

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

**TENDER DOCUMENTS FOR
WORK**

OF

**Automated House Keeping of hall no. 12, 12 A, 14, 18, CCTV Room,
Gate 5 & 7 etc. at Pragati Maidan, New Delhi for one year.**

**Manager (Civil),
Engineering Division
Room No 141, Pragati Bhawan
ITPO, Pragati Maidan New Delhi**

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

Name of Work: Automated House Keeping of hall no. 12, 12 A, 14, 18, CCTV Room, Gate 5 & 7 etc. at Pragati Maidan, New Delhi for one year

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BRIEF INFORMATION ON BID DOCUMENT

Name of Work: Automated House Keeping of hall no. 12, 12 A, 14, 18, CCTV Room, Gate 5 & 7 etc. at Pragati Maidan, New Delhi for one year

Tender No.	177/ITPO/Misc./Engg./2015-16
Duration of Contract	One year from the date of agreement, which is extendable subject to satisfactory services
Last Date and time of submission	Up to 15.00 hours of 15th June, 2015
Date of opening Technical Bid	At 15.30 hours of 15th June, 2015
Date of opening of financial bids for technically qualified bidder	To be notified later
EMD	Rs.84,700/- (Rupees Eighty Four Seven hundred only) in the form of crossed Demand Draft in favour of India Trade Promotion Organisation payable at New Delhi
Cost of Tender Document	Rs.525/- (Rupees Five Hundred Twenty Five only)
Validity of Bid	90 days
Total Number of pages of Tender Document	68 pages
Address and Venue of submission of bids	The Manager (Civil), Engineering Division, India Trade Promotion Organisation, Room No. 141, Annexe-II, Pragati Bhawan, New Delhi-110001

INDIA TRADE PROMOTION ORGANISATION
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SECTION-1

(Notice Inviting Tender)

INDIA TRADE PROMOTION ORGANISATION
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No. 177-ITPO/Misc./Engg./2015-16

Dated: - 04.06.2015

BRIEF NOTICE INVITING TENDER

The Manager (Civil), ITPO invites sealed **item rate** tenders for the following works from **specialized agencies**, details of which briefly described hereunder.

S. N	Name of work	Time for Completion	Estimated Cost	Earnest Money	Cost of Tender
1.	Making conservancy/Sanitation arrangements inside Pragati Maidan premises including roads, green area, surrounding of exhibition Halls, gates, parkings inside Pragati Maidan, drinking hydrants, open theatres, Mansarovar lake, fountains, guard rooms, watch towers, Ticket booths, information booths, scanners rooms, Anarkali & Meena bazaar, outside area gate No 1 to 10 etc. for 12 months at Pragati Maidan .	12 Months	1,44,84,428/-	2,89,700/-	1050/-
2.	Automated Housekeeping of Hall No.7, 8, 9, 10, 11, 15, conference room of Hall-8 & Phoolwari Convention centre etc for 12 months at Pragati Maidan	12 Months	40,22,352/-	80,500/-	525/-
3.	Automated Housekeeping of Hall No.1 to 6, I.B.L & B.L for 12 months at Pragati Maidan	12 Months	10,26,047/-	20,600/-	525/-
4.	Automated Housekeeping of Hall No. 12, 12A, 14, 18, gate No 5 & 7 complex etc for 12 months. at Pragati Maidan	12 Months	42,32,758/-	84,700/-	525/-

The period of sale of tender document is kept from **11.00 AM to 3.00 PM** on all working days **up to 12.06.2015** with date of opening at **3.30 PM on 15.06.2015**. For eligibility criteria and for further details including downloadable form of tender documents, please refer website www.indiatradefair.com & www.eprocure.gov.in

A.K.Joshi
Manager (civil)

SECTION-2

TECHNICAL BID SUBMISSION FORM

INDIA TRADE PROMOTION ORGANISATION
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TECHNICAL PROPOSAL SUBMISSION FORM

Date:

LETTER OF BID

To

The Manager (Civil)
India Trade Promotion Organisation
Room No. 141, Annexe-II,
Pragati Bhawan Pragati Maidan,
New Delhi- .

Ref: Invitation for Bid No. **TENDER NO.** -----

DATED -----

We, the undersigned, declare that:

1. We have examined and have no reservations to the Bidding Documents, including Addenda issued in accordance with Instructions to Bidders.
2. We offer to execute in conformity with the Bidding Documents for providing Automated Housekeeping services for the ITPO premises at Pragati Maidan, New Delhi.
3. Our bid shall be valid for a period of 90 days from the date fixed for the bid submission deadline

in accordance with the Bidding Documents and it shall remain binding upon us and maybe accepted at any time before the expiration of that period.

4. If our bid is accepted, we commit to submit a performance security in accordance with the Bidding Documents.
5. We also declare that Government of India or any other Government body has not declared us ineligible or black listed us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid / lowest bid or any other bid that you may receive.

Yours sincerely,

Authorised Signatory

(Authorised person shall attached a copy of authorization for signing on behalf of company)

Full Name and Designation (*To be printed on Bidder's letterhead*)

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SECTION-3

INSTRUCTIONS TO THE BIDDERS

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3. INSTRUCTIONS TO THE BIDDERS

3.1. GENERAL INSTRUCTIONS

- 3.1.1 For the Bidding / Tender Document Purposes, 'Office of the India Trade Promotion Organisation shall be referred to as 'Client' and the Bidder / Successful Bidder shall be referred to as 'Contractor' and / or Bidder or interchangeably.
- 3.1.2 The sealed bidding documents should be delivered in the Engineering Division of this office by the stipulated date and time. Tender Documents may be collected from office of The Manager (Civil), India Trade Promotion Organisation, Room No. 141, Annexe-II, Pragati Bhawan, Pragati Maidan, New Delhi-110001 on payment of Tender Cost of **Rs. 525/- (Rupees Five Hundred Twenty-five only)** through Bank Draft/Pay Order in favour of "India Trade Promotion Organisation" payable at New Delhi on any working day between 11.00 am to 3.00 pm.
- 3.1.3 The tender documents may also be downloaded from this office website www.indiatradefair.com & www.eprocure.gov.in. Those bidders who wish to download the tender documents from the office website should furnish the Tender cost of **Rs.525/-** through Bank Draft/Pay Order along-with the Bidding Documents and EMD.
- 3.1.4 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 3.1.5 Each page of the Tender documents must be stamped and signed by the person or persons submitting the Tender in token of his/their having acquainted himself/ themselves and accepted the entire tender documents including various conditions of contract. Any Bid with any of the Documents not so signed is liable to be rejected at the discretion of the Client.
- 3.1.6 The Bidder (hereinafter referred to as the agency or Facilitation Management Services (FMS) agency or Successful (Bidder) submitting the Bid Documents for House Keeping & Facilitation Management Services under the Bid Documents must be having ISO Certification for Service Sector since more than Two Years as on **31.03.2015**.
- 3.1.7 Similar work shall mean Mechanized/Automated Housekeeping work of the Hotel/Institutional Building which shall include mechanized cleaning of buildings with some Central/State Government Department in PSU's, State Assemblies, or similar nature of works in Five Star Hotels, similar nature of work in Domestic/ International Airports or similar nature of works in Exhibition

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Grounds like, Mumbai, Bangalore, Chennai and other similar Exhibition grounds.

- 3.1.8 Willing Bidders are advised to inspect the site thoroughly, understand it after having discussion with ITPO officers before submitting the Bid Documents at their own cost. Permission shall be granted by ITPO to visit the site on receipt of formal written request, reasonably in advance of the proposed visit.
- 3.1.9 The bidder shall attach the copy of the authorization letter / power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 3.1.10 All Bidders are hereby explicitly informed that conditional offers 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**
- 3.1.11. The parties to the Bid shall be the 'Bidders' (to whom the work has been awarded) and the Office of the India Trade Promotion Organisation, New Delhi.
- 3.1.12 For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies a change of address by a separate letter sent by registered post with acknowledgement due to the Office of the India Trade Promotion organisation. The bidder shall be solely responsible for the consequences of any omission or error to notify change of address in the aforesaid manner.
- 3.1.13. The requirements of machinery/manpower is tentative and may increase or decrease at the sole discretion of the competent authority of the Client.
- 3.1.14. The department reserves the right to reject any prospective application without assigning any reason.

(NO PAGE SHOULD BE REMOVED/DETACHED FROM THIS BIDDING DOCUMENT)

3.2. MINIMUM ELIGIBILITY CRITERIA

The following shall be the minimum eligibility criteria for selection of bidders technically.

- 3.2.1. Legal Valid Entity :** The Bidder shall necessarily be a legally valid entity either in the form of a Limited Company or a Private Limited Company registered under the Companies Act, 1956. Bidder in the form of JV/consortium, Proprietorship, and Partnership is not permitted. A proof for supporting the legal validity of the Bidder shall be submitted.
- 3.2.2. Registration:** The Bidder should be registered with the Income Tax and also registered under the labour laws, Employees Provident Fund Organisation, Employees State Insurance Corporation.
- 3.2.3. Clearance:** The Bidder should also have clearance from Sales/Service Tax

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Department, and Income Tax Department. Relevant proof in support shall be submitted.

3.2.4. Experience: The Bidder should have experience in the similar field of providing manpower/facility management in the Government Departments/Public Sector (Central or State) for the last seven years. In case no bidder has provided government experience / public sector experience, then the bidders with experience in reputed organizations may be considered by the competent authority of the Client.

3.2.5. The bidder has to submit the relevant work experience certificates, satisfactorily completed of similar work during **last seven years** ending last day of month **March 2015** as detailed below ;

3.2.5.1 Completed three similar works of costing not less than 40% of the estimated cost.

3.2.5.2 Completed two similar works of costing not less than 50% of the estimated cost.

3.2.5.3 Completed one similar work of costing not less than 80% of the estimated cost.

3.2.6. Attested copy of the audited balance sheets for the completed three financial years i.e. for 2012-13, 2013-14 & 2014-15 (However, in support of 2014-15 an attested and signed copy of provisional balance sheet shall be acceptable).

3.2.7. Should have had average annual financial turnover of **Rs. 105.00 Lakh** during the last three years ending **31st March 2015**.

3.2.8. Should have a solvency of **Rs.105.00 Lakh (Note: - The Banker should be any of the schedules Bank as per RBI Act)**.

3.2.9. Should possess valid ISO 9001 Certification for Mechanized Housekeeping Services which is issued prior to **31.03.2015**.

3.2.10. Should produce valid OHSAS 18001: 1999 & SA 8000: 2001 certificate as Mechanized Housekeeping and other operative services (optional).

3.3. DOCUMENTS SUPPORTING THE MINIMUM ELIGIBILITY CRITERIA

3.3.6. In proof of having fully adhered to the minimum eligibility criteria at 3.2.1, attested copy of Certificates of Incorporation issued by the respective registrar of firms/companies.

3.3.7. In proof of having fully adhered to minimum eligibility criteria at 3.2.2, attested copies of PAN, Labour Registration, EPFO Registration, ESIC Registration shall be acceptable.

3.3.8. In proof of having fully adhered to minimum eligibility criteria at 3.2.3, attested copies of Clearance Certificate (Last three years returns) from Sales/Service Tax Department, Income Tax Department shall be acceptable.

3.3.9. In proof of having fully adhered to minimum eligibility criteria at 3.2.4, attested copy of experience certificates for completed work / ongoing work issued by the Government Departments / PSUs shall be acceptable.

3.3.10. Attested copy of manpower wages roll and EPFO Challan in support of available

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manpower (duly submitted to EPFO) in respect of the previous four quarters shall be acceptable.

3.4. EARNEST MONEY DEPOSIT:

3.4.1 This bids should be accompanied by an Earnest Money Deposit of **Rs.84, 700/- (Rupees Eighty Four thousand Seven hundred only)** in the form of Demand Draft of any nationalized bank. The Demand Draft shall be in favour of **India Trade Promotion Organisation** and payable at **New Delhi**.

3.4.2 No request for transfer of any previous deposit of earnest money or security deposit or adjustment against any pending bill held by the Department in respect of any previous work shall be entertained.

3.4.3 Bidders shall not be permitted to withdraw their offer or modify the terms and conditions thereof. In case the bidder fails to observe and comply with the stipulations made herein or backs out after quoting the rates, the aforesaid bid security shall be forfeited to the Government.

3.4.4 The bids without Earnest Money shall be summarily rejected.

3.4.5 No claim shall lie against the Government / Department in respect of erosion in the value or interest on the amount of earnest money deposit or security deposit.

3.4.6 The EARNEST MONEY may be forfeited:

3.4.6.1. If the bidder withdraws his bid during the period of bid validity specified by the bidder in the bid form; or

3.4.6.2. In case of successful bidder, if the bidder

3.4.6.2.1. Fails to sign the contract in accordance with the terms of the tender document

3.4.6.2.2. Fails to furnish required performance security in accordance with the terms of tender document within the time frame specified by the Client.

3.4.6.2.3. Fails or refuses to honor his own quoted prices for the services or part thereof.

3.5 VALIDITY OF BIDS

3.5.1 Bids shall remain valid and open for acceptance for a period of **90 days** from the last date of submission of Bids.

3.5.2 In case Client calls the bidder for negotiation then this shall not amount to cancellation or withdrawal of original offer which shall be binding on the bidder.

3.5.3 The Client may request for extension for another period of 60 days, without any modifications and without giving any reasons thereof.

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PREPARATION OF BIDS

- 3.6.1 Language: Bids and all accompanying documents shall be in English or in Hindi.
- 3.6.2 **Technical Bid:** Technical Bid should be prepared as per the instructions given in the Tender Document along-with all required information, documents in support of the minimum eligibility criteria, Valid EMD of requisite amount.
- 3.6.3. Documents comprising the Bid:
1. Technical Bid Submission Form duly signed and printed on C o m p a n y ' s **letterhead.**
 2. Signed and Stamped on each page of the tender document.
 3. Contact Details Form, duly filled and signed.
 4. Financial Capacity form – filled in signed and stamped.
 5. Earnest Money Deposit of **Rs.84,700/-**
 6. All supporting document in proof of having fully adhered to minimum eligibility criteria as eligibility criteria.

The Technical Bid should then be kept in a separate sealed envelope, subscribed as “Technical Bid for **Tender No.177-ITPO/Misc./Engg./2015-16 dated 04.06.2015** with the Name and address of the Bidder.

- 3.6.4 **Financial Bid:** Bidder should prepare financial Bid in the Price Schedule as provided in the Tender Document Then the financial bid should be kept in a separate sealed envelope, subscribed “**Financial Bid for Tender No.177-ITPO/Misc./Engg./2015-16 dated 04.06.2015** with the Name and address of the Bidder.

3.7 SUBMISSION OF BIDS

- 3.7.1 The Bidder shall submit his bid in a sealed envelope containing **two separate** sealed envelopes consisting of (i) Technical Bid and (ii) Financial Bid, clearly subscribing so and the two envelopes shall be kept in another single sealed envelope and duly subscribed.
- 3.7.2 Two Demand Drafts towards cost of the Bid Document and Earnest Money should be enclosed in one envelope to be marked, “Eligibility Document”. The Financial Bid and Schedule of Quantities is to be submitted in separate envelopes marked, “Financial Bid” for each work specified in the table above.
- 3.7.3 This envelope i.e. Eligibility Document and Financial Bid should be put in one envelope, properly sealed and submitted to The Manager (Civil), Room No.141 Annexe –II, Pragati Bhawan, Pragati Maidan, New Delhi-110001.

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- 3.7.4 The date of submission of Bids (Technical & Financial) is up to 3.00 pm on dated **15.06.2015** and only Technical Bid will be opened at 3.30 pm on same day.
- 3.7.5 The Financial Bids will be opened only of those Bidders qualified to Bid as per the Eligibility criteria. In case the Bidder is not accompanied with the above and Bidder does not qualify as per the Eligibility Criteria, the Bid will summarily be rejected.
- 3.7.6 Bidders sending their bids through courier should also ensure that their bids are received on the said address by the stipulated date and time. No time extension for couriers shall be granted.
- 3.7.7 Bids must be received in the office at the address specified above not later than the date and time stipulated in the notification. No Bid shall be accepted after the aforesaid date and time. However the competent authority of the office of the India Trade Promotion Organisation reserves right to extend the date / time for receipt of bids, before opening of the Technical Bids.
- 3.7.8 Late Bids : Any Bid received by the office after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.**

3.8. BID OPENING PROCEDURE

- 3.8.1. The Technical Bids shall be opened in the office of **The Manager (Civil), India Trade Promotion Organisation, Room No. 141, Annexe –II, Pragati Bhawan, Pragati Maidan, New Delhi-110001.** on **15/06/2015** at **15.30 hours** by the Committee authorized by the competent authority of the office of the **India Trade Promotion Organisation** in the presence of such bidders who may wish to be present or their representatives.
- 3.8.2. The financial bids of only those bidders whose Technical Bids are qualified, shall be opened by the Committee authorized for the purpose. The date, time and venue of opening of the financial bids shall be intimated to the technically qualified bidders.
- 3.8.3. A letter of authorization shall be submitted by the Bidder's representative before opening of the Bids.
- 3.8.4. Absence of bidder or their representative shall not impair the legality of the opening procedure.
- 3.8.5. All the presented Bidders or their representative shall be required to sign the main bid envelope to ensure the correctness of the bid.
- 3.8.6. After opening of the Technical Bids and verifying the EMD amount, the technical bids shall be evaluated later to ensure that the bidders meets the minimum eligibility

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criteria as specified in the Tender Document.

- 3.8.7. Refusal to sign the bid envelope by the bidder or his representative may disqualify his bid based on the decision of the Tender Opening Committee.
- 3.8.8 Bids shall be declared as Valid or Invalid based on the preliminary scrutiny, i.e. verification of EMD, by the Tender Opening Committee. However, detailed evaluation shall be done only in respect of Valid Bid.
- 3.8.9. Invalid Bids shall be returned on the spot, if the bidder or his representative is present. In other cases, the bids shall be dispatched by speed post to their address with the remarks of the Tender Opening Committee.
- 3.8.10 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, time and venue remaining unaltered.

3.9 CLARIFICATION ON TECHNICAL BID EVALUATION.

- 3.9.1. The technical bids shall be evaluated based on the available documents submitted by the bidder. To assist in the examination, evaluation, and comparison of the bids, and qualification of the bidders, the Client may, at its discretion, ask any bidder for a clarification of its bid. Any clarification submitted by a bidder that is not in response to a request by the Client shall not be considered. The Client's request for clarification and the response shall be in writing.
- 3.9.2. If a bidder does not provide clarifications of its bid by the date and time set in the Client's request for clarification, its bid may be rejected.
- 3.9.3 Client also reserves right to seek confirmation/clarification from the issuer agency, on the supporting documents submitted by the bidder .

3.10. TECHNICAL BID EVALUATION (SEGREGATED TYPE)

- 3.10.1. The Client shall follow two bid systems where the technical bid and financial bid shall be evaluated separately.
- 3.10.2. The tendering evaluation shall be done on weightage with 70% to Technical Evaluation and 30% to financial evaluation.
- 3.10.3. The technical bid evaluation shall be done based on the following criteria:
- 3.10.4. During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks, as per the criteria specified below:

(i) Number of years in Operations	Max 25 Marks
(a) Less than 5 years	05 Marks
(b) 5-10 years	15 Marks
(c) More than 10 years	25 Marks

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(ii) Turnover (Last Financial Year)	Max. 30 Marks
(a) 105 to 150 Lakhs	10 Marks
(b) 151 to 200 Lakhs	15Marks
(c) 201 to 250 Lakhs	20 Marks
(d) 251 to 300 Lakhs	25 Marks
(e) 301 Lakhs and above	30Marks
(iii) Number of Manpower on rolls	Max. 25 Marks
(a) Less than 250	05 Marks
(b) 251 to 500	10Marks
(c) 501 to 750	15Marks
(d) 751 to 1000	20 Marks
(e) 1001 and above	25 Marks
(iv) Quality Related Marks	Max. 20 Marks
(a) ISO (Less than 5 years)	05 Marks
(b) ISO (5-10 years)	10 Marks
(c) SA 8000	05 Marks
(d) OHSAS 18001	05 Marks

3.10.5.A Bidder should secure mandatorily a minimum of 70% marks (i.e. 70 marks out of total 100 marks) in Technical Evaluation in order to be a qualified bidder **for being eligible for Technical weight-age and subsequently for opening of financial bids.**

3.10.6 The total marks obtained by a Bidder in the technical bid shall be located 70% of technical weight-age and the financial bids shall be allocated 30% of the financial weight-age, and thereby making a total of 100% weight-age for the complete bidding.

Illustration 1 (for Technical Weightage)

*If a Bidder has secured 80 marks out of the total 100 marks in technical evaluation, his technical **evaluation value shall be:56** i.e. {80 x 70%}*

3.10.7 The Bidder shall be required to produce copies of the relevant documents in support of 3.10.4 (i, ii ,iii & iv) in addition to the documentary evidences of para 2.1 for being considered during technical evaluation.

3.10.8 A substantially **responsive bid** shall be one that meets the requirements of the bidding document in **totality i.e. by following the procedures of Para 3.10.** The technical bid not meeting the minimum requirements as per the tender documents shall be rejected and their financial proposals will be returned unopened.

- (i) The responsiveness of the bid, i.e.; receipts of duly filled, signed and accepted bid documents in complete form, including Authorisation letter.
- (ii) Receipt of valid EMD with requisite amount in acceptable format.
- (iii) Documents in proof of meeting the minimum eligibility criteria.

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- (v) Any other documents as required to support the responsiveness of the bidder, as per tender.

3.10.9 The bidder who qualified in the technical evaluation stage shall only be called for opening of financial bids. Client shall intimate the bidders, the time/ venue for the **financial Bid opening in written communication.**

3.11 FINANCIAL BID OPENING PROCEDURE

3.11.1. The Financial Bids of all the technically qualified Bidders shall be opened on the appointed date and time in presence of the qualified bidders/their authorized representatives, who choose to be present at the time of opening of the financial bids.

3.11.2. All the technically qualified bidders/their authorized representatives present at the time of opening of the Financial Bids shall be required to submit the Authorisation letter from their Companies and shall be asked to sign on all the sealed envelopes containing the Financial Bid.

3.11.3. Any bidder objecting to the same shall be disqualified and his financial bid shall be returned on the spot.

3.11.4. Absence of bidders or their authorized representatives shall not impair the legality of the process.

3.11.5. The financial bid price, as indicated in the financial bid submission form of each bidder shall be read out on the spot, however, it shall be clearly stated that the final financial bid prices would be arrived at after detailed scrutiny/correction of arithmetical error in the financial bid.

3.11.6. Mere becoming the lowest bidder, prior to financial bid scrutiny will not give any right to the lowest bidder to claim that he is successful in the bidding process. The successful bidder (L-1) shall be decided only after following due procedure as explained in para 11.

3.12. FINANCIAL BID EVALUATION AND DETERMINATION OF THE SUCCESSFUL BIDDER

3.12.1. The financial evaluation shall be carried out and financial bids of all the bidders shall be given 30% of weightage.

3.11.2 The Bidder with the lowest bid Prices (L1) shall be assigned full 30 marks (i.e. 30% x 100) and his total scores of the bid shall be as per **Illustration 2** below:

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Illustration 2

*If the Bidder at Illustration 1 is L-1 Bidder and quoted Rs.100/- for being L-1, then his total value shall be **86** i.e. (56 Technical Value + 30 Financial Value)*

- 3.11.3 The financial scores of the other bidders (i.e. L-2, L-3...ad so on) shall be computed as under and as explained at Illustration 3 below:

$$30 \times \text{Lowest Value (L-1 Price)} / \text{Quoted Value (L-2 OR L3..)}$$

Illustration 3

If the Bidder at Illustration 1 is L-2 Bidder and he quoted Rs.125, therefore 30% being the weighted value, the financial scores for L-2 shall be computed as under

$$30 \times 100 \text{ (lowest prices-L1)} / 125 \text{ (quoted prices - L2)} = 24 \text{ (financial score)}$$

*Therefore L-2 Bidder shall have total value of **80** (56 Technical Value + 24 Financial Value)*

- 3.11.4. The Bidders' ranking shall be arranged depending on the marks obtained by each of the bidder both in Technical Evaluation and Financial Evaluation.
- 3.11.5 The Bidder meeting the minimum eligibility criteria and with the **highest marks/ rank** (i.e. the **total** of technical evaluation marks and financial evaluation marks) shall be deemed as the **successful Bidder** and shall be considered eligible L-1 Bidder for further process.
- 3.11.6 If there is a discrepancy between words and figures, the amount in words shall prevail.

3.12 RIGHT OF ACCEPTANCE:

- 3.12.1 The Office of the **India Trade Promotion Organisation**, reserves all rights to reject any bid including of those bidders who fail to comply with the instructions without assigning any reason whatsoever and does not bind itself to accept the lowest or any specific bids. The decision of the Competent Authority of the Office of the India Trade Promotion Organisation in this regard shall be final and binding.
- 3.12.2 Any failure on the part of the bidder to observe the prescribed procedure and any attempt to canvass for the work shall render the bidder's bids liable for rejection.
- 3.12.3 The competent authority of the office of the India Trade Promotion Organisation reserves the right to award any or part or full contract to any successful agency (ies) at its discretion and this will be binding on the bidders.

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3.12.4 In case of failure to comply with the provisions of the terms and conditions mentioned, by the agency that has been awarded the contract, the competent authority of the Office of the India Trade Promotion Organisation reserves the right to award the contract to the next higher bidder or any other outside agency and the difference of price shall be recovered from the defaulter agency who has been awarded the initial contract and this will be binding on the bidders.

3. 12.5 The office of the India Trade Promotion Organisation may terminate the Contract if it is found that the Contractor is black listed on previous occasions by any of the Government Departments / Institutions / Local Bodies / Municipalities / Public Sector Undertaking etc.

3.13. NOTIFICATION OF AWARD BY ISSUANCE OF 'LETTER OF ACCEPTANCE'

3.13.1 After determining the successful evaluated bidder, Client shall issue a Letter of Acceptance (LoA) in duplicate, who will return one copy to Client duly acknowledged, accepted and signed by the authorized signatory, within **Three (3) days** of receipt of the same by him.

3.13.2 The issuance of the Letter of Acceptance to the bidder shall constitute an integral part and it will be a binding to the contract.

3.13.3 The time taken between the date of issue of LoA and Notice to Proceed shall not prevent the contractor to mobilize the man power.

3.14. RETURNING OF EARNEST MONEY DEPOSIT (BID SECURITY AMOUNT)

3.14.1 The Earnest Money Deposit of the unsuccessful bidders in the **technical Bid evaluation stage** shall be returned along with their unopened financial bids within seven (07) days after opening of the eligible financial Bids.

3.14.2 The Earnest money Deposit of the unsuccessful bidders in the **financial bid evaluation stage** shall be returned within seven (07) days, on award of contract to the Successful bidder.

3.14.3 The Earnest money deposit of all the bidders shall be returned along with their unopened financial bids, in case of cancellation of Tender after the opening of Bids and prior to opening of financial bids.

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SECTION-4

GENERAL CONDITIONS OF CONTRACT (GCC)

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3. GENERAL CONDITIONS OF CONTRACT

4.1. GENERAL

In this Contract including the Schedules the following words and expressions shall (unless the context requires otherwise) has the meaning assigned to them in this Schedule.

4.2. DEFINITIONS

“Agreement”	The word “Agreement” and “Contract” has been used interchangeably.
Party	The word “party” means the Successful Bidder to whom the work of providing manpower services has been awarded and the Client “Office of the Comptroller and Auditor General of India”.
Letter of Acceptance	Shall mean the intent of the Client to engage the successful bidder for providing manpower services in its premises
Notice to Proceed	Shall mean the date at which the manpower services are to commence in Client’s premises.
‘Confidential Information’	Shall mean all information that is not generally known and which is obtained / received during the tenure of the contract and relates directly to the business / assets of Client including the information having the commercial value.
Termination Date”	Shall mean the date specified in the notice of Termination given by either Party to the other Party, from which Contract shall stand terminated.
Termination Notice	Shall mean the notice of Termination given by either Party to the other Party
Contractor	Shall mean the successful bidder to whom the work of providing housekeeping services in Client’ premises have been awarded.

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4.3 CONFIDENTIALITY

4.3.1. The Contractor shall take all precautions not to disclose, divulge and / or disseminate to any third party any confidential information, proprietary information on the Client's business or security arrangements (including but not limited to the Assignment Instructions, Schedules and other subsequent Agreements) and/or business of the Client. The obligation is not limited to any scope and the Contractor shall be held responsible in case of breach of the confidentiality of Client's information.

4.3.2 If the Contractor receives enquiries from Press / News / Media/ Radio / Television or other bodies / persons, the same shall be referred by the Contractor to Client immediately on receipt of such queries.

4.4. PERFORMANCE GUARANTEE

4.4.1 The successful bidder within ten days of the acceptance of the LoA shall execute a Performance Guarantee in the form of DD/ FD pledged to ITPO of any bank, a sum 5% of the accepted contract value in favour of India Trade Promotion Organisation, payable at New Delhi.

4.4.2 The Performance Guarantee can be forfeited by order of the competent authority of the Office of the India Trade Promotion Organisation in the event of any breach or negligence or non-observance of any terms/condition of contract or for unsatisfactory performance or for non-acceptance of the work order. On expiry of the contract, such portion of the said Performance Guarantee as may be considered by the Office of the India Trade Promotion Organisation sufficient to cover any incorrect or excess payments made on the bills to the firm, shall be retained until the final audit report on the account of firm's bill has been received and examined.

4.4.3. On due performance and completion of the contract in all respects, the Security Deposit will be returned to the contractor without any interest on presentation of an absolute No Demand Certificate in the prescribed form and upon return in good condition of any specifications, samples or other property belonging to the purchaser, which may have been issued to the contractor.

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4.5 NOTICE TO PROCEED

After the acceptance of the LoA and Performance Guarantee money from the successful bidder, Client shall issue the 'Notice to proceed', to the contractor authorising him to provide manpower in the Office at the specified locations.

4.6 SIGNING OF CONTRACT AGREEMENT

4.6.1 The successful Bidder shall enter into contract and shall execute and sign the Contract Agreement in accordance with the Articles of Agreement before commencement of the services on a non-judicial stamp paper of Rs. 50.00.

4.7 SERVICES REQUIRED BY THE CLIENT

4.7.1 The Contractor shall be providing manpower and machinery for housekeeping in Client's premises as per the details given herein, or any other location as required by the Client to be read with the General Conditions, Additional Conditions, Special Conditions of Contract, Assignment Instructions and Schedule of Requirements.

4.7.2 The Client shall pay the charges as agreed between the Client and the Contractor at the time of bidding process. A schedule of charges shall be annexed to the Articles of Agreement after finalizing the amount at the conclusion of bidding process.

4.7.3 The Contractor shall provide manpower and machinery for housekeeping services in the Client's premises to its entire satisfaction and it is the sole responsibility of the Contractor that the work is executed in all respects in accordance with the Contractor's obligations.

4.8. COMMENCEMENT OF SERVICES

The Contract shall become legally binding and in force only upon:

4.8.1 Submission of Performance Guarantee in accordance with Clause **4.4.1**.

4.8.2 **The Contractor shall commence housekeeping services in Client's premises within 7 days from the date of receipt of Notice to Proceed/ as per award letter.**

4.9. CONTRACTOR'S OBLIGATIONS

4.9.1. The Contractor shall provide housekeeping services at Client's premises as per Schedule of **Work / Requirements** which may be amended from time to time by the Client during the Contractual period and it shall always form part and parcel of the Contract. The Contractor shall abide by such assignments as provided by the Client from time to time.

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- 4.9.2. The Contractor shall provide manpower services through its uniformed and trained personnel for the performance of its services hereunder and these personnel deployed shall be employees of the Contractor only and the Client shall not in any manner be liable and all statutory liabilities (such as ESI & EPF etc.) shall be paid for by the Contractor.
- 4.9.3. The Contractor shall submit to Client the details of amount deposited on account of EPF and ESI in respect of the deployed personnel to the concerned authorities from time to time.
- 4.9.4. The Contractor shall will be responsible for payments of statutory benefits like bonus, leave, relief etc. from time to time to its personnel.
- 4.9.5. The Client shall have the right, within reason, to have any personnel removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the any personnel with prior intimation to the Client, emergencies, exempted.
- 4.9.6. The Contractor shall cover its personnel for personal accident and death whilst performing the duty and the Client shall own no liability and obligation in this regard.
- 4.9.7. The Contractor shall exercise adequate supervision to reasonably ensure proper performance of housekeeping Services in accordance with Schedule of Requirements.
- 4.9.8. The Contractor shall issue identity cards / identification documents to all its employees who will be instructed by the Contractor to display the same.
- 4.9.10. The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
- 4.9.11. The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account. The Contractor shall also abide by and comply with the Labour laws, Workmen Compensation Act, EPF Laws, ESIC Laws, Income tax laws and Minimum Wages Laws, Contract Labour (Regulations Abolition Act) or any other law in force.
- 4.9.12. The Contractor shall provide minimum of two sets each of summer and winter uniform to its personnel at its own cost.
- 4.9.13. The Contractor shall cover all its personnel under the relevant laws of EPF, Labour, ESIC etc. Proof of the same should be submitted by the Contractor quarterly.
- 4.9.14. **The Contractor shall submit a copy of wages sheet showing monthly wages paid to its personnel.**

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4.9.15. Adequate supervision shall be provided to ensure correct performance of the services in accordance with the prevailing requirements agreed upon between the two parties.

4.9.16 All necessary reports and other information shall be supplied immediately as required and regular meetings will be held with the Client.

4.9.17 The Contractor shall not employ any person below the age of 18 years old. Manpower so engaged shall be trained for providing services.

4.10. CONTRACTOR'S PERSONNEL

4.10.1 The Contractor shall at all times ensure that it has sufficient, suitable and qualified personnel to supervise the Client premises at the Client Site and in sufficient number to undertake the responsibilities imposed upon the Contractor under the Contract and to provide full attention for executing the work thereof.

4.10.2 The Contractor shall submit its Organisation Chart, showing therein the details of key personnel with their full contact details. The Contractor shall also keep informing the Client of any change in its organization or its personnel.

4.10.3 The personnel engaged by the Contractor shall be dressed in neat and clean uniform including proper name badges).

4.11. CONTRACTOR'S LIABILITY

4.11.1 The Contractor shall completely indemnify and hold harmless the Client and its employees against any liability, claims, losses or damages sustained by it or them by reason of any breach of contract, wrongful act or negligence by the Contractor or any of its employees engaged in the provision of the manpower services to the Client.

4.11.2. The Contractor shall not be liable in any way whatsoever and the Client hereby expressly waives any right to, any loss, injury, damage, cost or expense of whatsoever nature directly or indirectly:

4.11.3 Caused by, resulting from or in connection with any Act of Terrorism or any Biological or Chemical Contamination or any Nuclear Risks;

4.11.4 consisting of, caused by, resulting from or in connection with any loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data from any cause whatsoever (including but not limited to Computer Virus) unless such loss, damage, destruction, distortion, erasure, corruption or alteration of Electronic Data was due to the negligence or default of the Contractor or any of its employees engaged in the provision of manpower Services to the Client.

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4.11.5 The Contractor shall not Sub-Contract or Sub-let, transfer or assign the contract or any other part thereof. In the event of the contractor contravening this condition, Client shall be entitled to place the contract elsewhere on the contractors risk and cost and the contractor shall be liable for any loss or damage, which the Client may sustain in consequence or arising out of such replacing of the contract.

4.12 CLIENT'S OBLIGATIONS

4.12.1 The Client shall comply with and fulfil the recommendations (if any), if deemed necessary by the Client, made in writing by the Contractor in connection with the performance of the Services. The Client shall notify the Contractor of any dishonest, wrongful or negligent acts or omissions of the Contractor's employees or agents in connection with the Services as soon as possible after the Client becomes aware of them.

4.12.2 To enable the Contractor to provide the housekeeping services, the Client shall ensure that their staff is available to provide such assistance.

4.12.3 Client shall not be under any obligation for providing empanelment to any of the personnel of the Contractor after the expiry of the contract. The Client does not recognize any employee employers relationship with any of the workers of the Contractor.

4.13. VALIDITY OF CONTRACT

The contract, if awarded, shall be initially for a period of 12 months 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 requirements / statutory requirements, the Client shall have the right to terminate the contract forthwith in addition to forfeiting the performance security amount deposited by the contractor and initiating administrative actions for black listing etc. solely at the discretion of the competent authority of the office of the Client. The initial period of **12 Months**, can be further extended, subject to satisfactory services at the sole discretion of the office of the Client.

4.14. PAYMENTS

4.14.1 After selection of the Successful bidder as Contractor, a price schedule shall be annexed to the Articles of Agreement according to which all payments shall be made to the Contractor by the Client for the manpower services.

4.14.2 The prices in the Price Schedule shall be exclusive of any service tax, education cess, secondary and higher education cess or any other applicable taxes as may be levied by the Government from time-to-time and the same shall be charged in addition to the applicable rate.

4.14.3 The Contractor shall raise invoice per month and submit the same to Client by 7th of every following month. The Client shall make all endeavours to make payments within **15-20 days** from the date of the receipt of the invoice to the Contractor.

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- 4.14.4 The initial cost of the Contract shall be valid for a **period of 12 months**. No price escalation shall be entertained by the Client during the period.
- 4.14.5 In addition to the Contract payments, the Client shall pay for any additional services required by the Client, which are not specified in the **Price Schedule**.
- 4.14.6 All payments shall be made in Indian Currency by means of an Account Payee Cheque.
- 4.14.7 Client shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the Contractor, and the amount so deducted shall be deemed to be a payment made to the Contractor. Client shall provide a certificate certifying the deduction so made.
- 4.14.8 No payment shall be made in advance nor any loan from any bank or financial institution recommended on the basis of the order of award of work.

15 FORCE MAJEURE - OBLIGATIONS OF THE PARTIES

4.15.1 "Force Majeure" shall mean any event beyond the control of Client or of the Contractor, as the case may be, and which is unavoidable notwithstanding the reasonable care of the party affected, and which could not have been prevented by exercise of reasonable skill and care and good industry practices and shall include, without limitation, the following:

- (i) War, hostilities, invasion, act of foreign enemy and civil war;
- (ii) Rebellion, revolution, insurrection, mutiny, conspiracy, riot, civil commotion and terrorist acts;
- (iii) Strike, sabotage, unlawful lockout, epidemics, quarantine and plague;
- (iv) Earthquake, fire, flood or cyclone, or other natural disaster.

As soon as reasonably practicable but not more than 48 (forty-eight) hours following the date of commencement of any event of Force Majeure, an Affected Party shall notify the other Party of the event of Force Majeure setting out, inter alia, the following in reasonable detail:

- 4.15.2. The date of commencement of the event of Force Majeure;
- 4.15.3 The nature and extent of the event of Force Majeure;
- 4.15.4 The estimated Force Majeure Period.
- 4.15.4 reasonable proof of the nature of such delay or failure and its anticipated effect upon the time for performance and the nature of and the extent to which, performance of any of its obligations under the Contract is affected by the Force Majeure.

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4.15.6 The measures which the Affected Party has taken or proposes to take to alleviate/mitigate the impact of the Force Majeure and to resume performance of such of its obligations affected thereby.

4.15.7 Any other relevant information concerning the Force Majeure and /or the rights and obligations of the Parties under the Contract.

4.16 TERMINATION

This Contract may be terminated forthwith by either party by giving written notice to the other if:

4.16.1 The other party is in material breach of its obligations under this Agreement and / or, in the case of such breaches capable of being remedied, fails to remedy that breach within thirty days of receiving notice of such breach; or

4.16.2 The Contract may be terminated forthwith by the Client by giving written notice to the Contractor, if:

4.16.3 In case of breach of any of terms and conditions of the Contract by the Contractor, the Competent Authority of the Client shall have the right to cancel the Contract without assigning any reason thereof, and nothing will be payable by the Client and in that event and the security deposit in the form of performance Guarantee shall be forfeited and en-cashed.

4.16.4 The Contractor does not provide manpower services satisfactorily as per the requirements of the Client or / and as per the Schedule of Requirements

4.16.5 The Contractor goes bankrupt and becomes insolvent.

4.17. DISCLAIMER

The relatives / near relatives of employees of the Client are prohibited from participation in this bid. The near relatives for this purpose are defined as:

- (a) Members of a Hindu Undivided Family.
- (b) Their husband or wife.
- (c) The one is related to the other in the manner as father, mother, son(s), son's wife (daughter-in-law), daughter(s) & daughter's husband (son-in-law), brother(s) & brother's wife, sister(s) and sister's husband (brother-in-law)

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4.18. INSOLVENCY

4.18.1 The competent authority of the office of the India Trade Promotion Organisation may at any time by notice in writing summarily terminate the contract without compensation to the contractor in any of the following events, that is to say:-

If the contractor being an individual or if firm, any partner in the contractor's firm, shall at any time be adjudged insolvent or shall have a receiving order or orders for administration of his estate made against him or shall take any proceedings for liquidation or composition under any insolvency not for the time being in force or shall make any convenience or assignment of his efforts or enter into any arrangements or composition with his creditors or suspend payment of if the firm be dissolved under partnership act, or

- i) If the contractor being a company shall pass a resolution or the court shall make an order for the liquidation of the affairs or a receiver of Manager on behalf of the debenture holder shall be appointed or circumstances shall have arisen which entitled the court or debenture holders to appoint a receiver or Manager.
- ii) If the contractor commits any breach of this contract not herein specifically proved for: Provided always that such determination shall not prejudice any right of action or remedy which shall have accrued or shall accrue thereafter to the purchaser and provided also that the contractor shall be liable to pay the purchaser for any extra expenditure, he is thereby put to but shall not be entitled to any gain on repurchased.

4.19 CURRENCIES OF BID AND PAYMENTS

4.19.1 The Bidder shall submit his price bid / officer in Indian Rupees and payments under this contract will be made in Indian Rupees.

4.20. GOVERNING LAWS AND SETTLEMENT OF DISPUTE

4.20.1 Any claims, disputes and or differences (including a 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 Authorised Representatives of the concerned parties. However, if the disputes are not resolved by the discussions as aforesaid within a period 30 days, then the matter will be referred for adjudication to the arbitration of a sole arbitrator to be appointed by the Client in accordance with the provisions of the Arbitration and Conciliation Act 1996 and rules made there under including any modifications, 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 on the parties.

4.20.2 **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.

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SECTION-5

ADDITIONAL CONDITIONS OF CONTRACT (ACC)

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5. ADDITIONAL CONDITIONS OF CONTRACT

- 5.1 The work shall be carried out strictly as per ITPO specifications/ CPWD specifications 2012, Part I & II with up to date correction slips.
- 5.2 The contractor shall take approval from the Manager (Civil)/Electrical in writing for collection and stacking of materials.
- 5.3 The contractor must follow CPWD Safety Code as provided in general conditions of contract for CPWD Works.
- 5.4 Any damage done by the contractor or his workmen to any existing work during the course of execution of the work shall be made good by him at his own cost.
- 5.5 Contractor shall clear the site thoroughly of all rubbish etc. left out of his materials immediately on completion of the work and properly clean the site around the building to the satisfaction of the Engg.-in-Charge. Otherwise the site will be cleared by the department at his risk & cost to remove and clean the site.
- 5.6 The contractor to whom the work is awarded will have to sign the agreement on non judicial stamp papers of Rs.50/- and the cost of such stamp paper will be borne by the contractor.
- 5.7 The agency shall ensure quality of workmanship and the material used in executing the work to the satisfaction of Engineer-in-Charge. The agency should ensure reasonable up time of the facility.
- 5.8 All the works shall be executed in strict conformity with the provisions of the contract documents.
- 5.9 The agency shall alone be responsible for the engagement of, discharge of and payment to his workmen which he may engage from time to time, for the execution of the contract.
- 5.10 CONTRACTUAL RELATIONSHIP nothing herein will be construed as creating the relationship of employer and employee between the ITPO and the agency or between the ITPO and the agency's employees. The ITPO will not be subject to any obligations or liabilities of the agency or his employees, incurred in the performance of the work order unless otherwise herein authorized. The agency is an independent Contractor and nothing contained herein will constitute or designate the agency or any of his employees as employees of the ITPO.
- 5.11 **If, in the opinion of Engineer In-charge, the Agency is not employing sufficient number of workmen to complete the work in time, the ITPO will be free to carry out the work through any other Agency at the risk and cost of the Agency.**
- 5.12 The sweeping/cleaning/scrubbing/vacuum cleaning/buffing etc. all shall be carried out by machine - as per Annexure-I. However, in exceptional cases where cleaning is not possible with machines manual cleaning will be permitted with specific approval of Officer-in-Charge.
- 5.13 The Machines procured are the property of the agency therefore the same will be maintained by the agency at his own cost.

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- 5.14 The Contractor shall have to take adequate safety precautions in respect of the use of all the equipments. It is mandatory for the Agency to provide safety equipments and gadgets to all its workers, Supervisory and Technical staff engaged in the execution of the work while working. Sufficient numbers of these equipments and gadgets shall also be provided to the ITPO by the Contractor at his own cost for use of the Company's officials and/or workforce while working/supervision at site. No staff/worker shall be allowed to enter the site without these equipments/gadgets.
- 5.15 The agency should arrange the required manpower's and equipment/machines for Environmental Support Services (up keeping) within seven days of issue of letter of acceptance as per the site requirements.. In case of non-deployment of machinery, the recovery shall be made as per contract conditions.
- 5.16 The agency should deploy adequate numbers of machines as per requirement at site. The machines brought on site will not be allowed to be taken away except for repairs, till completion of work or without specific permission from Officer-in-charge in writing. The register indicating machine numbers etc. for identification will be prepared on the day of start of work and will be open for inspection by the officers of ITPO or otherwise as approved by Officer-in-Charge. In case of any short fall on a particular day the recovery shall be made at the rate as specified in tender document.
- 5.17 In case, ITPO finds any discrepancy in the deployment of adequate no. of workers/supervisors or less use of T&P machinery for cleaning work at expected standard/level, the contract may be terminated after giving notice as required under Clause/Contract and Agency will not be entitled to claim any compensation from ITPO on this account.
- 5.18 Machines/equipments brought by the contractor should always be in working condition. If any defects occur in the machinery, the same shall be repaired and made workable within twenty-four hours. However, till such time he has to make an alternative arrangements to maintain the premises at his own cost and for this alternative arrangement nothing extra is payable. If the machines/equipments remain out of order beyond this time, recovery shall be made at the rates specified in tender document for no. of days for which machines remain non-functional.
- 5.19 The cost of running charges of machines i.e. for fuel, petrol or battery including replacement of parts, etc. shall be borne by the agency and nothing extra is payable.
- 5.20 In case of any breakdown of the machines exceeding three hours, the Agency will have to deploy alternative machine so that the work does not suffer. However, if the agency fails to above, a recovery shall be made as per Annexure I B.
- 5.21 The Agency shall abide by all labour laws applicable in NCT Delhi and shall pay provident fund, ESI, and other benefits to the workers etc. as required under Labour Laws and the records pertaining to such payments shall be submitted to

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Officer concerned of ITPO for inspection. The quoted rates shall include all such payments and ITPO shall not pay any extra amount for this purpose.

- 5.22 The Agency will be fully responsible for the credentials confides and the action of the worker deployed by them in ITPO premises. The Agency shall provide name, residential address and other bio-data of all the employees engaged for this work and also get police verification done.
- 5.23 All employees of the Agency shall be issued with identity cards bearing their photographs. The cost of identity card and photographs for identity cards shall be provided by the Contractor at their own cost. The contractor shall have the identity card format approved from ITPO.
- 5.24 The Agency shall issue name badges to all their workers, which the worker shall wear while on duty. Jacket apron/uniform of the shade and pattern approved by ITPO will have to be provided to the worker, by the agency at their cost and the agency will ensure that the jacket apron/uniform worn by worker is clean and presentable, failing which a recovery of Rs.100/- each worker per day shall be made.
- 5.25 The Agency shall have the right to take disciplinary action against any person engaged/employed by him; while no right whatsoever shall vest in any such persons to raise any dispute and/or claim whatsoever against ITPO. The ITPO shall, under no circumstances be deemed or treated as the employer in respect of any persons engaged/employed by the agency for any purpose whatsoever nor would ITPO be liable for any claim(s) whatsoever of any such person(s) and this condition shall be clarified to the workers before hand and no objections be taken from the workers in this regard and given to ITPO.
- 5.26 In case ITPO is required to meet any liability in respect of any person(s) engaged/employed by the contractor by virtue of their working at the premises of the ITPO, it would be open and lawful for the ITPO to deduct the amount(s) of any such liability from and out of dues payable to the Agency.
- 5.27 The agency shall not appoint any sub contractor to carry out any obligation under the contract. In case Agency fails to perform any of the terms and conditions of the agreement or commits any breach of the contract, ITPO may terminate/cancel the contract after due notices in accordance with the contract to the Agency and take necessary action under relevant clauses of the agreement. The Agency will not be entitled to any compensation from ITPO on this account.
- 5.28 The Agency shall be responsible for the conduct and behaviors of the employees. If any employee of the agency is found misbehaving with ITPO staff, the agency shall take necessary appropriate action as per direction of the Engineer-in-charge and may include replacement and removal of workers concerned from ITPO premises without any liability on ITPO.
- 5.29 In the event of any loss/damage being occasioned to the ITPO on the negligence of the employees of the Agency, the Agency shall make good the loss sustained by ITPO either by replacement of the material/equipment or payment of compensation. The compensation as determined by the Engineer-in-charge shall be final and binding.

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- 5.30 The agency will have to produce the register of wages or the register of wages-cum-muster roll of the preceding month along with the bill to be submitted on 7th day of every calendar month for verification to the nominated official of ITPO. The Agency shall ensure that payment to its employees is made in the presence of an authorized representative of ITPO.**
- 5.31 The agency shall indemnify the Company, its Directors, Officers, Employees, Subsidiaries, Sub-contractors and Assignees against any losses, damages, liabilities, claims, suits, demands, actions, causes of action, expenses (including reasonable attorneys' fees), judgments, assessments, deficiencies, proceedings and charges, including but not limited to third party claims, arising or occasioned out of this Work Order.
- 5.32 The agency or its insurer will indemnify, defend and hold harmless, the Company for any damage to the property of the Company and, any all the claims for damages related to injury to or loss of property of others or injury, illness, physical or mental impairment, loss of services or death of any person that may be caused directly or indirectly by any act or omission of Contractor, its agents, employees or sub-contractors even where such damages may involve negligence or allegations of negligence on the part of the Company or its officers, employees or agents.
- 5.33 The agency shall instruct his employees to take all necessary safety precautions and ensure that such instructions are being followed by his employees so that no injury or harm is caused to workers. When working at a height above ground level, necessary safety precautions such as providing Safety Belts, etc. will be taken. For any work above ground level, the agency shall take written consent from respective site in-charge, in prescribed form, before engaging his men at site. The consent shall be taken on day-to-day basis, till the work is completed. Separate consent shall be obtained from site in-charge for engaging workmen of contractor on a Holiday.
- 5.34 The ITPO reserves its right to terminate the contract forthwith any time during the currency of the contract should be Contractor commit a breach of any of the terms and conditions of the contract or in the opinion of the ITPO, the progress of the work is not satisfactory without any reason. In such an event, the ITPO shall have the right to get the whole or part of the work as the case may be, by any third party at the risk and cost of the agency.
- 5.35 The agency shall promptly notify the ITPO of any changes in the constitution of their firm. It shall be open to the ITPO to terminate the contract on the death, retirement, insanity or solvency of any person being a partner in the said firm or on the addition or introduction of a new partner without the prior approval in writing of the ITPO, but such option shall not be exercised or such approval withheld unreasonably. But in the absence of any communication about termination by the ITPO as aforesaid, the contract shall remain in full force and effect not withstanding any change in the constitution of the firm by death,

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retirement, insanity or insolvency of any of its partners or the addition or introduction of any new partners.

- 5.36 In the event of any dispute or difference arising out of operation of this agreement, the same shall be referred to the sole arbitration and the sole arbitrator will be appointed by the CMD, ITPO, whose decision shall be final and binding on both the parties. The venue of arbitration shall be at New Delhi. The provisions of the Conciliation and Arbitration Act, 1996 shall apply to the arbitration.
- 5.37 All the above services and any other work of similar nature, while entrusted to the Agency from time to time by the ITPO are to be rendered without causing any hindrance or disturbance to any ITPO staff working during the normal working hours. The work shall be carried out efficiently, in consonance and in conformity with the standards of a neatly and hygienically.
- 5.38 If workers are engaged for more than eight hours, National Holidays or any other holiday, the agency shall pay OTA to the workers at its own cost.
- 5.39 The Agency shall maintain all registers/records required under various acts, which may be inspected by ITPO and other designated authorities under Labor Laws.
- 5.40 All members of staff employed by the Agency will be subjected to security check by the security guard posted at entrance/exist of Pragati Maidan premises.
- 5.41 The workers of the agency will make their own arrangements for food and snacks while at work at their own cost and ITPO will not entertain any financial expenditure or provide any canteen facility.
- 5.42 Work contract tax / Sale Tax /Service tax/ Income tax and other taxes as applicable from time to time shall be deducted on gross amount of the bill as per rules and necessary certificates issued.
- 5.43 No water charges shall be deducted from the bills.
- 5.44 The agency shall have to arrange his own small equipments like Phawras, Tokries, wheel barrows and T&P etc. loading and unloading of garbage etc.
- 5.45 The Agency shall have a system to attend to complaints relating to facility management in general and in particular during the fairs in the Halls.
- 5.46 Repair and maintenance of civil work, water supply, sanitary works of Halls and toilets etc. shall be carried out by the ITPO as and when required. However, for the leakages of water taps and blockages of floor traps/sewer line, agency has to take immediate necessary action for repair of leakages and clearing of sewer blockage by deploying their own manpower's i.e. sewer men & plumber.
- 5.47 ITPO shall provide office/storage space free of charge as available to the Agency within the premises of Pragati Maidan for proper monitoring and supervision of the work during the currency of the agreement. The Agency may install telephone at his cost at the above office. The consumption charges of electrical workload will be paid by the agency as worked out by ITPO.
- 5.48 All recoveries prescribed in this contract shall be final and binding on agency and no dispute whatsoever will be entertained in this regards.

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- 5.49 The detailed technical schedule for Automated Housekeeping along with the details of machines & chemicals to be used (with specified brands & make) and frequency of various cleaning operations required to be carried out shall be adhered as per the details available on tender document.
- 5.50 The agency shall have to clean the area as per frequencies mentioned. However, the cleaning shall have to be done more frequently if required for proper housekeeping upon the instructions of the Engineer in charge, for which nothing extra shall be paid.
- 5.51 It must be borne in mind that some activities need to be started early in the morning and completed before 10.00 AM. Similarly, some other activities can be done only on Saturdays or other holidays, to avoid inconvenience to the users /exhibitors which will be done according to the requirements, as set up during exhibitions is also allowed in the night. The housekeeping work will be carried out in a manner that it is complete well before start of exhibitions. The work on all Saturdays and holidays (Saturday, Sundays & National Holidays) shall be carried out at no extra cost.
- 5.52 The agency shall work in close coordination with officials working in various halls, including staff of Committee Rooms, Auditorium, and Canteens Pantries etc. and modify working schedule if required as per user's convenience. No claim whatsoever on this account shall be entertained.
- 5.53 The existing building has very costly and intricate finishing on walls, ceiling and floors, etc. The agency shall make necessary arrangements at his own cost to prevent any damages to existing work due to any of his activities. The agency shall be responsible for any damage to the existing work due to his activities and shall make good the same at his own risk and cost. The decision of Engineer in charge regarding cause and cost of damage shall be final. In case the contractor fails to make good the damage to the entire satisfaction of Engineer in charge, it shall be done at his risk and cost by the Engineer in Charge.
- 5.54 Materials and chemicals required shall have to be brought by the agency in advance for each month at their own cost. It may be noted that the material and chemicals required shall have to be brought at site and shall be kept in the safe custody of Deputy Manager/Junior Engineer.
- 5.55 The agency shall arrange the necessary water supply fitting, flexible pipe, etc. for taking water from the water taps provided in the building for the work of housekeeping at his own cost.
- 5.56 Electricity & water will be provided free of cost for operation of machinery/equipments at the nearest services available.

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SECTION-6

SPECIAL CONDITIONS OF CONTRACT (SCC)

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6. SPECIAL CONDITONS OF CONTRACT:

The special conditions of Contract shall supplement the “Instructions to the Bidders” as contained in Section 3 and General Conditions of the Contract (GCC) as contained in Section 4.

6.1. INDEMNIFICATION

The successful bidder is solely liable to fully indemnify and keep Client indemnified against all loses/penalties/awards/decrees arising out of litigation/claims/application initiated against the Client on account of acts of omission/commission attributable to the Contractor and which are punishable under the provisions of various Central Labour and Employment Acts including the following Acts as amended from time to time. Client shall be vested with sole discretion to determine damages/ loss suffered on account of above from the dues payable from security deposit as performance Guarantee or from either the personal property of bidder or property owned by his firm/company by way of initiating suitable legal litigation against the Contractor at any point of time.

6.2 LABOUR LAW COMPLIANCES

6.2.1 The engagement and employment of labourers and payment of wages to them as per existing provisions of various labour laws and regulations is the sole responsibility of the Contractor and any breach of such laws or regulations shall be deemed to be breach of this contract. Client may ask the contractor to produce documents to verify that these provisions/laws are complied with by the contractor.

6.2.1.1. All wages allied benefits such as leave, ESI, PF, Gratuity , Bonus etc, shall be paid by the contractor and Client shall not incur any liability or additional expenditure whatsoever for personnel deployed.

6.2.1.2. It is mandatory that the employees must be paid through bank/cheques only.

6.2.2 The Contractor shall abide by all labour laws, laws related to EPF Organisation, ESI Corporation, Workmen Compensation Act. The details of EPF, ESIC in respect of their deployed staff shall be submitted by the Contractor to Client every month along with the bill. The Contractor shall abide including but not limited to, matters relating to timely payment of wages and allowances, payment of minimum wages, payment of overtime, grant of leave, payment of workmen's compensation, working hours, safety, maternity benefits, holidays, framing of standing orders, disciplinary action against employees, payment of provident fund contributions, payment of gratuities and payment of bonuses.

6.2.3. The Contractor shall ensure, and be responsible for payment of wages and other compensation etc. due to his workmen as also to fulfill all provisions and requirements and compliance with the various laws including but not limited to. The Contract Labor (Regulation And Abolition) Act, 1970, The Minimum Wages Act, the Employee's State

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Insurance Act, Workmen's Compensation Act, Provident Fund Act Labor Safety Provisions, which are in force as on date and/or which may be brought in to force from time to time. No labor below the age of eighteen years shall be employed on the work. Contractor shall comply with respect to all statutory regulations and maintain necessary records at his own cost.

- 6.2.4 The contractor shall be liable for any legal dispute / case / claims that arises or may arise during currency of the contract due to non-compliances of labour or other related laws.
- 6.2.5 The contractor shall be responsible for compliance of all the laws rules/regulations and Govt. instructions that are/will be applicable to and aimed to protect the interest of the employees/worker engaged by it and shall ensure payment of all the statutory dues/liabilities as may have arisen during the past 'or' may arise during the course of performance of contract.
- 6.2.6 The Contractor shall submit periodical returns as may be specified from time to time.

6.3. OFFICIAL RECORDS:

- 6.3.1 The Contractor shall maintain complete official records of disbursement of wages / salary, showing specifically details of all deductions such as ESI, EPF etc. in respect of all the staff deployed in Client's office.
- 6.3.2 The Contractor shall maintain a personal file in respect of all the staff who is deployed in Client's office. The personal file shall invariably consist of personal details such as name, address, date of birth, sex, residential address (Temporary / Permanent) and all grievances recorded by the staff vis-à-vis action taken etc.
- 6.3.3 The Contractor shall furnish an undertaking that within seven days of the close of every month they will submit to Client a statement showing the recoveries of contributions in respect of employees with Certificate that the same have been deposited with ESIC /EPFO Commissioners.
- 6.3.4. Each monthly bill must accompany the following:
- 6.3.4.1. The agency should file a separate ECR against ESI & EPF for the individual workers engaged in ITPO and submit the same with bank certified copy, bill, wage sheet and attendance sheet etc before payment.
- 6.3.4.2. The agency should disburse the payment to individual contractual workers in the presence of an official of engineering division and submit the wage sheet.
- 6.3.4.3. The agency will make necessary Contractual Labour Act registration for individual works.
- 6.3.4.4. The agency will submit duplicate copies of bills i/c required enclosures.

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SECTION-7

SCHEDULE OF WORKS/ REQUIREMENTS

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7. SCHEDULE OF WORKS/REQUIREMENTS:

In this Schedule of Requirements, the details of manpower /machineries services to be provided by the Contractor and also other information, instructions of the Client and instructions to the Contractor's employees posted at the Clients' site and all such other aspect of the Contracts are to be mentioned.

7.1. SUPERVISION

7.1.1 The Contractor shall **depute one full time Managers/Supervisor in Client's office**, who shall ensure that all the duties as may be assigned differently by the Client to various categories of manpower are performed by them in the desired manner of Client, failing which it shall invite penalties as prescribed in the following paragraphs.

7.1.2. The Contractor's Managers/Supervisor shall be the first line of contact for Client, who shall report to the designated officers of Client for all requirements.

7.1.3. The Contractor shall ensure that all statutory / mandatory requirements either related to wages disbursements or related to deposition of EPF /ESIC with concerned authorities or providing of ESIC facilities to the manpower are fulfilled through Contractor or its Supervisor.

7.1.4. The Contractor shall ensure that the Supervisor is not below the level of Executive-HR who is well versant with all HR related requirements and who should be prompt enough to initiate all required action.

7.2. SCOPE OF WORK-CONTRACTOR

General features and major components of the work are as under:

7.2.1 The work is to be executed at Pragati Maidan New Delhi-110001.

7.2.2 The work is required to be executed in Automated Housekeeping **Automated House Keeping of hall no. 12, 12 A, 14, 18, CCTV Room, Gate 5 & 7 etc. at Pragati Maidan, New Delhi.**one year with mechanized cleaning/sweeping floors, ceiling for all heights including moping, etc of the above said Halls. The scope of work covers as below not exhaustive but indicative (The work of painting, white-washing is not included).

7.2.3 The Agency has to engage workers in the shifts; from 7.00 AM to 8.00 PM (during fair period). The adequate number of manpower's and machines/equipments for cleaning of Halls and toilets Conference Hall, Facade and other adjoining areas/structures of the above said Halls including on Saturdays/Sundays and Holidays. During India International Trade Fair 2015 (IITF-2015), the workers shall be engaged from 7.00 A.M. to 10.00 P.M.

7.2.4 The agency has to engage workers in NIGHT shifts also prior to inauguration of the fair for cleaning the complete area in presentable condition and as per the direction of Engineer in charge.

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- 7.2.5 The scope of work includes the cleaning of all the Halls including attached toilets with adequate numbers of manpower's and equipments for the following works/activities as per site requirements and frequency as mentioned at ANNEXTURE-I and ANNEXTURE-II in the document.
- 7.2.6 Regular cleaning of all the entrance and exit gates of all Halls area neat and tide including surrounding outside paved area up to 4.00 meters on daily basis.
- 7.2.7 Cleaning of all the glass panes and glass fixtures inside and outside of Halls area.
- 7.2.8 Scrubbing the floor areas of all the Halls minimum twice in a month by using proper chemical.
- 7.2.9 The agency has to keep the arrangement of adequate quantities of cleaning materials/chemicals for cleaning of the Halls and toilets as per the requirement at site during the exhibition and non-exhibition period including miscellaneous consumables like dusters, tissue papers, paper rolls, mops, buckets, glass cleaning kits, telescopic rods, dust controllers etc. as mentioned at ANNEXTURE-III.
- 7.2.10 Regular cleaning like litter picking, by vacuuming of carpets inside Stalls and passage during Exhibition time and regular maintenance on daily basis, removal of cobwebs, cleaning of Façade of halls by using proper equipments and trolleys etc., Vacuuming of entire carpet area pre and post of the exhibition including during the Exhibition period.
- 7.2.11 Regular cleaning and sanitation of all the toilets attached with above said halls/buildings. The deployment of manpower in each toilet (ladies and gents) should be made exclusively during the fair period. If fails to do so, the recovery of Rs.1, 000/-per Gents/Ladies toilet per day will be made.
- 7.2.12 The agency has to provide adequate quantity of sanitation materials/ toiletries i.e. urinal cubes, naphthalene balls, toilet soaps, and other required sanitation materials etc., in all the toilets attached with above halls, to the satisfaction of Engineering In-charge. If the agency fails to provide the same a recovery will be made at the rate of Rs. 2000/- each toilet (Ladies/Gents/Handicapped) per day with prior notice to the agency.
- 7.2.13 The Contractor shall deploy all manpower at the Client facility in the manner and as per the instructions of the Client.
- 7.2.14 **Agency has to deploy at least 3 Nos. of Supervisors i.e. one for Hall No. 12,12A, one for Hall No. 14 and one for Hall No. 18 during each exhibition i.e. pre exhibition, during the fair and post-fair. In case, the agency fails to comply the above instructions a recovery will be made at the rate of Rs. 2, 000/- per day per Supervisor.**
- 7.2.15 The agency has to provide only police verified employees for working in Pragati Maidan. The necessary badges will be issued to the agency from the Security Division of ITPO to facilitate entry to Pragati Maidan.
- 7.2.16 Agency has to provide required number of small size Dustbin with top Lid Cover in each toilet (Ladies, Gents and Handicapped along with black polythene inside the same for the use of Users/Visitors of the toilets. If the agency fails to provide the Dustbins as mentioned above recovery shall be made at the rate of Rs.100/- per dust bin per toilet or the same will be provided at the risk and cost

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of the agency at the rate of Rs. 500/- each Dustbins per toilet. The medium size dustbins are also required to be provided at the Entry/ Exit gates.

- 7.2.17 The agency has to provide adequate number of man powers and Supervisors for proper cleaning of Halls and attached toilets in the exhibitions organised by ITPO including IITF-2015 and third party organisers i.e. during mounting period of exhibition, during exhibition and post exhibition period. The agency will be placed under the administrative control of the third party show organizers, for the duration of their tenancy.
- 7.2.18 Payment to the agency will only be released on receipt of satisfactory performance certificate from the concerned show organizers.
- 7.2.19 The Agency's rates shall be for completed work covering manpower, machinery & equipment, royalties, fees, rent, excise duty, custom duty etc. sales tax, works contract tax (if any) service tax, Octroi, entry tax, wages, tools and plants, transportation, risks overhead, general and special liabilities/obligations as mentioned and profits, etc. all complete. Agency shall pay necessary taxes, such as sales tax, central excise duty, customs duty and other statutory taxes etc. to the relevant authorities.
- 7.2.20 The Agency may therefore take into account above, along with necessary modern cleaning implements and other cleaning materials as per Annexure-I while quoting the rates. All expenditure on fuel and maintenance of the machines and deployment of required manpower for operation of the equipments shall be borne by the Agency and nothing extra shall be paid on this account.
- 7.2.21 Work shall be executed according to General Conditions, Special Conditions of Bid Documents and General Conditions of Contract for Central P.W.D. Works available separately at printer's outlets amended up to the date of submission of tenders. The Bidder may obtain the address of the outlets from the Manager (Civil).
- 7.2.22 The Contractor shall ensure that all personnel are fully conversant with the premises and with the client's business activities and its related manpower requirements.
- 7.2.23 The Client shall have the right to have any person removed who is considered to be undesirable or otherwise and similarly the Contractor reserves the right to remove the personnel with prior permission of to the Client, emergencies, exempted.
- 7.2.24 The Contractor shall cover its personnel for personal accident and/ or death whilst performing the duty.
- 7.2.25 The Contractor shall exercise adequate supervision to ensure proper performance of Manpower and machineries Services in accordance with the requirements.
- 7.2.26 The Contractor shall issue identity cards / identification documents to all its employees who will be instructed by the Contractor to display the same at all times. The personnel of the Contractor shall be subject to detailed direction and control of the Contractor and in relation to manner and model of performance of duties, as agreed vide this agreement.

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- 7.2.27 The personnel of the Contractor shall not be the employees of the Client and they shall not claim any salary or allowances, compensation, damages or anything arising out of their employment/duty under this Contract. The Contractor shall make them known about this position in writing before deployment under this agreement.
- 7.2.28 The Contractor shall also provide at its own cost all benefits statutory or otherwise to its employees and the Client shall not have any liability whatsoever on this account.
- 7.2.29 The scope of work also includes side area of Halls and Buildings viz. Toilets, Staircases and corridors of the Building and its surrounding plinth area.
- 7.2.30 Item of work described in the Bill of Quantities for which no rate or amount has been entered in the tender, the same shall be considered as included in other rates and amounts quoted in the tender and the contractor shall not be paid for such items of work by the Department.
- 7.2.31 Contractor must provide standard and clean liveries to its employees / supervisors with their photo identity cards properly displayed during duty time. No extra payments shall be claimed by the Contractor or its deployed staff from the Client for such items.
- 7.2.32 The Contractor must provide salary slips, EPF numbers and ESI Cards, duly activated, to all the deployed manpower at Client's office. The Contractor should also ensure that EPF statements to the deployed manpower are provided immediately after the financial year closing. Any delay in submission of these records will force Client to deduct a proportionate amount from the bills, as decided by the competent authority of Client.
- 7.2.33 Contractor must employ adult and skilled personnel only. Employment of child labour shall lead to the termination of the contract at the risk and cost of the Contractor. Contractor shall deploy/engage reliable persons at Client after proper character and police verification and impose any conditions as per prevailing contractual labour laws for such engagements, take disciplinary action or reward any person at work etc., at its sole costs, risks and responsibilities. Contractor shall intimate the details like name, age, parentage, address (residential as well as permanent) of all staff to the Client and shall also intimate changes in addresses of the staff as and when they take place.
- 7.2.34 Contractor shall deal with and settle the matters related with unions and shall make sure that no labour disputes / problems are referred to Client. It shall totally indemnify Client in this regard.
- 7.2.35 Contractor should at all times indemnify Client 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 or any other law relating thereto and rules made hereunder from time to time. Client will not own any responsibility in this regard.

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- 7.2.36 Contractor staff shall always be disciplined, properly dressed and be presentable all the time during duty. The persons deployed by Contractor shall be properly trained, have requisite experience and skills for carrying out a wide variety of work. The Contractor shall be solely responsible to tackle the matters in case any of its staff deployed under this contract falls sick or is injured or goes on strike/ unfair activities etc. during performance of his/her duty. It shall indemnify Client in all respects under this contract.
- 7.2.37 Be it private or public areas, the Contractor's employees shall be liable to be frisked/ checked by the security personnel at Client premises or on duty at any time during performance of their duties.
- 7.2.38 Contractor's employees shall perform their duties at the premises with due diligence and take all precautions to avoid any loss or damage to the government property/person.
- 7.2.39 Contractor shall be solely responsible for any indiscipline, theft, loss or damage to any person or persons / property at the premises on account of acts of omission and commission by the staff deployed by him.
- 7.2.40 The payments to its employees shall be disbursed by the Contractor in the presence of the representative of Client who shall sign the payment register in token of having disbursed the salary in his presence by Contractor.
- 7.2.41 While providing all the Services, Contractor shall ensure that all duties are performed invariably as per the desired standards of the Client, failing which it shall invoke penalty clauses of this Bidding Document.

7.3. CODE OF CONDUCT

The Contractor shall strictly observe that its personnel: They Are always smartly turned out and vigilant.

- 7.3.1 Are punctual and arrive at least 15 minutes before start of their duty time.
- 7.3.2 Take charges of their duties properly and thoroughly.
- 7.3.3 Perform their duties with honesty and sincerity.
- 7.3.4 Read and understand their post and site instructions and follow the same.
- 7.3.5 Extend respect to all Officers and staff of the office of the Client.
- 7.3.6 Shall not drink on duty, or come drunk and report for duty.
- 7.3.7 Will not gossip or chit chat while on duty?
- 7.3.8 Will never sleep while on duty post.
- 7.3.9 Will not read newspaper or magazine while on duty.
- 7.3.10 Will immediately report if any untoward incident / misconduct or misbehaviour occurs, to Vendor Control and the Client.
- 7.3.11 When in doubt, approach concerned person immediately.
- 7.3.12 Get themselves checked by security personnel whenever they go out.
- 7.3.13 Do not entertain visitors.
- 7.3.14 Shall not smoke in the office premises.

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7.4. CONFIDENTIALITY

- 7.4.1. The phone number and movement plans of the client shall not be given to anyone.
- 7.4.2. The following information about the client shall not be given to anyone.
 - 7.4.2.1. Car make, colour and number of any officer(s)/official(s).
 - 7.4.2.2. Telephone no. / Any other information.
 - 7.4.2.3. Location and movement plans.
 - 7.4.2.4. Meetings and conference schedules.
 - 7.4.2.5. Site plan of the premises.
 - 7.4.2.6. Travel details of the clients.
 - 7.4.2.7. Assets of the office.

7.5. TELEPHONE HANDLING

- 7.5.1 The Contractor's employees shall be instructed by the Contractor strictly not to misuse the telephones in the facility of the Client.

7.6. PATROLLING PROCEDURES

- 7.6.1 The Supervisor will keep taking round of the building/premises and keep a watch over the deployed staff.
- 7.6.2 Patrolling should be done on an hourly basis and it should be ensured that strict cleanliness is maintained.
- 7.6.3 The Supervisor will keep a watch on the activities of the deployed staff.
- 7.6.4 If he finds anything unusual / untoward, a written report must be given to the Manager (Civil), ITPO in the office of the Client.

7.7 FRISKING / CHECKING PROCEDURES

- 7.7.1 All contract staff will be thoroughly frisked at the time of their leaving the office premises in the evening.
- 7.7.2 If anything untoward is found, it must be reported to Manager (Civil), ITPO.

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SECTION-8

PRICE SCHEDULE

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8. PRICE SHEDULE

Name of Work : Automated House Keeping of hall no. 12, 12 A, 14, 18, CCTV Room, Gate 5 & 7 etc. at Pragati Maidan, New Delhi for one year.

Sno.	Description of Items	Qty.	Rate	Unit	Amount
1	Carrying out day to day automated housekeeping and other related miscellaneous works of hall no. 12, 12 A, 14, 18, CCTV Room, Gate 5& 7 etc.				
	Automated housekeeping of floor areas, toilets, ceilings, walls, gates, doors, windows, glass panes, foyer areas, AC fixtures, cleaning of all the rooms of Hall no. 12, 12 A, 14,18 CCTV Room, Gate 5& 7 etc. staircases, dry cleaning of carpets, chairs, sofas, as mentioned above, surrounding outer areas of 4 mtr. Width and facade of the building, entrance and exit gates (Refer Annexure IV for Appx. area details of Halls) by cleaning scrubbing wherever required with high pressure washing, vacuuming by using various machines, etc. (Refer Annexure I for Machines required, Annexure II for minimum frequency of cleaning required , Annexure III for using various chemicals for cleaning required) complete and s per the direction of officer incharge.				
	a) For exhibition period i/c tenancy period of fair	1604850 Sq.m.		per sqm per day	
	b) For non exhibition period	8267000 Sq.m.		per sqm per day	
		Total			

*

Note:

1. The rate should be quoted Per Sqm. per day exclusively of Service Tax.
2. Each monthly bill must accompany the following:
 - a. The agency should file a separate ECR against ESI & EPF for the individual workers engaged in ITPO and submit the same with bank certified copy, bill, wage sheet and attendance sheet etc before payment.
 - b. The agency should disburse the payment to individual contractual workers in the presence of an official of engineering division and submit the wage sheet.
 - c. The agency will submit duplicate copies of bills i/c required enclosures.

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SECTION-9

FORMS & ANNEXURES

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9. FORMS & ANNEXURES

FORM-I-	CONTACT DETAILS FORM
FORM-II-	BID SECURITY FORM (To be used for EMD in case submitted by Bank Guarantee)
FORM-III-	FORM FOR FINANCIAL CAPACITY
FORM-IV-	DETAILS OF WORKS COMPLETED DURING THE LAST 7 YEARS.
FORM-V-	STRUCTURE OF ORGANISATION
FORM-VI-	DETAIL OF TECHNICAL & ADMINISTRATIVE PERSONNELS.
FORM-VII-	DETAIL OF MATERIAL REQUIREMENT FOR WORK
ANNEXURE-I-	DETAIL OF MACHINERY REQUIREMENTS.
ANNEXURE-II	MINIMUM FREQUENCY OF CLEANING.
ANNEXURE-III	MATERIAL/CHEMICAL REQUIREMENTS
ANNEXURE-IV	DETAIL/DESCRIPTION OF HALLS.

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FORM-I

CONTACT DETAILS FORM (GENERAL DETAILS OF BIDDER)

1. NAME OF THE COMPANY
2. NAME AND DESIGNATION OF
AUTHORISED
REPRESENTATIVE
3. COMMUNICATION ADDRESS
4. PHONE NO./MOBILE NO.
5. FAX
6. E-MAIL I.D.

PARTICULAR DETAILS OF THE BIDDER'S REPRESENTATIVE

1. NAME OF THE CONTACT PER
2. DESIGNATION
3. PHONE NO.
4. MOBILE NO.
5. E-MAIL I.D.

UNDERTAKING

1. I, the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me are valid and binding upon me for the entire period of contract and it is certified that the rates quoted are the lowest rates as quoted in any other institution in India.
4. I/We give the rights to the competent authority of the office of the India Trade Promotion Organisation to forfeit the Earnest Money/Security money deposit by me/us in case of breach of conditions of Contract.
5. I hereby undertake to provide the manpower and machineries services as per the directions given in the tender document/contract agreement.

Date :-

Signature of the Authorised Signatory

Designation :

(Office seal of the Bidder)-

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FORM-II

BID SECURITY FORM

No.....

Date.....

TO

Manager (Civil),
India Trade Promotion Organisation,
Room No. 141, Annexe-II,
Pragati Bhawan, Pragati Maidan,
New Delhi-110001

Whereas M/s..... (Hereinafter called "the bidder") has submitted its bid dated.....for providing Automated Housekeeping services vide Tender No.
dated..... KNOW ALL MEN by these presents that WEof having our registered office at
(Hereinafter called 'the Bank') are bound unto The Owner in the sum of Rs. for which payment will and truly to be made of the Owner, the Bank binds itself, its successors and assigns by these present.

THE CONDITIONS of the obligations a re:

1. If the Bidder withdraws his bid during the period of bid validity specified by the Bidder on the Bid form or
2. If the Bidder, having been notified of the acceptance of his bid by the Owner, during the period of bid validity.
 - (a) fails or refuses to execute the Contract, if required; OR
 - (b) fails or refuses to furnish the Performance Security, in accordance with the instructions to Bidders. OR
 - (c) fails or refuses to perform their duties fully or partially to the satisfaction of the Owner.

We undertake to pay the Owner up to the above amount upon receipt of its first written demand, without the purchaser having to substantiate its demand, provided that in its demand the Owner will not justify the demand of the amount claimed by it is due to it owing to the occurrence of any one or both of the conditions, specifying the occurred condition or conditions.

This guarantee will remain in force as specified inof the Bid document up to 90 days and including thirty (30) days after the period of bid validity and any demand in respect thereof should reach the Bank not later than the specified date/dates.

Name & Signature of witness

Signature of the Bank Authority

Address of witness

Name Signed in capacity of Full address of Branch, Tel No. of Branch, Fax No. of Branch

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

FORM-III

FORM FOR FINANCIAL CAPACITY

Description	Financial years		
	2012-13	2013-14	2014-15
Annual Turnover			
Net Worth			
Current Assets			
Current Liabilities			
Total Revenues			
Profit Before Taxes			
Profit After Taxes			

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

FORM - IV

DETAILS OF AUTOMATED HOUSEKEEPING WORKS COMPLETED DURING THE LAST SEVEN YEARS ENDING LAST DAY OF THE MONTH

S. NO.	Name of Works	Owner or Organization.	Cost of work in Lakh	Litigation / arbitration pending / in progress with details. *	Name and address / Telephone No. of Officer to who reference may be made.	Remarks.
1.	2.	3.	4.	5.	6.	7.

* Indicate gross amount claimed and amount awarded by the Arbitrator.

SIGNATURE OF CONTRACTOR

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

FORM-V

STRUCTURE of ORGANISATION

1. Name & Address of the Bidder
2. Telephone No./Telex No./Fax No.
3. Copies of PAN,TIN & Service Tax Number..
4. Legal status of the Applicant (attach copies of original Document defining the legal status).
 - a) An individual
 - b) A proprietary firm
 - b) A firm in partnership
 - c) A limited company or Corporation
5. Names and Titles of Directors &Officers with designation to be Concerned with this work.
6. Designation of individuals authorized to act for the Organization.
7. Has the Bidder, or any constituent partner in case of partnership firm, ever abandoned the awarded work before its completion?

If so, give name of the project and reasons for abandonment.
8. Has the Bidder, or any constituent partner in case of partnership firm, ever been debarred. / Black listed for tendering in any organization at any time? If so, give details.
9. Has the Bidder, or any constituent partner in case of partnership firm, ever been convicted by a court of law? If so, give details.
10. Any other information considered necessary but not included above.

SIGNATURE OF CONTRACTOR

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

FORM-VI

DETAILS OF TECHNICAL & ADMINISTRATIVE PERSONNEL TO BE EMPLOYED FOR THE
WORK

S. NO.	Designation	Total Number	Number available for this work	Name	Qualifications	Professional experience and details of work carried out	How these would be involved in this work	Remarks
1	2	3	4	5	6	7	8	9
1	Supervisor							
2	Operator- Housekeeping							
3	House keeper Male							
4	House keeper Female							
	Other staff							

SIGNATURE OF CONTRACTOR

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

FORM-VII

DETAILS OF MATERIAL REQUIRED FOR AUTOMATED HOUSEKEEPING WORKS
LIKELY TO BE USED IN CARRYING OUT THE WORK

S.NO	Equipment/material	Qty.	Condition	Ownership status			Current location	Remarks
				Presently owned	Leased	To be purchased		
1.	2.	3.	4.	5	6	7	8	9
1	Double disk Scrubber							
2	Single Disc Scrubber							
3	Wet/Dry Vaccum Cleaner							
4	H. P. Jet Cleaner							
5	Dry Vaccum Cleaner							
6	Walk Behind manual Sweeper							
7	Telescopic Rod-1							
	other							

SIGNATURE
OF APPLICANT (S)

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHI

ANNEXURE I

MACHINERIES/MANPOWER REQUIREMENTS

Manpower required & machine proposed to be employed for mechanized housekeeping of **Automated House Keeping of hall no. 12, 12 A, 14, 18, CCTV Room, Gate 5 & 7 etc. at Pragati Maidan, New Delhi for one year.**

A. Machinery Requirement

I. Machine Details

S.No.	Description
1.	Auto scrubber/drier
2.	Single Disk Scrubber
3.	Wet/Dry vacuum cleaners
4.	HP Jet cleaners
5.	Dry vacuum cleaner
6.	Compact auto scrubber/Drier
7.	Road sweeper
S.No.	Description
1.	Supervisor
2.	Operator Housekeeping
3.	House keeper - Male
4.	House Keeper - Female

B. Recovery Rate for Machine & Equipment

S.N	Machine/Equipment	Recovery rate per day per machine in case machine is not deployed (in Rs.)
1.	Auto Scrubber cum dryer	1,000/-
2.	Single disk scrubber	1,000/-
3.	Wet & Dry vacuum cleaner	500/-
4.	High pressure jet cleaner	500/-
5.	Compact scrubber cum dryer	500/-
6.	Dry vacuum cleaner	500/-
7.	Road Sweeper	500/-

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

ANNEXURE- II

MINIMUM FREQUENCY OF CLEANING

A. SCOPE OF WORK DURING NON-FAIR PERIOD

Sl. No.	Activity	Method	Frequency
1.	Floor /carpet cleaning	Scrubbing / sweeping/ Vacuuming	Once a day
2.	Door and door handle cleaning	Wet and dry wiping	Once a day
3.	Garbage collection and disposal	Manual	As and when required
4.	Glass and Glass partition cleaning	Wet and Dry wiping	Once a day
5.	Fire extinguishers cleaning	Wet and Dry wiping	Weekly
6.	Chairs/Conference Hall No.7	Dry, Vacuuming and cleaning.	Weekly
7.	Glasses	Wet and Dry wiping	Weekly
8.	Cow webs and doormats	Removal of cow webs & cleaning of door mats.	As and when required
9.	Removal of garbage	At specified location as directed by Engineer in charge.	Daily
10.	Electrical switches	Dry cleaning	Weekly
11.	Terrace cleaning	Cleaning	Monthly
12.	Lifting of Malba	Manual	As and when required.
13.	Wall cleaning	Manual	As and when required.
14.	Cable duct	Manual	Weekly

B. SCOPE OF WORK DURING THE PERIOD OF FAIR

Sl. No.	Activity	Method	Frequency
1.	Carpeted floor cleaning in Stalls	By dry vacuum cleaning & dry brushing	One hour before opening of the fair and after close of the fair.
2.	Carpeted passage	By dry vacuum cleaning and dry brushing	Every one hour

INDIA TRADE PROMOTION ORGANISATION
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NEW DELHII

3.	Picking up of waste material from Stalls and passage	Manual	Every one hour or as and when required.
4.	Cleaning of entrance and Exit Gate	By Vacuum cleaning and Dry brushing	Every one hour
5.	Removal of garbage	At specified location directed by Engineer in charge.	Daily
6.	Chairs and tables and sofas etc.	Dry vacuuming and dusting	Daily
7.	Cleaning of Gallery space between wall and stalls	Wet and Dry wiping	Daily

C. SCOPE OF TOILETS

Sl.No.	Activity	Method	Frequency
1.	Floor cleaning	Scrubbing, drying	Once a day
2.	Side wall cleaning	High pressure jet & wiping	Once a day
3.	Door and door handle cleaning	Wet & dry wiping	Once a day
4.	Wash-basin and surrounding area cleaning	High pressure jet & vacuuming	Every 4 hour
5.	External tap cleaning	Dry wiping	Every 4 hr
6.	Mirror cleaning	Damp wiping	Every 4 hr
7.	Commodes cleaning	HP Jet & wiping	Every 4 hr
8.	Urinals cleaning	HP jet	Every 4 hr
9.	Hand drier machine cleaning	Wiping and vacuuming	Every 4 hr
10.	Dustbins clearance	Manual	Every 4 hr

INDIA TRADE PROMOTION ORGANISATION
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D. SCOPE FOR OUTSIDE AREA CLEANING

Sl. No.	Activity	Method	Frequency
1.	Entrance & Exit gates cleaning (tiles, red stone, CC pavements)	Sweeping	Four or more times a day and as and when required
2.	Entrance of Exit Gates scrubbing(tiles, red stone, CC pavements)	Auto scrubber dryer	Once a day and as and when required.
3.	Entrance & Exit Gate cleaning (tiles, Redstone, CC pavements)	High pressure washing	Once a day and as and when required.
4.	Garbage collection and disposal	Manual	Daily
5.	KERB Stone or Divider cleaning	Scraping & wiping	Once a day and as and when required.
6.	Roof area	Manual	Once a day and as and when required
7.	Terrace	Manual	Once a week and as and when required.

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

ANNEXURE- III

I. **LIST OF CHEMICALS REQUIRED**

S.No.	Chemicals Name	Application
1.	R 1	Bathroom items
2.	R 2	Rooms, offices, items laminated furniture, PC marbles, granite floors
3.	R 3	Glass surfaces
4.	R 6	WC urinals
5.	R 9	Bathroom cleaner (Hard water)
6.	Spiral	Kota and hard floor, back areas

LIST OF MONTHLY CONSUMABLES REQUIRED

I. **MACHINE CONSUMABLES**

S. No.	Machine	Consumables required
1.	Auto scrubber	Brushes & squeeze
2.	Single Disc scrubber	Brushes
3.	W/D vacuum cleaner	Cloth bag & hoses
4.	Dry vacuum cleaner	Cloth bag & hoses
5.	HP Jet	Hose
6.	Sweeper	Petrol

- II. Miscellaneous consumables like dusters, mobs, buckets, glass cleaning kits, telescopic rods, dust controller etc.

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHI

ANNEXURE-IV

DETAIL/DESCRIPTION OF HALL AND BUILDING AREA

Automated House Keeping of hall no. 12, 12 A, 14, 18, CCTV Room, Gate 5 & 7 etc. at Pragati Maidan, New Delhi for one year.

S. No.	Name of Building/Hall	Area(Sqm)
1.	Hall No.1 2	1750.00
2.	Hall No.12 A	5050.00
3.	Hall No.14	6250.00
5	Hall No.18 (Ground Floor ,Mezzanine Floor, Basement & Foyer)	12600.00
6.	CCTV Room	325.00
7.	Gate 5 & 7	1000.00

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

CORRIGENDUM TO FORM 7/8/9 (CPWD) MUST BE READ ALONGWITH THE PAMPHLET

S.No.	FOR	READ
1.	Government of India	India Trade Promotion Organisation
2.	C.P.W.D. or Government	India Trade Promotion Organisation
3.	CPWD -7/8/9	CPWD 7/8/9
4.	President/President of India	C.M.D ITPO
5.	Chief-Engineer	General Manager (Works)
6.	Superintending Engineer	Dy. General Manager (Civil)/SM (Civil)
7.	Engineer-in-charge/Divisional Engineer/Executive Engineer/Divisional Office	Manager (Civil)
8.	Sub-Divisional Officer/Asstt. Engineer	Deputy Manager (Civil)
9.	Administration Head	C.M.D. /General Manager
10.	Ministry of Works & Housing	ITPO /Ministry of Commerce
11.	CPWD Code, Paragraph'90	Shall be applicable t o ITPO works
12.	DSR'2014	Shall be applicable to ITPO works
13.	CPWD specifications 2007 part – I & II	Shall be applicable to ITPO works
14.	DSR (Internal) 2014 for Electrical works	Shall be applicable to ITPO works
15.	CPWD specifications (Internal) 2007for Electrical works	Shall be applicable to ITPO works
16.	DSR External 2014 for Electrical works and specifications	Shall be applicable to ITPO works
17.	Provision of Section 12 Sub-Section (i) of the works man compensation	Shall be applicable to ITPO works
18.	CPWD safety Code framed from time to time	Shall be applicable to ITPO works
19.	CPWD maternity benefits to labour	Shall be applicable to ITPO works
20.	Model Rules of the protection of health and sanitary appointment for workers employed by CPWD	Shall be applicable to ITPO works
21.	CPWD contractor labour Regulations	Shall be applicable to ITPO works

Manager (SKG)

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

Categories of Employees

All inclusive

Minimum Rates of Wages per day

A. Un-Skilled

1	Mazdoor	Rs. 348.00	Each Per day
2	Mazdoor Coolies	Rs. 348.00	Each Per day
3	Helper to Mason, Fitter Carpenter & Painter	Rs. 348.00	Each per day
4	Any other categories doing un-skilled work	Rs. 348.00	Each per day

B. Semi Skilled

1`	Sewer man	Rs. 385.00	Each Per day
2	Chowkidar	Rs. 385.00	Each per day

C. Skilled

1.	Glazier	Rs. 423.00	Each per day
2	Carpenter	Rs. 423.00	Each per day
3	Sanitary Fitter	Rs. 423.00	Each Per day
4	Spray men for Road	Rs. 423.00	Each per day
5	Mason	Rs. 423.00	Each per day
6	Black Smith	Rs. 423.00	Each per day

Manager (SKG)

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

AGREEMENT

AN AGREEMENT is made this.....BETWEEN the India Trade Promotion Organisation. A company Incorporated under the companies Act, 1956 and with its registered office at Pragati Maidan New Delhi-110 001, which expression shall include its successor, unless repugnant to or Excluded by the contract here of and assignees of and represented by its Managing Director, ITPO the first party (hereinafter called the Authority) and by its sole proprietor/partners, Managing Director(which expression shall be including his/its successor's heirs, executors, representative and or assignees of the second party (hereinafter called the contractor).

WHEREAS the Authority has, under Notification No.
.....
.....

WHEREAS the contractor has submitted tender for carrying out the work as above as per the tender document page to and has represented that in conformity with his/its obligation contained in the tender as modified by the correction slips and corrigendum contained he/it shall carryout the same truly, faithfully and honestly.

THE SAME has been accepted by both the parties on the terms and conditions, corrections, corrigendum contained in the tender as modified as well as the letter of acceptance Issued party No. 1 annexed here to as.

The same shall be binding on both the parties.

IN WITNESS WHEREOF, the parties have signed the deed of agreement on the date, month and year referred to above.

At New Delhi.

WITNESS

- | | | |
|----|-------|-------------|
| 1. | _____ | Party No. 1 |
| 2. | _____ | Party No. 2 |

SECTION-10

CHECK-LIST

INDIA TRADE PROMOTION ORGANISATION
(ENGINEERING DIVISION),
NEW DELHII

10. CHECK LIST ON PREPARATION OF BIDS FOR THE AGENCY

Sl. No.	Particular	YES/NO
1.	Have you filled in and signed the Contact Details Form?	
2.	Have you read and understood various conditions of the	
TECHNICAL BID		
3.	Have you enclosed the EMD of Rs. 84,700/- in the	
4.	Have you taken prints of all the Sections of Tender, in the prescribed paper size and signed on all the pages of the tender documents?	
5.	Have you attached proof of having met the following minimum eligibility criteria?	
5.1	Legal Valid Entity: Have you attached attested Certificate issued by the Registrar of firms /	
5.2	Financial Capacity : Have you attached Audited Balance	
5.3	Registration with Government Bodies like ESIC, EPF, and Labour Laws: Have you attached a Registration copy of each of the certificate?	
5.4	Experience: Have you attached the attested experience certificates issued by the Organisations / Government Depts. of the last five years?	
5.5	Manpower: Have you attached proof of manpower?	
6.	Have you attached the proof of authorization to sign on behalf of the bidder in the Technical Bid?	
7.	Have your Technical Bid been packed as per the requirements of the Tender?	
FINANCIAL BID		
8.	Have your financial Bid proposal is duly filled, sealed and signed on all pages?	
9.	Have you quoted prices against each of the category?	
10.	Have your financial bid been packed as per Tender?	