to be acceptable after evaluation and the bidders will be informed accordingly.

**REQUEST FOR PROPOSALS FOR HOUSEKEEPING AND SECURITY SERVICES AT
MIZORAM HOUSE, CHANAKYAPURI AND VASANT VIHAR, NEW DELHI**

1. For and on behalf of Governor of Mizoram, the Resident Commissioner, Government of Mizoram, New Delhi invites bids from the authorised/registered agencies for proposals for Housekeeping and Security Services as per the details at Annexures A,B,C,D,E,F,G and H at the Guest Houses of Government of Mizoram, located at Pt. Uma Shankar Dikshit Marg, Chanakyapuri, New Delhi comprising of 27(twenty seven) rooms, office complex, reception area and dining area and another Guest House, comprising of 24(twenty four) rooms, boys' and girls' dormitories(2 each), a Conference Hall and Reception area at Lt. Ribhu Saxena Marg, Vasant Vihar, New Delhi for stay of various dignitaries, senior officers and other guests.
2. **VALIDITY OF CONTRACT:** The contract, if awarded, shall be initially for a period of one year from the date of award, subject to continuous satisfactory performance. In case of breach of contract or in the event of not fulfilling the minimum requirement/statutory requirement, the Resident Commissioner shall have the right to terminate the contract forthwith and forfeit performance security amount deposited by the contractor and take suitable necessary action as warranted under law.
3. **GENERAL INSTRUCTIONS:**
 - 3.1 The tender documents and other details submitted by the participating bidder should mention all the details in the index. Each page of the Tender Document must be stamped and signed by the person or persons submitting the Tender as token of his/their documents including various conditions of contract. Any bid with any of the documents not so signed is liable to be rejected. No page should be removed/detached from Bidding documents.
 - 3.2 The bidder shall attach the copy of the authorization letter/power of Attorney as proof of authorization for signing on behalf of the bidder.
 - 3.3 All bidders are hereby explicitly informed that conditional offer or offers with deviations from the conditions of Contract, the bids not meeting the minimum eligibility criteria, Technical Bids not accompanied with EMD of requisite amount/ format or any other requirements, stipulated in the tender documents are liable to be rejected without any notice.

- 3.4 Tender drop-box will be kept in the Personal Section of Principal Resident Commissioner, Government of Mizoram, Pt. Uma Shankar Dikshit Marg, New Delhi till 2.00 PM on 21st December, 2018.No tender shall be accepted after due date and time.
- 3.5 The technical bids will be opened on 21st December, 2018 at 3.00 PM in the office of Principal Resident Commissioner at Pt. Uma Shankar Dikshit Marg, New Delhi-110021, in the presence of the concerned bidders or their authorised representatives. The financial bids of the technically qualified bidders shall be opened on 28th December, 2018 at 2:00 p.m. to be notified separately.
- 3.6 The bid should be valid for 4(four) months from the last date of receipt of the bid.
- 3.7 The Principal Resident Commissioner shall be at liberty to reject any or all the bids without assigning any reasons.

4. BIDDING SYSTEM CONDITIONS:

The bid should be submitted in two separate sealed covers as mentioned below:

- 4.1 **TECHNICAL BID:**Sealed cover marked 'A' should be superscripted as '**Technical Bid for HOUSEKEEPING AND SECURITY SERVICES TO MIZORAM HOUSE, Pt. Uma Shankar Dikshit Marg, Chanakyapuri and MIZORAM HOUSE, Lt. Ribhu Saxena Marg, Vasant Vihar, New Delhi**'. The Technical Bid duly signed should contain all the information and required documents as per Annexure 'G' along with the EMD amount of Rs.2,00,000/- (Rupees two lakhs) in the form of a Demand Draft/ Bank Guarantee in favour of the "Resident Commissioner, Mizoram Government, New Delhi".Technical Bid without the aforesaid EMD shall be rejected forthwith.
- 4.2 **ELIGIBILITY CONDITIONS FOR TECHNICAL BIDS:**
The Bidder must satisfy the following eligibility conditions (Refer to Annexure 'C'):
- 4.2.1 The Bidder should be empanelled with Labour Department, Government of NCT Delhi.

- 4.2.2 The Bidder must possess at least three years work experience in Facility Management Business. The Bidder must furnish attested copies of certificate of experience, indicating satisfactory execution of work from Organizations serviced for the past three years.
- 4.2.3 The Bidder must possess at least minimum staff strength of 100 (one hundred) on their rolls, of which at least 30% of the staff should be qualified with Diploma/Certificate course in Facility management/Hotel management from a recognized institution. Copy of the supporting documents should be enclosed.
- 4.2.4 The Bidder should have an average annual turnover of at least Rs. 2,00,00,000.00/- (Rupees Two Crores) consecutively for each of the past three years. Audited Balance Sheet for three years viz. 2015-2016, 2016-2017 & 2017-2018 should be enclosed.
- 4.2.5 The Bidder should be registered with statutory authorities such as Income Tax, Employees Provident Fund Organization, Employees State Insurance Corporation and should be a license holder from the Labour Department, Government of NCT Delhi under the Contract Labour Act, 1970. The Bidder should enclose attested copies of Labour, EPF and ESI registration.
- 4.2.6 Bids not complying with Para 4.2.1 to 4.2.5 shall be summarily rejected without further technical evaluation.
- 4.3 EARNEST MONEY DEPOSIT:
- 4.3.1 The technical bid should be accompanied with Earnest Money Deposit (EMD) of Rs. 2,00,000.00/- (Rupees two lakhs) only in the form of Bank Guarantee/Demand Draft of any nationalized Bank. The validity of the Bank Guarantee/Demand Draft must be up to six months starting from the date of submission of the bids. The Bank Guarantee/Demand Draft should be in favour of the "Resident Commissioner, Government of Mizoram, New Delhi" and payable at New Delhi.
- 4.3.2 The bid security (EMD) may be forfeited:
- 4.3.2.1 If the bidder withdraws his bid during the period of bid validity specified by the bidder in the form;
- or
- 4.3.2.2 In case of successful bidder, if the bidder:

- (i) Fails to sign the contract in accordance with the terms of the tender document.
- (ii) Fails to furnish required security deposit in accordance with the terms of tender document within the time frame specified in the Notice Inviting Tender.
- (iii) Fails to refuse to honour his own quoted prices for the services or part thereof.

4.4 **FINANCIAL BID:**

- 4.4.1 Sealed cover marked 'B' should be superscripted as **'Financial Bid for PROVIDING FACILITY MANAGEMENT SERVICES TO MIZORAM HOUSE, Pt Uma Shankar Dikshit Marg, Chanakyapuri and MIZORAM HOUSE, Lt Ribhu Saxena Marg, Vasant Vihar, New Delhi'** and should contain the rates quoted by the Bidder, in the format given in Annexure 'H'.
- 4.4.2 The Financial bid should indicate a lump sum rate for a month for all services and conditions as indicated in scope of services in Annexure- A which should remain valid for the contract period. The rate should be in accordance with the Minimum Wages Act/Labour Act/Factories Act/Rules and Regulations or any other statutory Laws as applicable at New Delhi for the Skilled, Semi-Skilled and Un-Skilled workers on per month basis. The rate shall be inclusive of all statutory liabilities, taxes, levies, cess etc. There will be no revision of rate during the contract period of one year. The bid amount should be quoted both in figures and in words and in case of any dispute/discrepancy, the amount written in words will be taken as bid value.
- 4.4.3 The bidder shall take precaution not to keep EMD in Financial Bid cover. It should invariably be placed in the envelope containing Technical Bid as per Para 4.1.

4.5 **SUBMISSION OF BIDS:**

The sealed cover containing the Technical Bid and the sealed cover containing the Financial Bid should be put in another sealed cover with the superscription – **"PROVIDING FACILITY MANAGEMENT SERVICES TO MIZORAM HOUSE, NEW DELHI"** and addressed to the Principal Resident Commissioner, Government of Mizoram, Pt. Uma Shankar Dikshit Marg, Chanakyapuri, New Delhi-110021, which may either be dropped in the drop-box kept for this purpose in the Personal Section of Principal Resident Commissioner, Pt Uma Shankar Dikshit Marg, Chanakyapuri, New Delhi-110021 or sent by Registered Post to the addressee. The

Principal Resident Commissioner shall not be responsible for any postal delay. Any bid received after the due date for receipt shall not be considered.

5. BID EVALUATION PROCESS:

There shall be a three-stage evaluation process.

First Stage: Scrutiny of the eligibility of the Bidders as per the criteria laid under para 4.2 and para 4.3 (Please refer to Annexure 'C'). Non-complaint bids will be rejected at this stage.

Second Stage: Evaluation of the bids as per the criteria laid under Annexure 'D'. Qualifying marks shall be 70% for short listing of Firms for opening the Financial bid.

Third Stage: Opening of Financial Bids of only shortlisted forms as Indicated above. The contract shall be awarded to the L-1 subject to fulfilment of all conditions stipulated in the contract.

6. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE':

After determining the successful evaluated Bidder, the Competent Authority shall issue a Letter of Acceptance (LoA). The issuance of the LoA to the successful Bidder shall constitute an integral part of the Contract and it will be binding on the Contractor.

7. SECURITY DEPOSIT:

The successful Bidder shall, within fifteen days from the date of issue of "Letter of Acceptance" furnish, as performance security deposit, an unconditional and irrevocable Bank Guarantee/Fix Deposit of a sum of 10% of the contract period. The FDR or Bank Guarantee can be forfeited by order of the Competent Authority in the event of any breach or negligence or non-observance of any terms/conditions of the contract or for unsatisfactory performance or for non-acceptance of the work order.

8. SIGNING OF CONTRACT AGREEMENT:

The successful Bidder shall enter into contract and shall execute and sign the Contract Agreement within a fortnight from the date of issuance of Letter Acceptance on a non-judicial stamp paper of appropriate value to be obtained by the successful Bidder. The Competent Authority shall also sign the Contract Agreement and return a copy of the same to the successful Bidder.

9. PENALTY CLAUSES:

- 9.1 A penalty of upto Rs 5000/- (Rupees Five Thousand only) for each instance of deficiency in service to be provided in 24 (twenty-four) hours, is liable to be imposed upon the Contractor by the Resident Commissioner. The deficiencies in provisions to be provided by the Contractor on respective check lists on a daily basis will be recorded by each of the Supervisors of Mizoram House and verified by the Assistant Resident Commissioner.
- 9.2 In addition to the penalty for deficiency in service as above, an amount of upto Rs 2500/- (Rupees Two Thousand Five Hundred only) per person will be deducted in the event of shortage of manpower as penalty based on attendance report and muster roll maintained by the Supervisors of Mizoram House. Penalty under this clause shall be over above the penalty mentioned in clause (9.1) above.
- 9.3 A penalty of upto Rs 2500/- (Rupees Two Thousand Five Hundred only) for each instance reported/verified for inappropriate behaviour of the Service Provider or its staff.

10. TERMINATION CLAUSE:

Each party may terminate the Contract if the other party is in material breach of the Contract. The Contract can be terminated by the Competent Authority or the Contractor after giving one month's notice.

- 10.1 The Resident Commissioner shall be at liberty to terminate the Contract at any time, for unsatisfactory performance viewed against the performance standards prescribed in the Contract, after giving one month's notice to the Contractor. In the event of such termination, the security deposit amount of the Contractor shall stand forfeited to the Government of Mizoram and the decision of the Resident Commissioner shall be final in the aforesaid matter. The Competent Authority also reserves the right to terminate the existing contract and to award the Contract to any Bidder for the balance period of Contract and the difference of price shall be recovered from the defaulter who has been awarded the initial Contract.
- 10.2 Deficiency in staff qualifications/skills or shortage in the supply of manpower to the extent of 25% of the prescribed strength on any occasion.

- 10.3 Interruption of service during working hours for 2(two) consecutive days.
- 10.4 Misbehaviour of the staff engaged by the Contractor with any person in Mizoram House.
- 10.5 Misuse of premises or unauthorized/illegal/unwanted activities by the Contractor or his staff/representative.
- 10.6 Any other eventuality affecting the interests of Mizoram House as deemed appropriate by the Resident Commissioner, Government of Mizoram, New Delhi.

11.QUALIFICATION OF STAFF:

Qualified and experienced persons only as per Annexure- 'B' shall be employed. No child labour should be employed. (Age proof of all employees shall have to be furnished).

12.INSTRUCTIONS TO THE CONTRACTOR:

- 12.1 The Contractor shall be solely responsible for complying with all statutory compliances and labour laws in force in Delhi including payment of minimum wages, provident fund and employees' state insurance premium and other relevant statutory provisions in force.
- 12.2 The Contractor shall provide, at his cost, uniforms with inscription of the Company logo and identity cards to all his staff.
- 12.3 The Resident Commissioner, Government of Mizoram, New Delhi shall be under no obligation in respect of the affairs of such staff and employees, including their appointment, conduct, discipline, termination, wages etc. These will be the sole responsibility of the Contractor.
- 12.4 The Contractor shall ensure that staff employed by him are properly/neatly dressed and behave in a disciplined/polite manner with the guests at all times and no staff member shall be made to work in double shifts in violation of labour laws.

- 12.5 The Contractor shall furnish Medical Fitness Certificate for all his employees issued by Registered Medical Practitioner periodically once in 6 months and every time a new staff member is deployed.
- 12.6 The Contractor shall furnish local Police Verification Certificate for all the employees deputed by him to Mizoram Houses. This has to be furnished at the time execution of Contract and subsequently, as and when he deploys new staff. No staff of the Contractor will be allowed access to Mizoram House without the local Police Verification Certificate.
- 12.7 The Contractor shall ensure presence of his employee on every check-in and check-out with a checklist of steal-able items in order to prevent any theft, damage or misappropriation of the property of Mizoram Houses or of the guests staying therein.
- 12.8 Unattended belongings of the guests should be reported and handed over to the concerned officials of Mizoram House.
- 12.9 The Contractor should possess adequate back up of additional service staff to be indented at short notice by the Resident Commissioner, Government of Mizoram, New Delhi or any other authorised officer by him for uninterrupted efficient service during the visits of the dignitaries or as necessary. Additional payments will be made for such deployment at the labour rates prescribed by the Government of NCT of Delhi.
- 12.10 The Contractor shall indemnify the Resident Commissioner, Government of Mizoram, New Delhi against all claims, damages or compensation under the provisions of Payment of Wages Act, 1936; Minimum Wages Act, 1948; Employer's Liability Act, 1938; the Workmen Compensation Act, 1923; Industrial Disputes Act, 1947; Maternity Benefit Act, 1961; Delhi Shops and Essential Act or any modification thereof and rules made hereunder from time to time; or any other labour, civil or criminal law in force, in so far as they relate to the staff employed by the contractor in the premises of the Mizoram Houses or claims arising out of such employment.
- 12.11 The Contractor shall be responsible for securing a Third-Party Insurance Policy to protect and cover all types of accidents and injuries to any person while working within the premises of the Mizoram House. The Resident Commissioner, Government of Mizoram, New Delhi shall not be liable for any accident/injuries to any person within the premises of the

Mizoram House, arising out of the acts done by the Contractor or his staff.

12.12 The Contractor shall furnish the copies of the appointment letters in respect of all the persons employed by him in connection with performance of his contract for Facility Management services. The appointment letters shall make clear that the concerned person is an employee of the Contractor only and Mizoram House, where facility management services are rendered, has no obligation or any relation to employment or otherwise whatsoever with him/them. The Contractor will pay salary/allowances, etc to his employees as per rules in force and Resident Commissioner, Government of Mizoram, New Delhi shall not be responsible for any payment to the employees of the Contractor.

12.13 The Contractor should employ preferably Hindi/English speaking workers.

12.14 Frequent changes of workers should be avoided.

13. OTHER TERMS AND CONDITIONS:

13.1 The contractor shall not sub-contract or sublet, transfer or assign the contract or any other part thereof. In the event of the contractor contravening this condition, the Competent Authority shall be entitled to make alternate arrangements at the contractor's risk and cost.

13.2 The Contractor shall comply with all the requirements under the Central/Local Sales Tax, Service Tax and any other Taxes applicable as per law and shall be responsible for payment of all taxes, fees and other statutory payments to the respective authorities.

13.3 Any dispute relating to the performance of the Contract will be adjudicated by Resident Commissioner, Government of Mizoram, New Delhi whose decision shall be binding on the Contractor.

13.4 All the daily services relating to the Guest Houses should be accomplished before 11:00 AM every day without any break or holiday throughout the year unless specifically advised otherwise.

- 13.5 The staff deployed should be of good conduct and having proper police verification and be physically fit for the manual labour and no staff member shall be made to work in double shifts.
- 13.6 Attendance register should be maintained for registering attendance of workers which should be countersigned by concerned Supervisor of the Guest House on a daily basis.
- 13.7 Consumption of alcoholic beverages, smoking and spitting of pan, etc. are strictly prohibited in the premises of Mizoram Houses. The Contractor should ensure that no one employed by him violates these conditions. Failure to observe this requirement shall amount to deficiency in service and will invite invocation of suitable penalty clauses. Repetition of such violations reported shall make the Contract liable for termination.
- 13.8 The Contractor shall maintain regular and proper books/registers of accounts/staff details/payments/vouchers etc. for consumable which should be countersigned by the concerned Supervisors of the Guest Houses. Assistant Resident Commissioner shall be competent to verify the registers as and when required.
- 13.9 The Contractor will be responsible for proper maintenance and safety of all furniture and fixtures, linen materials, cutlery, crockery, etc. belonging to Mizoram Houses. After proper verification by Assistant Resident Commissioner, the cost of missing items/shortage of stocks/materials etc., will be deducted from the monthly payments/any other sum/deposit due to the Contractor.
- 13.10 Any loss to the property of the Government by negligence of the Contractor or his staff have to be made good by the Contractor.
- 13.11 The Contractor shall maintain separate checklists of the services to be provided by him on daily, weekly and monthly basis duly signed by the designated staff deployed by the Contractor.
- 13.12 The Contractor shall maintain a suggestion/complaint register and secure feedback from the guests regularly to assess the performance of the services provided by him and the concerned Supervisors of the Guest Houses will review the performance as and when required.

13.13 Without prejudice to other rights, the Resident Commissioner, Government of Mizoram, New Delhi reserves the right to indefinitely blacklist the Contractor in case he commits breach of any terms and conditions of the contract.

14.EQUIPMENT TO BE USED BY THE CONTRACTOR:

The Contractor should use following facility management equipment/machineries:

- (i) Heavy duty Vacuum Cleaner (wet/dry).
- (ii) Scrubbing machine/floor washing machine.
- (iii) High pressure Jet cleaner.
- (iv) Variety of brooms/brushes/mops/mop sticks/cobweb sticks/toilet cleaner.
- (v) Ladder/long cleaning stick/water wipers/garbage bins.
- (vi) Plastic dust remover.
- (vii) Multi-purpose trolley for keeping cleaning materials.
- (viii) Any other machinery/equipment as is required for facility management job.

15.PAYMENT TO THE CONTRACTOR:

The Contractor will submit monthly bill for services rendered during the preceding month by 7th of the succeeding month, duly verified and signed by the Supervisor and In-charge Facility Management services, Mizoram House, Pt Uma Shankar Dixit Marg, Chanakyapuri, and Mizoram House, Lt. Ribhu Saxena Marg, Vasant Vihar who shall forward the same to the Resident Commissioner, Government of Mizoram, New Delhi. Challan in respect of ESI, EPF of the deployed manpower along with salary sheets for the relevant month and an undertaking that the salaries have been paid to the manpower deployed should be submitted along with the said Bill. The bill should be accompanied by a declaration that all legal and statutory requirements pertaining to labour welfare laws have been complied with.

The claim would not be entertained by the Resident Commissioner, Government of Mizoram, New Delhi without such declaration. The Resident Commissioner, Government of Mizoram, New Delhi shall endeavour to make the payment on the basis of the bill raised by the agency by means of endorsed bill drawn in favour of the agency by 15th day of the month. Income tax/Service tax or any other applicable tax will be deducted from the bill at such rates as may be prescribed by the Government from time to time.

16.GOVERNING LAWS AND SETTLEMENT OF DISPUTE:

Any claims, disputes and or differences (including dispute regarding the existence, validity or termination of this Contract) arising out of, or relating to this Contract, including interpretation of its terms, shall be resolved through joint discussion of the authorized representatives of the concerned parties. However, if the disputes are not resolved by the discussion as aforesaid within a period of 30(thirty) days, then the matter will be referred to for adjudication to the arbitration of a sole arbitrator to be appointed by the Resident Commissioner, Government of Mizoram, New Delhi in accordance with the provisions of the Arbitration and Conciliation Act, 1996 and rules made thereunder, including any modification, amendments and future enactments thereto. The venue for the arbitration will be New Delhi and the decision of the arbitrator shall be final and binding of the parties.

17.JURISDICTION OF COURT:

This contract is governed by the laws of Republic of India and shall be subject to the exclusive jurisdiction of the courts in Delhi.



(PRAVEEN KUMAR GUPTA)

Principal Resident Commissioner,
Government of Mizoram, New Delhi.

ANNEXURE- 'A'

SCOPE OF WORK

1. Building Complex:

The proposed services are to be provided in Mizoram Houses located at Pt Uma Shankar Dikshit Marg, Chanakyapuri and Lt. Ribhu Saxena Marg, Vasant Vihar, New Delhi.

1.1 Services to be provided are:

- (i) Mizoram House Chanakyapuri:
 - (a) Receptionist (b) Bellboys (c) Housekeeping
 - (d) Security Guard
- (ii) Mizoram House, Vasant Vihar:
 - (a) Housekeeping (b) Security Guard
- (iii) Common for both Complexes:
 - (a) Electrician (b) Plumber (c) Gardener

2. Scope of Services:

- 2.1 The Contractor shall deploy manpower as per Annexure- 'B', monitor staff performance and ensure compliance with proposed service quality standards.
- 2.2 The Contractor shall ensure housekeeping services as per frequency indicated at Annexure- 'E'.
- 2.3 The Contractor shall provide at his cost consumables as per the Annexure- 'F'.

3. Reception Desk (Chanakyapuri):

This will include manning the Reception desk on a 24 x 7 basis, registration of the guests, maintenance of Check-in and Check-out registers, collection of room rents and deposits to designated staff in compliance to office orders made from time to time, assisting arriving and departing guests, handling of phone calls, coordinating with canteen/kitchen for efficient delivery of services to guests.

4. Bellboy Services (Chanakyapuri):

The Bellboy should be capable of providing standard customer services, spot cleaning, maintenance, lobby upkeep and concierge activities etc. as per the professional standards.

5. Housekeeping Services (Both Houses):

Professional housekeeping shall be provided at the areas mention below in both the building complex:

5.1 Guest Rooms:

All the guest rooms are to be professionally maintained as per the level of three-star category hotels. This will involve the following areas of services daily cleaning of the room including floor, surface furniture, windows, balconies, toilets etc. when the room is occupied and/or when the room is readied for the new guest. Housekeeping services shall also be provided on call as required by the guest.

The professional housekeeping of Guest Rooms would involve daily cleaning-dry and wet odour-free mopping, dry and damp wiping using mops/brooms litter collection, garbage disposal within the facility, dusting washer/wiper glass cleaning, cleaning of floors, surfaces, furniture, windows, balconies etc. floor scrubbing, stain removal, scraping, disinfecting etc. as and when required.

Professional housekeeping of bathrooms in guest rooms would involve cleaning & disinfecting with cleaning agents. The cleaning and maintenance of toilets and washrooms require high standard of hygiene, maintenance of the standards may necessitate the cleaning of the area several times a day.

5.2 Common Covered Areas:

This includes office rooms, lobbies, reception areas, corridors, lifts, staircases, conference room/hall, canteens, kitchens, underground and other utility areas, etc. The professional housekeeping of these covered areas would involve daily activities and include dry/wet odour-free mopping, dry/damp wiping using mops/brooms, litter collection, garbage disposal within the facility, dusting, washer/wiper glass cleaning, windows etc., constant litter picking, mopping, stain removal, scraping, disinfecting, cleaning of window glass, ceiling etc.

5.3 Common toilets/washrooms:

Professional housekeeping of common toilets/washrooms would involve cleaning and disinfecting with cleaning agents. The cleaning and maintenance of toilets and washrooms require high standard of hygiene, maintenance of the standards may necessitate the cleaning of the area several times a day.

5.4 Outer Area:

This includes boundary walls, gates, driveways, paved areas, open parking, garden, porticos, grills, outside surfaces of building, windows and window glass surfaces. Cleaning of outer areas so as to ensure cleaner surroundings will involve constant litter collection on daily basis by attendants equipped with dustpans and brooms for outer area, regular cleaning with dry/wet, wiping of windows using manual window cleaning kit and telescopic poles of required height, clearing and cleaning of the dustbins replacing the liners, disposal of garbage including the kitchen/dining hall disposals at designated place.

5.5 Waste Management:

The Service Provider shall plan and manage collection, screening/segregation of dry and wet garbage as well as recyclable and non-recyclable wastes in the earmarked area and efficient transport and disposal of the garbage in the disposal area. The work should be carried out in an eco-friendly manner. The Service Provider will also ensure that the garbage collection/disposal work does not adversely affect the surroundings or personnel deputed for the work.

6. Electrical & Plumbing Services:

Housekeeping work shall include maintenance of electrical and plumbing facilities. The contractor shall deploy one qualified Electrician and one qualified Plumber to ensure uninterrupted supply of water and electricity at all times.

7. Gardening works:

Gardening work shall include maintenance of gardens, plants for the overall beauty and aesthetics of the Mizoram Houses. The contractor shall deploy one qualified Gardener to ensure uninterrupted gardening service at all times.

8. ,Security services:

Provision of professional security services in the complex include manning the gates on 24x7 basis by trained security personnel, access control, keeping record of visitors and vehicles in consultation with reception office and efficient vehicle parking management.

ANNEXURE- 'B'**MANPOWER REQUIREMENT****I. CHANAKYAPURI**

Sl. No.	Category	Minimum Professional Qualification	Number required
Reception			
1.	Receptionist	12 th Standard, certified receptionist with 2 years' experience	3
2.	Bellboy	12 th Standard, certified receptionist with 2 years' experience	3
Housekeeping Services			
3.	Housekeeping	8 th Standard, certified training with 2 years' experience	7
Security Services			
4.	Security Guard	10 th standard & Security training certificate	6
		Total	19

II. VASANT VIHAR:

Sl. No.	Category	Grade	Number required
Housekeeping Services			
1.	Housekeeper	8 th Standard, certified receptionist with 2 years' experience	7
2.	Security Guard	10 th standard & Security training certificate	6
		Total	13

III. FOR BOTH MIZORAM HOUSES:

Sl. No.	Category	Grade	Number required
Housekeeping Services			
1.	Electrician	10 th standard & Diploma/certificate	1
2.	Plumber	10 th standard & Diploma/certificate	1
3.	Gardener	8 th Standard & Diploma/certificate	1
		Total	3

Total number of Manpower: 35(thirty-five)nos.

The contractor shall maintain close co-ordination with the Caretakers/Supervisors and In- Charge of the Guest Houses. The Caretakers/Supervisors concerned shall monitor punctuality of the staff through a separate register that shall contain full particulars of each personnel deployed by the successful Bidder. Any personnel whose credentials are not verified by the Facility Management Services Agency through the concerned Police Station shall not be allowed to discharge duties at the Guest Houses.



(PRAVEEN KUMAR GUPTA)

Principal Resident Commissioner,
Government of Mizoram, New Delhi.

ANNEXURE – 'C'

TECHNICAL EVALUATION CRITERIA

Sl. No.	Criteria	Bench mark	Proof/documents
1	Annual turnover (average of past 3 years)	Rs 2.00 crores	Certified/attested copies
2	EPF registration	100 employees	Certified/attested copies
3	License registration	With Government of Delhi/India (See para 4.2.5)	Certified/attested copies
4	Earnest Money Deposit	Rs 2.00 lakhs	Bank Guarantee/demand draft of scheduled bank

ANNEXURE – 'D'

TECHNICAL EVALUATION CRITERIA

Sl. No.	Criteria	Bench mark	Marks obtained
1	Professional Experience of the firm	30 marks	
2	Staff Qualification	30 marks	
3	Training arrangement	20 marks	
4	Quality Monitoring arrangements	10 marks	
5	Service Standard offered	10 marks	

ANNEXURE – 'E'

Housekeeping (cleaning & sweeping) shall comprise the following items:

SI No.	Work Details	Frequency of Cleaning
1	GENERAL	
	Cleaning of the doors	Once in 24 hours
	Removal of the cobwebs	Once in seven days
	Dusting of the verticals	Once in seven days
	Cleaning of electrical switches	Once in seven days
	Spot cleaning of the walls	Once in seven days
	Dusting of the windows	Once in 24 hours
	Cleaning of the windows	Once in seven days
	Scrubbing of the skirting	Once in seven days
	Dusting of other articles in the room	Once in 24 hours
	Wet mopping of the entire corridor of the floor	Twice in 24 hours
	Dry mopping of the entire corridor of the floor	Twice in 24 hours
	Dusting of the furniture and fixtures	Once in 24 hours
	Telephone and computer cleaning	Once in 24 hours
	Fax and Photostat machine	Once in 24 hours
	Trash removals	Once in 24 hours
	Emptying dustbins	Twice in 24 hours
	Vacuum cleaning of carpets	Once in 24 hours
	Spotting of carpet	Once in seven days
	Cleaning of the door mat	Once in 24 hours
	Electrical equipment cleaning	Once in seven days
	Polishing of brass/copper/silver fixtures	Once in 15 days
	Cleaning of glass panes from outside	Once in 15 days
2	GUEST ROOMS	
	Attending to all occupants/guests	As and when required
	Bed making	Every room should be kept ready for occupation within 30 minutes and Suites/Rooms should be

		kept ready within 45 minutes from the time of check-out.
--	--	--

	Changing of bed sheets, towels, pillow cover etc	Once in two days
	Cleaning of rooms	Once in 24 hours
	Wet mopping of the floor	Once in 24 hours
	Dry mopping of the floor	Twice in 24 hours
3.	TOILETS	
	Cleaning of doors and windows	Once in 24 hours
	Scrubbing of urinals	Once in 24 hours
	Scrubbing of sinks	Once in 24 hours
	Washing of the toilet walls and floor	Once in 24 hours
	Washing of the W/C and I/C	Once in 24 hours
	Changing of the urinal cubes	Once in three days
	Changing of the odonil cubes	Once in three days
	Cleaning of the doormats	Once in 24 hours
	Trash removals	Once in 24 hours
	Refilling of toilets paper rolls	As required
	Cleaning of toilet fittings	Once in 24 hours
	Cleaning of wash-basins	Once in 24 hours
	Cleaning of mirrors	Once in 24 hours
4.	STAIRS	
	Wet mopping of stairs	Twice in 24 hrs (morning and evening)
	Dry mopping of stairs	Four times in 24 hrs
	Scrubbing of stairs	Once in 24 hrs
5.	PASSAGE AREA	
	Wet mopping	Twice in 24 hrs (morning and evening)
	Dry mopping	Every 3 hrs
	Scrubbing of front entrance tiles	Twice in 24 hrs
	Washing of floors	Thrice in 7 days
6.	DINNING HALLS/WASH BASIN AREA	

	Dusting	Once in 24 hours
	Wet mopping	Twice in 24 hrs
	Dry mopping	Four times in 24 hrs
	Washing of floors	Twice in 7 days
	Trash removals	Once in 24 hours
7.	OUTSIDE	
	Cleaning of outside area including open lawn and footpath	Twice in 24 hrs
8.	ALL TERRACES	
	Cleaning of open area of the building	Twice in 7 days

ANNEXURE – 'F'

CONSUMABLES

List of Premium Quality Materials to be used:

Sl. No.	Name of the items	Brand Name
1	Soap Cake (small size) for wash basin	Superior quality
2	Room freshener	Premium quality
3	Naphthalene balls	Premium quality
4	Toilet roll	Premium quality
5	C fold tissues	Premium quality
6	Cotton dusters	Premium quality
7	Glass dusters	Premium quality
8	Dust mop with blue acrylic cloth and handle	Premium quality
9	Flat wet mop with cotton mop head and handle	Premium quality
10	Floor cleaner for granite floor	Lizol
11	Toilet cleaner	Harpic
12	Spiral – floor cleaner for other floors	Lizol
13	Cotton duster	Premium quality
14	Housekeeping caddy for each housekeeping personnel	Premium quality
15	Blue plastic floor squeezer with white colour double blade (55cm) with handle (35cm)	Premium quality
16	Manual scrubbing tool for skirting and corner with handle green pad	Premium quality
17	Hand scrubbing tool for vertical area with green pad and white pad	Premium quality
18	Glass cleaning set complete	Premium quality
19	Cobweb brush round/curved	Premium quality
20	Vertical dust pan clip with broom	Premium quality
21	Washing powder	Surf/Ariel
22	Class cleaner	Colin
23	Phenyl	Trisul
24	Insect killer	Baygon spray
25	Metal polish	Brasso/Silvo
26	Room freshener	Premium quality

27	Mosquito machine with liquid	Good night/All-out
28	Bath soap @minimum 50 gm	Dettol/hamam/lux/dove
29	Floor cleaner for VVIP suites	As recommended by the representative of the Resident Commissioner, Government of Mizoram, New Delhi

ANNEXURE- 'G'

TECHNICAL BID FORMAT

1	Name of Tendering Company/Firm/Tenderer
2	Full particulars of office
(a)	Address
(b)	Telephone No.
(c)	Fax. No.
(d)	Email Address
3 (a)	Is your firm empanelled with Labour Department, Govt. of NCT Delhi
(b)	Is your firm registered under the Indian Partnership Act 1932? If, so give the name and address of the partners along with registration number.
(c)	Is your firm a proprietary concern? Ifso, give the name and address of the proprietor.
(d)	Is your concern incorporated under the Company's Act1956 or any other law in India? If so, give the registration number.
4	Has the firm changed its name at any time? Ifso, when and the reason thereof?
5	Date of commencement of business?
6	Full particulars of the Bankers
(a)	Name of the Bank & address
(b)	Firms' Bank Account number
(c)	Telephone number
(d)	Fax number
(e)	Email address
7	Registration details
(a)	PAN/TAN number
(b)	Service Tax Registration number
(c)	EPF Registration number
(d)	ESI Registration number
(e)	Labour Registration number (Please furnish certified copies of registration)
8	Details of Earnest Money deposited
(a)	Amount
(b)	DD/P.O. number and date
(c)	Drawn on Bank

(d)	Valid upto
9	Audited Balance Sheets
(a)	Audited Balance Sheets for 2017-2018
(b)	Audited Profit and Loss statement for 2015-16, 2016-17 and 2017-18
10	Income Tax Returns of 2015-16, 2016-17 and 2017-18
11	Most recent Clearance certificate (Assessment year)
(a)	Sales/Service Tax Department
(b)	Income Tax Department
12	Details of Organisations/State Government Bhawans where Housekeeping Service provided for the last three years as per the format

13. Facility Management Services carried out during the last three years.

Sl. No.	Organisation	Nature of Job	Contract value	Manpower Deployed	Contact person at such organisation with telephone number and designation

14. Proposed Staff Qualification.

Sl.No.	Category	Educational Qualification	Proficiency	Experience

Note: Please attached photocopies of qualification and experience.

15. Training arrangements (Give details of the arrangements for periodical training of all category of staff).

Sl.No.	Category	Training infrastructure available	No. of Trainers	Training schedule	Training standards

16. Quality Monitoring Arrangements (Give details of arrangements for monitoring quality of staff performance and compliance of service standards).

Sl. No.	Quality Monitoring Arrangement
1	Frequency of monitoring
2	Feedback reporting from clients
3	Compliance to client's instructions about quality

17. Service Quality Standards offered by the Firm (Give details of the ISO/any other standard proposed to be achieved by the Firm).

Sl. No.	Category
1	Receptionist
2	Bellboy
3	Electricians
4	Plumber
5	Housekeeper
6	Security guard
7	Gardener
8	Facade cleaning

18. Declaration.

--

- (i) The undersigned certify that we have gone through the terms and conditions mentioned in the tender document and undertake to comply with them.
- (ii) The rates quoted are valid and binding during the period of validity of the tender.

Signature of the Bidder

ANNEXURE – 'H'

FINANCIAL BID FORMAT

To

The Principal Resident Commissioner,
Mizoram House,
Pt. Uma Shankar Dikshit Marg,
Chanakyapuri, New Delhi-110021

Sir,

I/We have read and understood all the terms and conditions for Facility Management services as mentioned in the tender and do hereby submit our unqualified acceptance to the same and accordingly submit herewith our monthly rates.

Sl. No.	Items	Rates per month (inclusive all taxes)
1.	Staff Wages (including EPF+GPF etc.) for: (a) Reception (b) Bellboy (c) Housekeeping (d) Security Guard (e) Electrician (f) Plumber (g) Gardener (h)	
2.	Contractor Administrative/Service charges etc. (including cost of consumables and equipment)	

Total Bid Amount per month (including all taxes): _____
(in words: _____)

**Signature of the Bidder or
Authorized person on behalf of Bidder**

**Name and Designation
With Contractor's Seal**
