

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 FACILITY MANAGEMENT AND SECURITY SERVICES AT
MIZORAM HOUSE, CHANAKYAPURI AND VASANT VIHAR, NEW DELHI

FACT SHEET

1. Date of issue of tender document: 9th October, 2019.
2. Date, Time and Venue for Pre-Bid Conference: 18th October, 2019 at 2.30 PM in Conference Room, Mizoram House, Chanakyapuri.
3. Last date & time for receipt of sealed bidding documents: 31st October, 2019 upto 11.00 AM.
4. Date and Time of Tender Opening: 31st October, 2019 at 2.30 PM.
5. Earnest Money Deposit (EMD): Rs 2.00 lakhs/-.

**REQUEST FOR PROPOSALS FOR FACILITY MANAGEMENT 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 and F 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 further continuation (maximum upto five years) based on satisfactory performance of the agency. 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 Resident Commissioner, Government of Mizoram, Pt. Uma Shankar Dikshit Marg, New Delhi till 11.00 AM on 31st October, 2019. No tender shall be accepted after due date and time.
- 3.5 The technical bids will be opened on 31st October, 2019 at 2.30 PM in the office of 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 a date 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 documents submitted by the bidder should properly be indexed and page numbered. Missing out of unindexed and unpagged documents, while scrutinising, shall not be the responsibility of this Office.
- 3.8 The 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 PROVIDING FACILITY MANAGEMENT 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 'E' alongwith the EMD.
- 4.2 **ELIGIBILITY CONDITIONS FOR TECHNICAL BIDS:**
The Bidder must satisfy the following eligibility conditions:
 - 4.2.1 The Bidder should be empanelled with Labour Department, Government of NCT Delhi. Self-attested supporting documents should be submitted.

4.2.2 The Bidder must possess at least three years work experience in Facility Management as well as Security Guards 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 staff strength of 100(one hundred). Copy of undertaking should be enclosed.

4.2.4 The Bidder should have an average annual turnover of at least Rs. 1,00,00,000.00/- (Rupees One Crore) consecutively for each of the past three years. Audited Turnover Statement for last three years should be enclosed.

4.2.5 The Bidder should be registered with statutory authorities such as Income Tax, GST, Employees Provident Fund Organization, Employees State Insurance Corporation etc. The Bidder should enclose attested copies of above registrations.

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 AND SECURITY 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 'F'.

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 or any other statutory Laws as applicable at New Delhi on per month basis. The rate shall be inclusive of all statutory liabilities, taxes including GST, 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.

4.5 **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 AND SECURITY SERVICES TO MIZORAM HOUSE, NEW DELHI**" and addressed to the 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 Resident Commissioner, Pt Uma Shankar Dikshit Marg, Chanakyapuri, New Delhi-110021 or sent by Registered Post to the addressee. The 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:

- Scrutiny of the eligibility of the Bidders as per the criteria laid under para 4.2 and para 4.3. Technical evaluation of the bids will be as per the criteria laid under Annexure 'C'.
- In the Two-bid system, only the Technical Bid would be opened on the time and date mentioned.

- Date of opening of the Financial Bid will be intimated after acceptance of the Technical Bids.
- Financial Bids of only those firms will be opened, whose Technical Bids are found compliant/suitable after **technical evaluation** is done by the Office.
- In no case should the price be quoted in Technical Bid. Any such bid will be summarily rejected.
- This tender will follow the three-cover two-bid system. The technical bid and financial bid should be placed in two separate sealed covers, and both are to be placed in an outer cover, which should also be sealed.
- For Quality and Cost based Evaluation (QCBS), the following formula will be used for evaluation of the Bids.
The Scores will be calculated as:
$$B_n = 0.3 * T_n + 0.7 * (C_{min} / C_b) * 100$$
Where B_n = overall score of bidder under consideration.
 T_n = Technical score of the bidder under consideration.
 C_b = Actual price quoted by the bidder.
 C_{min} = Lowest price amongst the financial proposals.

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 on a non-judicial stamp paper of appropriate value to be obtained by the successful Bidder within a week's time from the date of issuance of Letter Acceptance. 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 2500/- (Rupees Twenty-Five Hundred 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 a official.

9.2 In addition to the penalty for deficiency in service as above, an amount of upto Rs 1500/- (Rupees Fifteen 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 and above the penalty mentioned in clause (9.1) above.

9.3 A penalty of upto Rs 1500/- (Rupees Fifteen 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 three months' 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 two months' 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 Interruption of service during working hours for 2(two) consecutive days.
- 10.3 Misbehaviour of the staff engaged by the Contractor with any person in Mizoram House.
- 10.4 Misuse of premises or unauthorized/illegal/unwanted activities by the Contractor or his staff/representative.
- 10.5 Any other eventuality affecting the interests of Mizoram House as deemed appropriate by the Resident Commissioner, Government of Mizoram, New Delhi.

11.INSTRUCTIONS TO THE CONTRACTOR:

- 11.1 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.
- 11.2 The Contractor shall provide, at his cost, uniforms with inscription of the Company logo and identity cards to all his staff.
- 11.3 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.
- 11.4 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.
- 11.5 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.

- 11.6 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.
- 11.7 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.
- 11.8 Unattended belongings of the guests should be reported and handed over to the concerned officials of Mizoram House.
- 11.9 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.
- 11.10 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.
- 11.11 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.

- 11.12 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.
- 11.13 The Contractor should employ preferably Hindi/English speaking workers.
- 11.14 Frequent changes of workers should be avoided.
- 11.15 The Resident Commissioner reserves the right to increase the quantity of categories of staff or add new categories of staff in consultation with the Contractor.

12. OTHER TERMS AND CONDITIONS:

- 12.1 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.
- 12.2 The Contractor shall comply with all the requirements under GST 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.
- 12.3 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.
- 12.4 All the daily services relating to the Guest Houses should be accomplished before 11:00 A.M. every day without any break or holiday throughout the year unless specifically asked by the Competent Authority otherwise.

- 12.5 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.
- 12.6 Attendance register should be maintained for registering attendance of workers which should be countersigned by concerned Supervisor of the Guest Houses on a daily basis.
- 12.7 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.
- 12.8 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.
- 12.9 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.
- 12.10 Any loss to the property of the Government by negligence of the Contractor or his staff have to be made good by the Contractor.
- 12.11 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.
- 12.12 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.

12.13 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.

13.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.

14.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, 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.

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. 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.

15.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.

16. 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.

(AJAY CHAUDHRY) IPS
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) Driver
(d) Nurse (e) 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- 'D'.

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 on 24X7 basis, 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. Driving: Driving of official cars/vehicles in a professional manner, as detailed so by the office of Resident Commissioner.

9. 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, monthly

submission of record to office of Resident Commissioner and efficient vehicle parking management.

10.Nursing service:

Providing nursing services and hands-on care to patients staying in Mizoram House and who come to the Capital for medical needs. The nursing service shall be provided under the control and supervision of office of Resident Commissioner in such a way that nursing care is available in Mizoram House on 24x7 basis.

ANNEXURE- 'B'

MANPOWER REQUIREMENT

I. CHANAKYAPURI

Sl. No.	Category	Minimum Professional Qualification	Number required
Reception			
1.	Receptionist	Skilled (Matriculate but below Graduate)	3
2.	Bellboy	Semi-skilled	3
Housekeeping Services			
3.	Housekeeper	Unskilled	7
Security Services			
4.	Security Guard	Semi-skilled	6
		Total	19

II. VASANT VIHAR:

Sl. No.	Category	Grade	Number required
Housekeeping Services			
1.	Housekeeper	Unskilled	7
2.	Security Guard	Semi-skilled	6
		Total	13

III. FOR BOTH MIZORAM HOUSES:

Sl. No.	Category	Grade	Number required
Housekeeping Services			
1.	Electrician	Skilled	1
2.	Plumber	Skilled	1
3.	Driver	Skilled	3
4.	Nurse	Graduate and above	1
4.	Gardener	Semi-skilled	1
		Total	7

Total number of Manpower: 39(thirty-nine) nos.

The contractor shall maintain close co-ordination with the Supervisors and In- Charge of the Guest Houses. The 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.

ANNEXURE – ‘C’

EVALUATION CRITERIA FOR TECHNICAL POINTS

Scoring of hundred marks will be based on Annual Turnover, Manpower on Roll, volume of work performed in preceding years, Experience ISO, GOI License (DGR Registration) and other pre-qualification criteria prescribed in the Terms and Conditions of the contract, as under:

Sl No.	Attribute	Max. Marks	Marks
1 (a)	Experience for more than 5 years for the preceding consecutive years i.e. 2014-15, 2015-16, 2016-17, 2017-18, 2018-19 (5 years)	15	15
(b)	Experience for 3 to 5 years for the preceding consecutive years as stated in Sr.No.1(a) specifying financial years.		10
(c)	Experience for only 3 years for the preceding consecutive years stated in Sr. No.(a) specifying financial years.		5
2 (a)	Manpower on Roll-more than 300 in any one year of the preceding years. Years stated in 1(a)	13	13
(b)	Manpower on Roll – from 200 to 300 in any one year of the preceding years. Years stated in 1(a)		10
(c)	Manpower on Roll – 100 in any one year of the preceding years. Years stated in 1(a)		7
3.	Average Turnover of Rs. 1 crore during the last three each consecutive years 2016-17, 2017-18, 2018-19	15	15
4 (a)	Five satisfying performance certificates from Organisations during for each financial year i.e. 2014-15, 2015-16, 2016-17, 2017-18, 2018-19 (5 years)	30	30
(b)	Four satisfying performance certificates from Organisations during for each financial year in preceding 5 years as stated in 4(a).		25
(c)	Three satisfying performance certificates from Organisations during for each financial year in preceding 5 years as stated in 4(a).		20
5.	Average annual turnover of at least Rs. 1,00,00,000.00/- (Rupees One Crore) during for each financial year i.e. 2016-17, 2017-18, 2018-19 (3 years)	15	15
6.	Empanelment with Labour Department, Government of NCT Delhi	05	05
7.	Registered with Income Tax, GST, Employees Provident Fund, Employees State Insurance Corporation.	05	05
8.	Whether all documents are self-attested	02	02
	TOTAL	100	100

ANNEXURE – ‘D’

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 entire corridor of the floor	Twice in 24 hours
	Dry mopping of 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	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 – ‘E’

TECHNICAL BID FORMAT

**TENDER FOR FACILITY MANAGEMENT AND SECURITY SERVICES
AT MIZORAM HOUSE, CHANAKYAPURI AND VASANT VIHAR,
NEW DELHI**

Affix attested passport-size recent photograph of the prospective bidder	duly
---	------

1. Cost of tender : Rs. 1000/-
2. Due date for tender : _____
3. Opening time and date of tender : _____
4. Names, address of Firm/Agency
and telephone numbers _____

5. Registration No. of the Firm/Agency _____
6. Name, Designation, Address,
Telephone number and e-mail ID
of Authorised person of
Firm/Agency to deal with _____

7. Please specify as to whether Tender
is sole proprietor/Partnership Firm.
Name and Address and Telephone No.
Of Directors/partners should be
specified. _____

8. Copy of PAN card issued by Income
Tax Department and Copy of previous
Financial Year's Income Tax return. _____

9. Three years' work experience certificates(latest) _____

10. Three years' audited certificate(latest) _____

11. TRRN details _____

12. Provident Fund Account No. _____

13. ESI Number _____

14. GST Registration Certificate _____

15. Licence number under Contract _____

Labour (R & A) Act. _____

16. Details of Bid Security deposited _____

(a) Amount _____

(b) DD No. or Bank _____

Guarantee in favour of _____

(c) Date of issue _____

(d) Name of issuing authority _____

17. Any other information

18. Declaration by the bidder

This is to certify that I/We signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves abide by them.

(Signature of the bidder)
Name and Address (with seal)

Enclosure:

- 1)
- 2)
- 3)

ANNEXURE- 'F'

FINANCIAL BID FORMAT

To

The 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 and Security services as mentioned in the tender and do hereby submit our acceptance to the same and accordingly submit herewith our monthly rates.

TABLE-1

SI No.	Designation	Number of manpower required	Days
1.	Receptionist	3	365
2.	Bellboy	3	365
3.	Housekeeper	14	365
4.	Security Guard	12	365
5.	Electrician	1	365
6.	Plumber	1	365
7.	Driver	3	365
8.	Nurse	1	365
9.	Gardener	1	365
	TOTAL	39	

MUST FILL UP THIS TABLE:

TABLE-2

SI No.	Particulars	Receptionist	Bellboy	Housekeeper	Security Guard	Electrician	Plumber	Driver	Gardener
		Wages per day	Wages per day	Wages per day	Wages per day	Wages per day	Wages per day	Wages per day	Wages per day
1.	Minimum Wages as applicable and notified by the Labour Department, NCTD as per the Minimum Wages Act								
2.	EPF (Employer Share) as applicable by EPFO								
3.	ESI (Employer Share) as applicable by EPFO								
4.	Weekly off as per Minimum Wages Act, as applicable as notified by Labour Department of NCTD								
5.	Bonus as applicable under Minimum Wages Act, as notified by Labour Department of NCTD								
	Total (1 to 5) above								

PLEASE NOTE:

1. ALL BIDDERS MUST STATE THE STATUTORY OBLIGATIONS AS STATED FROM SERIAL NUMBER 1 TO 5 IN ABOVE TABLE-2.
2. NON-COMPLIANCE & DEVIATION SHALL LEAD TO REJECTION OF THE BID.

TABLE-3

(Rs. in figures)

1.	Service Charge (per head shift of eight hours)	
2.	GST as applicable	

Total Bid Amount (in words):

Please Note:

- i) *After compliance with the conditions of Table 1, commercial offer will be on the basis of service charge per head per shift of eight hours only, without including GST.*
- ii) *Service charge quoted as nil or zero (0) shall be rejected as OM No. 28(1)/2014 PPD, Ministry of Finance, Department of Expenditure, Govt. of India dated 28th January, 2014.*
- iii) *Service charge shall be inclusive on equipment or any other material required for the contract.*

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

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