

**Office of the : Jabalpur Smart City Limited, Manas Bhawan Jabalpur**

**NIT Number and Date : JSCL/2019/899/ADM/78, Dated – 21.10.2019**

**Name of Work : Providing Housekeeping & Manpower Services for Jabalpur Smart City Limited Manas Bhawan, Jabalpur.**

**Chief Executive Officer**

**Jabalpur Smart City Limited**



**Jabalpur Smart City limited**

**Ref No.- JSCL/2019/899/ADM/78 Date - 25.10.2019**

**Request for Proposal**

Jabalpur smart city limited (SPV), invites online proposal for **“Providing Housekeeping and Manpower Services for Jabalpur Smart City Limited Manas Bhawan, Jabalpur**“ from eligible firms having experience of similar type of work. Interested bidders may obtain detail RFP Document, from [www.mptenders.gov.in](http://www.mptenders.gov.in), [www.jscljabalpur.org](http://www.jscljabalpur.org).

|  |  |
| --- | --- |
| Last Date of Purchase of Document | **10th December 2019** |
| Bid submission end date and time | **10th December 2019 by 5:30 PM** |
| Opening of Bid | **12th December 2019** |
| Physical Document Submission | **12th December 2019 at Before 05:30 PM**  **Onwards** |
| Opening of Financial Bid | **13th December 2019** |
| Document Cost | **Rs. 5000.00** |
| EMD | **Rs. 25,000.00** |

**Chief Executive Officer**

**Jabalpur Smart City Limited**

**INSTRUCTIONS TO BIDDERS**

**1. GENERAL:-**

1.1 The present tender is being invited for Housekeeping Services under which the contractor shall provide uniformed trained personnel and will use its best endeavours to provide housekeeping of the building, equipment’s, materials, as specified in the SCOPE OF WORK, of Jabalpur Smart City limited Jabalpur.

**2. ELIGIBLE BIDDERS:-**

1. All agencies who are providing similar kind of services for at least last three consecutive years and having annual average turnover of Rs.25.00 Lacs, during the last three financial years in the books of accounts.
2. The bidder should have the experience of completion of similar works in any of the Departments/Autonomous Departments /Universities/Public Sector Undertakings of the Government of India Government or Public Sector Banks or Local Bodies /Municipalities as follows:-
3. The Tenderer should be a firm (Proprietorship or Partnership)/Company (Pvt. Limited or Public Limited), Societies/ Trust registered under applicable statutes in India.
4. The Tenderer must have achieved minimum average annual turnover of Rs.25.00 Lacs, during last three financial years (2015-16, 2016-17 and 2017-18) and should be profit making.
5. The Tenderer should be registered for Income tax, Service tax and EPF
6. The Tenderer should be registered under Contract Labour (Regulation and Abolition) Act, 1970.
7. The Tenderer should not be blacklisted either by the Tender Inviting Authority or by any State Government or by Government of India.
8. The Tenderer should have continuous working experience in the same organisation for last five years.

**3. QUALIFICATION OF THE BIDDERS:-**

1. The Bidder, to qualify for award of contract, shall submit a power of attorney authorizing the signatories of the bid to commit each member of the Partnership/Consortium/Joint venture.

3.2 Details of the intended participation by each member shall be furnished with complete details of the proposed division of responsibilities and corporate relationships among the individual members.

1. The bidder shall submit full details of his ownership and control or, if the Bidder is a partnership, joint venture or consortium, full details of ownership and control of each member thereof.
2. Bidder shall submit a copy of PAN card No. under Income Tax Act.
3. Bidder must submit copies of all documents required, duly self-attested, Along with technical bid of the tender.

**4. ONE BID PER BIDDER:-**

Each bidder shall submit only one tender either by himself or as a partner in joint venture or as a member of consortium. If a bidder or if any of the partners in a joint venture or any one of the members of the consortium participate in more than one bid, the bids are liable to be rejected.

**5. COST OF BID:-**

The bidder shall bear all costs associated with the preparation and submission of his bid and the Department will in no case shall be responsible or liable for those costs, regardless of the conduct or outcome of the tender process.

**6. VISIT TO DEPARTMENT:-**

The bidder is required to provide Housekeeping and housekeeping services to this Department and is advised to visit and acquaint himself with the area and operational system. The costs of visiting shall be borne by the bidder. It shall be deemed that the contractor has undertaken a visit to the Department and is aware of the operational conditions prior to the submission of the tender documents.

**7. TENDER DOCUMENTS:-**

**7.1. Contents of Tender Documents.**

7.1.1. The Tender Invitation Document has been prepared for the purpose of Inviting tenders for providing Housekeeping and Housekeeping Services. The Tender Document comprises of:

1. Notice of Invitation of Tender.
2. Price Bid.
3. Terms and Conditions.
4. Tender form for providing Housekeeping and housekeeping services (Annexure-I)
5. Scope of Work (Annexure-II)
6. Details of Manpower required (Annexure-III)
7. Method of award of work (Annexure-IV)
8. Check list for Pre-qualification Bid (Annexure-V)
9. Check list for Technical Evaluation (Annexure-VI)
10. Undertaking (Annexure-VII)
11. Form of Bank Guarantee for Bid Security (Annexure-VIII)
12. Form of Agreement (Annexure-IX)
13. Form of Bank Guarantee for Performance Security (Annexure-X)
14. The bidder is expected to examine all instructions, Forms, Terms and Conditions in the Tender document. Failure to furnish all information required by the Tender document or submission of a tender not substantially responsive to the Tender document in every respect will be at the bidder’s risk and may result in rejection of his bid.
15. The bidder shall not make or cause to be made any alteration, erasure or Obliteration to the text of the Tender document.

**8. PREPARATION OF BIDS:-**

**8.1. Language.**

The bids and all accompanying document shall be in English. In case any accompanying documents are in other languages, it shall be accompanied by an English translation. .

8.1.1 Tender document issued for the purposes of tendering as described in Clause 7.1 and any amendments issued shall be deemed as incorporated in the Bid.

1. The bidder shall, on or before the date given in the Notice Inviting Tender, submit his bid through registered post/ Courier/By Hand OR Speed Post. The bidder shall submit the technical bid in sealed envelopes clearly marked with the name of the Tender.
2. One copy of the Tender document and Addenda, if any, thereto with each page signed and stamped shall be attached to acknowledge the acceptance of the same.
3. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs.250000.00 in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank or Bank Guarantee from a commercial Bank in an acceptable form in favor of Executive Director Jabalpur Smart City Limited along with the Tender document.

The Bid Security will remain valid for a period of forty-five days beyond the final bid validity period. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30 day after the award of the contract.

1. These shall be addressed to the Executive Director Jabalpur Smart City Limited, Manas Bhawan, Wright Town Jabalpur, Pin -482001 (M.P.)
2. The Bidder (each member in case of joint venture/consortium/partnership Firms) shall furnish the details regarding total number of works, as stated in Clause 2.2(a)(b) and(c), completed in preceding three years, which were similar in nature and complexity as in the present contract requiring supply of trained man power to provide Housekeeping and housekeeping Services.

**8.3. BID PRICES:-**

8.3.1. Bidder shall quote the **lumsum rates on the basis Scope of work and** **manpower required to render the services.**

Indian Rupees for the entire contract on a ‘single responsibility’ basis such that the Tender price covers contractor’s all obligations mentioned in or to be reasonably inferred from the Tender document in respect of the Housekeeping and housekeeping Services at Jabalpur Smart City Limited. This includes all the liabilities of the contractor such as cost of uniform and identity cards of personnel deployed by the contractor and all other statutory liabilities (like Minimum Wages, ESI, PF contributions, service charges, all kinds of taxes etc.) which should be clearly stated by the contractor.

8.3.2. Conditional bids/offers will be summarily rejected.

**8.4. FORM OF BID:-**

The Form of Bid shall be completed in all respects and duly signed and stamped by an authorized and empowered representatives of the Bidder. If the Bidder comprises a partnership firm, consortium or a joint venture, the Form of Bid shall be signed by a duly authorized representative of each member of participant thereof. Signatures on the Form of Bid shall be witnessed and dated. Copies of relevant power of attorney shall be attached.

**8.5. Currencies of Bid and Payment:-**

8.5.1. The Bidder shall submit his price bid/offer in Indian Rupees and payment under this contract will be made in Indian Rupees.

8.6. **Duration of Contract:-**

The contract shall be valid initially for two years and the JABALPUR SMART CITY LIMITED reserves the right to curtail or to extend the validity of contract on the same rates and terms and conditions for such period as may be agreed to, but not beyond further years.

**8.7. BID SECURITY:-**

1. The contractor shall deposit Bid Security (Earnest Money Deposit) for an amount of Rs.25000.00 in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank or Bank Guarantee from a commercial Bank in an acceptable form in favour of JABALPUR SMART CITY LIMITED along with the Tender document. The Bid Security will remain valid for a period of forty-five days beyond the final bid Validity period.
2. Any Tender not accompanied by Bid Security shall be rejected.
3. Bid securities of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract.
4. Bid security of the successful bidder shall be returned on receipt of Performance Security by the organization and after signing the agreement.
5. Bid Security shall be forfeited if the bidder withdraws his bid during the period of Tender validity.
6. Bid Security shall be forfeited if the successful bidder refuses or neglects to execute the contract or fails to furnish the required Performance Security within the time frame specified by the organization.

**8.8. Format and Signing of Bid:-**

1. The bidder shall submit one copy of the Tender document and addenda, if any, thereto, with each page of this document signed and stamped to confirm the Acceptance of the terms and conditions of the tender by the bidder.
2. The documents comprising the bid shall be typed or written in indelible ink and all pages of the bid shall be signed by a person or persons duly authorized to Sign on behalf of the bidder. All pages of the bid, where entries or amendments have been made, shall be signed by the person or persons signing the bid.

8.8.3. The bid shall contain no alterations, omissions or additions except those to comply with instruction issued by the Department, or are necessary to correct errors made by the bidder, in which case such corrections shall be initiated/signed and dated by the person or persons signing the bid.

**9. Submission of Bids:-**

1. The bidder shall submit the Pre-qualification Bid and Technical Bid in a separate sealed cover and the Financial Bid in another sealed cover duly superscripted and all these two sealed covers are to be put in a bigger cover which should also be sealed and duly superscripted.
2. The sealed cover of Pre-qualification Bid and Technical Bid should consist of the following documents:-
3. ***Bid Security*** (Earnest Money Deposit) for an amount of Rs.25000/- (pleasemention an amount of five per cent of the estimated value of the contract) in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank in an acceptable form in favour of JABALPUR SMART CITY LIMITED

1. **Self attested one recent passport size photograph(s) of the authorized** person(s)of the firm/agency with name, designation, Office/Residential address and office Telephone numbers, whether the bidder is a sole proprietor/partnership firm and if partnership firm, names addresses and telephone numbers of Directors/Partners also;
2. Self attested copy of **PAN No**. card under Income Tax Act;
3. Self attested copy of **GST Registration Number**;
4. Self attested copy of **Valid Registration No**. of the Agency/Firm;
5. Self attested copy of valid **Provident Fund Registration Number;**
6. Self attested copy of valid **ESI Registration Number**;
7. Self attested copy of valid **Licence and Number under Contract Labour Act** and under any other Acts/Rules;
8. **Proof of Average Annual turnover as stated in Clause 2.1** supported by audited **Balance Sheet**;
9. **Proof of experience as stated in Clause 2.2.(a), (b) and (c)** supported bydocuments from the concerned organizations;
10. **Duly filled and signed Annexure-V, VI and VII.**

9.1.3. The sealed cover of Price Bid should contain Price bid in original and a duplicate copy of the same in two separate envelopes duly filled in figures and words.

1. All the sealed covers shall be addressed to the Executive Director JABALPUR SMART CITY LIMITED Jabalpur.

1. Any bid received by the Department after the deadline for submission of bids, as stipulated above, shall not be considered and will be returned unopened to the bidder.

**10.1 Bid Opening and Evaluation:-**

1. The authorized representatives and members of the Department will open the Pre- qualification/Technical Bids in the presence of the Bidders or of their representatives who choose to attend at the appointed place and time.
2. The bid of any bidder who has not complied with one or more of the conditions will be summarily rejected.
3. Conditional bids will also be summarily rejected.
4. Subsequently, the technical bids will be evaluated as per the methodology given in the Annexure-IV of the Tender document.
5. Financial bids of only technically qualified bidders will be opened for the Evaluation.

**10.2 Right to accept any Bid and to reject any or all Bids:-**

1. The organization is not bound to accept the lowest or any bid and may at any time by notice in writing to the bidders terminate the tendering process.
2. The organization may terminate the contract if it is found that the agency is black listed on previous occasions by the any of the Departments/Local Bodies/Municipalities/Public Sector Undertakings, etc.
3. The organization may reject the Bid in the event that the Bid is accepted but the successful bidder fails to furnish the Performance Security or fails to execute the contract agreement.

**11.1** **Award of Contract:-**

11.1.1. The organization will award the contract to the successful evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the bidding Document.

1. **The JABALPUR SMART CITY LIMITED** will communicate the successful bidder by facsimile confirmed by letter transmitted by Registered post / Speed Post OR Telephonically that his bid has been accepted. This letter (hereinafter and in the condition of contract called the “Letter of Acceptance”) shall prescribe the amount which department will pay to the contractor in consideration of the execution of work/services by the contractor as prescribed in the contract.
2. The successful bidder will be required to execute a contract agreement in the form specified in Annexure-IX within a period of 7 working days from the date of issue of **Letter of Acceptance.**
3. The successful bidder shall be required to furnish a Performance Security within 7 days of receipt of **Letter of Acceptance.** 5% of the Total cost of the work in the form of an Account Payee DD, Fixed Deposit Receipt from a commercial bank, or Bank Guarantee from a commercial bank from a commercial bank in an acceptable form (Annexure-IX) in favour of Executive Director Jabalpur Smart City Limited. The Performance Security shall remain valid for a period of 2 Years beyond the date of completion of all contractual obligations. In case the contract period is extended further, the validity of Performance Security shall also be extended by the contractor accordingly.
4. Failure of the successful bidder to comply with the requirements of above clauses shall constitute sufficient grounds or the annulment of the award and forfeiture of Bid Security.

**TERMS AND CONDITIONS OF CONTRACT**

1. The execution of cleaning of housekeeping will be with suitable and uniformed hygiene specialist with mechanized equipment’s, wherever required, and wet mopping.
2. The cleaning and housekeeping works are to be carried out as per international norms/standards and in such manners that all premises of Jabalpur Smart City Limited always look neat and clean.
3. It will be the sole responsibility of the contractor that the men engaged are trained and the Organization will not be liable for any mishap, directly or indirectly.

1. Mechanized equipment’s, wherever required, will be procured by the contractor.
2. The cleanliness will be periodically checked by the **Administrative Officer** or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the Contractor has to abide by those criteria. These are as follows:
3. Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.;
4. Dust or cobwebs etc. on roof, window grills etc.;
5. Finger or palm marks, dust and gutkha stain on staircase/ Cabins / walls / corners glass panes of windows or doors and mirrors;
6. Dirt marks, dust, dryness and odours in Wash-basin, WC Seats, floors etc. in

Toilets / bathrooms.

8. (a) In case any of contractor’s personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of Housekeeping staff/supervisors absent on that particular day shall be levied by the JSCL and the same shall be deducted from the contractor’s bills.

1. In case any of contractor’s personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 8(a) shall be levied.
2. In case any public complaint is received attributable to misconduct / misbehaviour of contractor’s personnel, a penalty or Rs.500/-for each such incident shall be levied and the same shall be deducted from contractor’s bill. Further the concerned contractor’s personnel shall be removed from the system immediately.
   1. In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Principal Employer reserves the right to impose the penalty as detailed below:-
      1. 20% of cost of order/agreement per week, upto four weeks’ delays.
      2. After four weeks delay the Department may cancel the agreement and get this job to be carried out preferably from other agency from open market. The difference, if any, will be recovered from the defaulter contractor and also shall be black listed for a period of four years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.
3. If cleanliness is not observed upto the satisfaction of the JSCL, a penalty of a minor fine of Rs.1,000/- per day or a major fine of Rs.5,000/- per day will be imposed on the contractor depending on the objective criteria as above.
4. Minimum number of trained manpower including the Supervisory staff required to do the work has to be specified by the contractor in technical bid of the tender.
5. The Department reserves the right to cancel or reject all or any of the tender without assigning any reason.
6. Any act on the part of the tenderer to influence anybody in the Department is liable to rejection of his tender.
7. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
8. The contractor shall engage the men/women whose age shall be between 18-50 years.
9. The staff engaged by the contractor shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the JSCL. Adequate supervision will be provided to ensure correct performance of the said Housekeeping services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
10. The contractor shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.
11. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for Housekeeping works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour department.
12. The contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer’s amount of contribution should be deposited with the respective PF authorities within seven days of close of every month. Giving particulars of the employees engaged for the Housekeeping works, is required to be submitted to the JSCL. In any eventuality, if the contractor failed to remit employee / employer’s contribution towards PF subscription etc. within the stipulated time, the Department is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.
13. The Department shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.
14. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
15. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the JSCL , shall ensure that the contractor complies with the provisions.
16. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the Department. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, should be shown. The Contractor has to given an undertaking (on the format), duly countersigned by the concerned official of the JSCL, regarding payment of wages as per rules and laws in force, before receiving the 2 payment onwards.
17. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
18. The contractor shall be responsible to maintain all property and equipment of the JSCL entrusted to it. Any damage or loss caused by contractor’s persons to the JSCL in whatever shape would be recovered from the contractor.
19. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of the JSCL and the contractor/his representative/personnel authorized by him. No other claim on whatever account shall be entertained by the JSCL.
20. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Department.

**Force Majeure:-**

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract

shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, either party may at its option terminate the contract.

1. If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the JSCL for the fulfilment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the JSCL.
2. The contract period shall be Twenty four months from the date of the commencement.
3. During the course of contract, if any of contractor’s personnel are found to be indulging in any corrupt practices causing any loss of revenue to the Department shall be entitled to terminate the contract forthwith duly forfeiting the contractor’s Performance Guarantee.

**OBLIGATION OF THE CONTRACTOR:-**

1. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
2. The JSCL will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein.

1. **Supply of Material And Consumables:**

All materials/consumables other related items as listed in Appendix-III Of ANNEX.3 is to be provided by the Agency has to be of ISI marked or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at JSCL on fortnightly basis. The stores are to be replenished at least 5 days in advance. Consumables shall be issued every morning in presence of an official authorized by JSCL.

1. **Waste disposal Management:**

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Jabalpur Municipal Corporation.

**HOUSEKEEPING SERVICES – FINANCIAL BID**

**(TO BE PUT IN SEPARATE SEALED ENVELOP)**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl. No.** | **Details of Scope of work** | | | **Amount/Rs. per month (lump sum** |
|  |  |  |  | **inclusive of all)** |
| 1. | Carrying out | the housekeeping | | |
|  | work as per the scope of | | | |
|  | work/requirement | | shown | in |
|  | **Annexure-** | by | deploying | |
|  | appropriate | man | power | & |
|  | equipment’s |  | including | |
|  | Consumables. |  |  |  |

1. Any other charges (if any) Please specify

Total Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In word (Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)

**Note:-**

1. Contractor shall provide uniformed and trained personnel and use it best endeavour to provide Housekeeping and housekeeping services to the Department for providing neat and clean environment. Rates quoted will include all statutory obligations of the contractor under Minimum Wages Act, Contract Labour (R&A) Act, weekly-off replacement charges. Cost of uniform of personnel deployed by the contractor, all kinds of taxes, service charges, etc. of the agency.
2. The offers/bids which are not in compliance of Minimum Wages Act and any other Labour laws will be treated as invalid.
3. The contract is for two years.
4. The bidders may quote the rates with the cleaning materials of ISI specifications.

**Chief Executive Officer**

**Jabalpur Smart City Limited**

**Jabalpur**

**ANNEXURE-I**

(Name of the Department)

**TENDER FORM FOR PROVIDING HOUSEKEEPING SERVICES**

1. Cost of tender : Rs\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Due date for tender
2. Opening time and date of tender
3. Names, address of firm/Agency \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |  |
| --- | --- | --- |
| and Telephone numbers. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 5. Registration No. of the Firm/ | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Agency | |  |
| 6. Name, Designation, Address | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| and Telephone No. of | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Authorized person of Firm/ | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Agency to deal with. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 7. Please specify as to whether | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Tenderer is sole proprietor/ | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Partnership firm. Name and | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Address and Telephone No. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| of Directors/partners should | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Specified. | |  |
| 8. Copy of PAN card issued by | |  |
| Income Tax Department and | |  |
| copy of previous three Financial | |  |
| Year’s Income Tax Return. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 9. Provident Fund Account No. | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 10. | ESI Number | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 11. | License number under |  |
| Contract Labour (R&A) Act, | |  |
| if any | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

12. Details of Bid Security deposited:

(a) Amount : Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Rupees in words also)

(b) FDR No. or DD No. or \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Bank Guarantee in favour of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Date of issue:
2. Name of issuing authority: 13. Details of ISO Certification: 14. Any other information:

12. Declaration by the bidder:

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

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

**ANNEXURE-II**

**SCOPE OF WORK OF THE CONTRACTOR**

**A. AREA COVERAGE FOR HOUSEKEEPING SERVICES**

Entire Jabalpur Smart City Limited Office.

…………………………………………………………………………………………

1. **BROAD DETAILS OF SCOPE OF WORK:** 
   1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Saturday or as required by Officer-In-charge. Cleaning activity shall start in the morning at 9.00 AM so as to complete all the dusting/ cleaning/ moping work before 10.00 AM.
   2. Continuous moping to be done at reception floor and other floors during office hours (9.30 AM to 5.30PM)
   3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
   4. Cleaning and dusting of entire furniture, partitions Glass/Any type , wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
   5. Lifting, carrying and disposing the dead bird’s animals, rats, and insect’s etc. if found in and around the office building.
   6. Clearing of any choking’s in the drainages, manholes etc.
   7. Cleaning of glass panels used in building / infrastructure. Proper arrangements on the cost of agency to be done by contractor to cleaning all glass panels on regular basis.
2. Cleaning and sweeping of open area including balconies and roof tops with brooms.
3. Cleaning of all equipment’s available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, printers etc. with dusting or wet mopping or vacuum cleaning.
4. The bidder shall also be responsible for **pest control** in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
5. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the officer-in-charge at regular intervals and finally at the end of each month.
6. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by organization.
7. **JOBS TO BE CARRIED OUT DAILY** 
   1. Cleaning of general toilets at least twice daily (at 8.30 AM, 02.00 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
8. Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
9. Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
10. Cleaning & moping of pantries and electrical rooms once in a day during office hours.
11. Cleaning of office working areas, removing dust from floors, windows, doors, furniture’s, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry/wet duster and or with suitable cleaning agent. Moping of floors with phenol.
12. Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
13. Cleaning of carpets by soft brush.
14. To clean glass panes on doors, windows & partitions with soap/cleaning agent.
15. Cleaning of chokage in sewer and pumping lines within premises as and when required.
16. Cleaning gulley trap and manholes within and surrounding of premises as and when required.
17. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
18. Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.

* 1. Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
  2. Cleaning of carpets in rooms by vacuum cleaners.
  3. Cleaning of lift walls with silver/brass liquid cleaner.
  4. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
  5. Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scanted purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception, conference halls lifts lobby, lifts etc.

1. **JOBS TO BE CARRIED OUT WEEKLY** 
   * + 1. Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper / scrubbing machine to be used at least once in a week.
       2. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.
       3. Cleaning of brass by brasso (polish).
2. **JOBS TO BE CARRIED OUT FORTNIGHTY BASIS** 
   * 1. Polishing of brass items with approved brass cleaning material.
     2. Dusting of false ceiling etc. with soft broom and cloth.
     3. Cleaning of sofa sets with soap water/ vacuum cleaners.
     4. Washing and cleaning of driveways, parking areas and roads within the office premises.
     5. Lift lobby and all toilets floors and other areas, as may be directed by

Officer In-charge shall be cleaned with floor scrubbing machine.

* + 1. Cleaning of glass panels of building.

**F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:**

* 1. All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.
  2. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

**ANNEXURE-III**

**DETAILS OF WORKFORCE**

The bidder has to provide workforce in sufficient numbers to maintain the buildings as required and of quality to ensure workmanship of the degree specified in the job order and to the satisfaction of the Officer-In-Charge. Tentative requirement of workforce to be deployed is given hereunder:-

1. House Keepers - 05
2. Pantry Man – 04

The bidder must employ adult and skilled labour only. Employment of child labour will lead to the termination of the contract. The successful bidder shall engage only such workers, whose antecedents have been thoroughly verified, including character and police verification and other formalities. In order to maintain quality services and minimize operational problems, the bidder may rotate the staff once in six months with prior written intimation to Jabalpur Smart City Limited.

The bidder shall ensure that all the workforce deployed wear uniform while on duty.

**ANNEXURE-IV**

**EVALUATION CRITERIA FOR TECHNICAL AND FINANCIAL POINTS**

Scoring of ten Marks will be based on Annual Turnover, Manpower on roll, experience of running Housekeeping / housekeeping services, volume of work Performed in preceding years, trained Housekeeping/Hygiene Supervisory Staff of roll, other pre-qualification criterion prescribed in the Terms and Conditions of the contract (The concerned Department may fix the marks accordingly).

The firm/agency which has secured seven out of ten marks will be considered as technically qualified. The financial bids of all the technically qualified firms / agencies / bidders will be opened for financial evaluation. The work will be awarded to the L-1 agency. In case the financial bid of more than one agency is same as L-1, then the work will be awarded to the agency which gets the maximum marks in Technical evaluation.

**ANNEXURE-V**

**CHECK-LIST FOR PRE-QUALIFICATION BID FOR**

**HOUSEKEEPING/HOUSEKEEPING SERVICES**

**1** Bid Security (EMD) of Rs.\_\_\_\_\_\_\_\_/-(Rupees \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_) in the form of FDR/DD/Bank Guarantee issued by any scheduled commercial bank in favour of Executive Director Jabalpur Smart City Limited valid for 45 days beyond the Tender validity period.

* One self-attested recent passport size photograph of the Authorized person of the firm / agency, with name, designation, and address and office telephone numbers. If the bidder is a partnership firm, name designation, address and office telephone numbers of Directors/Partners also.

3 Undertaking on a Stamp paper of Rs.100/-(Rupees one hundred only) as per format prescribed in Annexure-VII).

4 Self-attested copy of the PAN card issued by the Income Tax Department with copy of Income-Tax Return of the last financial year.

1. Self-attested copy of Service Tax Registration No./ GST No.
2. Self attested copy of valid Registration number of the firm/agency.
3. Self attested copy of valid Provident Fund Registration number.
4. Self attested copy of valid ESI Registration No.
5. Self attested copy of valid Licence No. under Contract Labour (R&A) Act, 1970.

10. Proof of experiences of last three financial years as specified in clause 2.2 of the NIT alongwith satisfactory performance certificates from the concerned employers.

1. Annual returns of previous three years supported by audited balance sheet (clause 2.1 of NIT)
2. Any other documents, if required.

**Signature of the Bidder**

(Name and Address of the Bidder)

Telephone No.

**ANNEXURE-VI**

**Checklist for Technical Evaluation**

**Sl.** **Information to be provided to be filled by** **for office use**

**No.** **The Bidder**

1. Annual Turnover (in Lakhs)
2. Manpower on roll
3. Experience of running Housekeeping/Housekeeping services (in years).

* Volume of work done during last three financial years as specified in clause 2.2 of the NIT.
* Single work of more than

Rs.\_\_\_\_\_\_\_\_\_\_\_\_ during last three years.

* No. of Trained Supervisory staff

in the field of Hygiene / Housekeeping

**Note:** Photocopies of all necessary documents duly self-attested must be attached forverification of the information provided

**ANNEXURE-VII**

**(ON A STAMP PAPER OF Rs.100/-)**

**UNDERTAKING**

To

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(Designation and Name of the concerned Department)

Name of the firm/Agency\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of the tender\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Due date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Sir,

1. I/We hereby agree to abide by all terms and conditions laid down in tender document.
2. This is to certify that I/We before signing this bid have read and fully understood all the terms and conditions and instructions contained therein and undertake myself/ourselves abide by the said terms and conditions.
3. I /We abide by the provisions of Minimum Wages Act, Contract Labour Act and other statutory provisions like Provident Fund Act, ESI Bonus, Gratuity, Leave, Relieving

Charges, Uniform and Allowance thereof and any other charges applicable from time to time. I/We will pay the wages to the personnel deployed as per Minimum Wages Act as amended by the Government from time to time and shall be fully responsible for any Violation.

4 I/We shall provide trained Housekeeping/housekeeping workers.

5. I/We do hereby undertake that neat and clean environment of the Department shall be ensured by our Agency, as well as any other point considered by our Agency. Our Housekeeping/Housekeeping Service shall be covered under “Fidelity Bond” through Insurance Agency for minimum sum of Rs.\_\_\_\_\_\_\_Lakhs (Rupees in words). The Insurance charges for Fidelity Bond shall be paid by me/us. The loss on account of theft, if any, shall be recoverable from me/us through fidelity bond.

(**Signature of the Bidder)**

Name and Address of the Bidder.

Telephone No

**ANNEXURE-VIII**

**BANK GUARANTEE FOR BID SECURITY**

(Refer Clause 8.7.1 of the NIT)

(To be stamped in accordance with Stamps Act of India)

KNOW ALL MEN by these present that we \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name and address of Bank), having our registered office at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereinafter called “the Bank”) are bound unto\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (JABALPUR SMART CITY LIMITED) (hereinafter called “the Department”) in sum of Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for which payment will and truly to be made to the said Employer, the Bank binds himself, his successors and assigns by these presents.

WHEREAS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name of Bidder) (hereinafter called “the Bidder”) has submitted his bid dated \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ for providing Housekeeping/Housekeeping Services (hereinafter called “the Bid”).

WHEREAS the Bidder is required to furnish a Bank Guarantee for the sum of Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Amount in figures and words) as Bid Security against the Bidder’s offer as aforesaid.

AND WHEREAS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name of Bank) have at the request of the Bidder, agreed to give this guarantee as hereinafter contained. We further agree as follows:-

1. That the JSCL may without affecting this guarantee grant time of other to or indulgence to or negotiate further with the Bidder in regard to the conditions contained in the said tender and thereby modify these conditions or add thereto any further conditions as may be mutually agreed upon between the Employer and the Bidder.
2. That the guarantee herein before contained shall not be affected by any change in constitution of our Bank or in the constitution of the Bidder.
3. That this guarantee commences from the date hereof and shall remain in force till:-
4. The Bidder, in case the bid is accepted by the JSCL, executes a formal agreement after furnishing the Performance Guarantee of a scheduled commercial Bank based in India.
5. Forty five days after the date of validity or the extended date of validity of the Tender, as the case may be, whichever is later.

4. That the expression “the Bidder” and “the Bank” herein used shall, unless such an interpretation is repugnant to the subject or context, include their respective successors and assignees. **THE CONDITIONS** of this obligation are:

(i) If the Bidder withdraws his bid during the period of Tender validity specified in the Form of Tender; or If the Bidder refuses to accept the corrections of errors in his bid; or

(iii) If the Bidder having been notified of the acceptance of his bid by the Employer during the period of tender validity and (a) fails or refuses to furnish them Performance Guarantee and/or (b) fails or refuses to enter into a contract within the time limit specified in para \_\_\_\_\_\_\_\_ of the NIT.

1. If the tender is terminated on the allegation of production of false/forged documents for obtaining the contract.
2. If the contract is terminated for the reason that the agency is blacklisted in Government or in any other State Governments/Union Government. We undertake to pay to the JSCL up to the above amount upon receipt of his first written demand, without the Employer having to substantiate his demand provided that in his demand the Employer will note that the amount claimed (i), (ii), (iii)(a), (iii)(b), (iv) or (v) mentioned above, specifying the occurred condition or conditions.

**Signature of Witness** **Signature of Authorized Official of the Bank**

Name of Official\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Designation\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

ID No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name of Witness (Stamp/Seal of Bank)

Address of Witness

**ANNEXURE-IX**

**FORM OF BANK GUARANTEE FOR PERFORMANCE SECURITY**

**(Refer Clause 11.1.4 of the NIT)**

(To be stamped in accordance with Stamps Act of India)

1. THIS DEED of Guarantee made this day of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_between\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name of the Bank) (hereinafter called the “Bank”) of the one part and \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Name of the Department) (hereinafter called the “Department”) of the other part.

1. WHEREAS \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Name of the Department) has awarded the contract for Housekeeping/housekeeping services contract for Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Rupees in figures and words) (hereinafter called the “contract”) to M/s\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Name of the contractor) (hereinafter called the “contractor”).
2. AND WHEREAS THE Contractor is bound by the said Contract to submit to the Department a Performance Security for a total amount of Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Amount in figures and words).
3. NOW WE the Undersigned \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Name of the Bank) being fully authorized to sign and to incur obligations for and on behalf of and in the name of

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(Full name of Bank), hereby declare that the said Bank will guarantee the Department the full amount of Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Amount in figures and words) as stated above.

1. After the Contractor has signed the aforementioned contract with the Department, the Bank is engaged to pay the Department, any amount up to and inclusive of the aforementioned full amount upon written order from the Department to indemnify the Department for any liability of damage resulting from any defects or shortcomings of the Contractor or the debts he may have incurred to any parties involved in the Works under the Contract mentioned above, whether these defects or shortcomings or debts are actual or estimated or expected. The Bank will deliver the money required by the Department immediately on demand without delay without reference to the Contractor and without the necessity of a previous notice or of judicial or administrative procedures and without it being necessary to prove to the Bank the liability or damages resulting from any defects or shortcomings or debts of the Contractor. The Bank shall pay to the Department any money so demanded notwithstanding any dispute/disputes raised by the Contractor in any suit or proceedings pending before any Court, Tribunal or Arbitrator(s) relating thereto and the liability under this guarantee shall be absolute and unequivocal.
2. THIS GUARANTEE is valid for a period of 30 months from the date of signing. (The initial period for which this Guarantee will be valid must be for at least six months longer than the anticipated expiry date of the Contract period).
3. At any time during the period in which this Guarantee is still valid, if the Department agrees to grant a time of extension to the contractor or if the contractor fails to complete the works within the time of completion as stated in the contract, or fails to discharge himself of the liability or damages or debts as stated under para-5 above, it is understood that the Bank will extend this Guarantee under the same conditions for the required time on demand by the Department and at the cost of the contractor.
4. The Guarantee hereinbefore contained shall not be affected by any change in the Constitution of the Bank or of the contractor.
5. The neglect or forbearance of the Department in enforcement of payment of any moneys, the payment whereof is intended to be hereby secured or the giving of time by the Department for the payment hereof shall in no way relieve the Bank of their liability under this deed.
6. The expressions “the Department”, “the Bank” and “the Contractor” hereinbefore used shall include their respective successors and assigns. IN WITNESS whereof I/We of the bank have signed and sealed this guarantee on the \_\_\_\_\_\_\_\_\_\_\_day \_\_\_\_\_\_\_\_\_ (Month)\_\_\_\_\_\_\_\_\_\_\_(year) being herewith duly authorized.

**For and on behalf of** the \_\_\_\_\_\_\_\_\_\_Bank.

**Signature of authorized Bank official**

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Designation\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I.D. No.\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Stamp/Seal of the Bank.

Signed, sealed and delivered for and on behalf of the Bank by the above name\_\_\_\_\_\_\_\_\_\_\_\_\_ in the presence of:

Witness-1.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Witness-2.

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**AGREEMENT**

**THIS AGREEMENT** is made on the \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, Betweenthe JABALPUR SMART CITY LIMITED having registered under Companies Act 2013, Registered Office at Manas Bhawan Wright Town Jabalpur, M.P. 482002, hereinafter called “the Department / JSCL Jabalpur”, which expression shall, unless excluded by or repugnant to the context, be deemed to include its successor in office and assigns of the one part

**AND**

M/s\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_through \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (hereinafter called “the contractor”) (which expression shall, unless excluded by Or repugnant to the context, be deemed to include its / their heirs, successors, executors, administrators, representatives and assigns) of the other part. Under which the contractor shall provide uniformed and trained personnel and will use its best endeavours to provide Housekeeping / Housekeeping Services to the Department / Jabalpur Smart City Limited for providing a neat and clean environment to the Department.

**NOW THIS AGREEMENT WITNESSETH as follows:-**

1. In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Terms and Conditions of contract hereinafter referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz:

a. Letter of acceptance of award of contract;

b. Terms and Conditions;

c. Notice inviting Tender;

d. Bill of Quantities;

e. Scope of work;

f. Addendums, if any;

g. Any other documents forming part of the contract.

1. In consideration of the payments to be made by the Department to the Contractor as hereinafter mentioned, the Contractor hereby covenants with the employer to execute and Housekeeping / Housekeeping services W.e.f \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ as per the provisions of this Agreement and the tender documents.
2. The Department hereby covenants to pay the contractor in consideration of the execution and completion of the works / services as per the provisions of this Agreement and the tender documents, the total contract price of Rs.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. (Rupees **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_)** for Two Years.
3. Being the sum stated in the letter of acceptance subject to such additions thereto or deductions there from as may be made under the provisions of the contract at the times in manner prescribed by the contract.

IN WITNESS WHEREOF the parties hereto have signed the Agreement the day and the year first above written.

For and on behalf of the Contractor For and on behalf of Jabalpur Smart City Limited

Signature of the authorized official Signature of the authorized Officer

Name of the official Name of the Officer

Stamp/Seal of the Contractor Stamp/Seal of the Employer

By the said By the said

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Name

on behalf of the Contractor in on behalf of the Employer in

the presence of: the presence of:

Witness\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Witness\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Address\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Telephone No:\_\_\_\_\_\_\_\_\_\_\_\_ Telephone No:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**TERMS AND CONDITIONS OF CONTRACT**

1. The execution of cleaning of housekeeping will be with suitable and uniformed hygiene specialist with mechanized equipment’s, wherever required, and wet mopping.
2. The cleaning and housekeeping works are to be carried out as per international norms/standards and in such manners that all premises of Jabalpur Smart City Limited always look neat and clean.
3. It will be the sole responsibility of the contractor that the men engaged are trained and the Organization will not be liable for any mishap, directly or indirectly.
4. Mechanized equipment’s, wherever required, will be procured by the contractor.
5. The cleanliness will be periodically checked by the **Administrative Officer** or any person authorized by him based on certain objective criteria which are decided to measure level of cleanliness and the Contractor has to abide by those criteria. These are as follows:
6. Shine level, presence of dust, pan and gutkha stains, spillage of water or other liquids, bird droppings etc. on floors, tiled walls, doors, windows or stairs, etc.;
7. Dust or cobwebs etc. on roof, window grills etc.;
8. Finger or palm marks, dust and gutkha stain on staircase/ Cabins / walls / corners glass panes of windows or doors and mirrors;
9. Dirt marks, dust, dryness and odours in Wash-basin, WC Seats, floors etc. in

Toilets / bathrooms.

8. (a) In case any of contractor’s personnel(s) deployed under the contract is (are) absent, a penalty equal to double the wages of number of Housekeeping staff/supervisors absent on that particular day shall be levied by the JSCL and the same shall be deducted from the contractor’s bills.

1. In case any of contractor’s personnel deployed under the contract fails to report in time and contractor is unable to provide suitable substitute in time for the same it will be treated as absence and penalty as mentioned in point 8(a) shall be levied.
2. In case any public complaint is received attributable to misconduct / misbehaviour of contractor’s personnel, a penalty or Rs.500/-for each such incident shall be levied and the same shall be deducted from contractor’s bill. Further the concerned contractor’s personnel shall be removed from the system immediately.
   1. In case the contractor fails to commence/execute the work as stipulated in the agreement or unsatisfactory performance or does not meet the statutory requirements of the contract, Principal Employer reserves the right to impose the penalty as detailed below:-
      1. 20% of cost of order/agreement per week, upto four weeks’ delays.
      2. After four weeks delay the Department may cancel the agreement and get this job to be carried out preferably from other agency from open market. The difference, if any, will be recovered from the defaulter contractor and also shall be black listed for a period of four years from participating in such type of tender and his earnest money/security deposit may also be forfeited, if so warranted.
3. If cleanliness is not observed upto the satisfaction of the JSCL, a penalty of a minor fine of Rs.1,000/- per day or a major fine of Rs.5,000/- per day will be imposed on the contractor depending on the objective criteria as above.
4. Minimum number of trained manpower including the Supervisory staff required to do the work has to be specified by the contractor in technical bid of the tender.
5. The Department reserves the right to cancel or reject all or any of the tender without assigning any reason.
6. Any act on the part of the tenderer to influence anybody in the Department is liable to rejection of his tender.
7. Every employee so engaged by the contractor shall wear uniform and a badge wearing his/her name, while on duty. The said uniform and badge shall be provided by the contractor at his own cost.
8. The contractor shall engage the men/women whose age shall be between 18-50 years.
9. The staff engaged by the contractor shall be available all the time as per their duty roster and they shall not leave their place of duty without the prior permission of the authorized officer of the JSCL. Adequate supervision will be provided to ensure correct performance of the said Housekeeping services in accordance with the prevailing assignment instructions agreed upon between the two parties. In order to exercise effective control & supervision over the staff of the Contractor deployed, the supervisory staff will move in their areas of responsibility.
10. The contractor shall be responsible to provide immediate replacement to take place of any staff engaged by him, who is not available for duty at the place of posting and such other additional staff as may be required for additional area for which prior information have been given.
11. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under Labour Act, Minimum Wages and (Contract Labour (Regulation & Abolition Act 1970), EPF etc. with regard to the personnel engaged by him for Housekeeping works. It will be the responsibility of the contractor to provide details of manpower deployed by him, in the Department and to the Labour department.
12. The contractor shall be liable and responsible to provide all the benefits viz. Provident Fund, ESI, Bonus, Gratuity, Leave, etc. to the staff engaged by him. As far as EPF is concerned, it shall be the duty of the contractor to get PF code number allotted by RPFC against which the PF subscription, deducted from the payment of the personnel engaged and equal employer’s amount of contribution should be deposited with the respective PF authorities within seven days of close of every month. Giving particulars of the employees engaged for the Housekeeping works, is required to be submitted to the JSCL. In any eventuality, if the contractor failed to remit employee / employer’s contribution towards PF subscription etc. within the stipulated time, the Department is entitled to recover the equal amount from any money due or accrue to the Contractor under this agreement or any other contract and will be deposited with RPFC on behalf of the contractor.
13. The Department shall have the right to ask for the removal of any person of the contractor, who is not found to be competent and orderly in the discharge of his duty.
14. The contractor shall not engage any sub-contractor or transfer the contract to any other person in any manner.
15. The antecedents of staff deployed shall be got verified by the contractor from local police authority and an undertaking in this regard to be submitted to the JSCL , shall ensure that the contractor complies with the provisions.
16. The Contractor will maintain a register on which day to day deployment of personnel will be entered. This will be countersigned by the authorized official of the Department. While raising the bill, the deployment particulars of the personnel engaged during each month, shift wise, if any, should be shown. The Contractor has to given an undertaking (on the format), duly countersigned by the concerned official of the JSCL, regarding payment of wages as per rules and laws in force, before receiving the 2 payment onwards.
17. All liabilities arising out of accident or death while on duty shall be borne by the contractor.
18. The contractor shall be responsible to maintain all property and equipment of the JSCL entrusted to it. Any damage or loss caused by contractor’s persons to the JSCL in whatever shape would be recovered from the contractor.
19. The payment would be made at the end of every month based on the actual shift manned/operated by the personnel supplied by the contractor and based on the documentary proof jointly signed by the representative of the JSCL and the contractor/his representative/personnel authorized by him. No other claim on whatever account shall be entertained by the JSCL.
20. The contractor shall abide by and comply with all the relevant laws and statutory requirements covered under various laws such as Labour Act, Minimum Wages Act, Contract Labour (Regulation and abolition) Act, EPF, ESI and various other Acts as applicable from time to time with regard to the personnel engaged by the contractor for the Department.

**Force Majeure:-**

If at any time during the currency of the contract, either party is subject to force majeure, which can be termed as civil disturbance, riots, strikes, tempest, acts of God etc. which may prevent either party to discharge the obligation, the affected party shall promptly notify the other party about the happening of such an event. Neither party shall by reason of such event be entitled to terminate the contract in respect of such performance of their obligations. The obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. The performance of any obligations under the contract shall be resumed as soon as practicable after the event has come to an end or ceased to exist. If the performance of any obligation under the contract is prevented or delayed by reason of the event beyond a period mutually agreed to, if any, or seven days, whichever is more, either party may at its option terminate the contract.

1. If the contractor is a joint venture/consortium/group/partnership of two or more persons, all such persons shall be jointly and severally liable to the JSCL for the fulfilment of the terms of the contract. Such persons shall designate one of them to act as leader with authority to sign. The joint venture/consortium/group/partnership shall not be altered without the approval of the JSCL.
2. The contract period shall be Twenty four months from the date of the commencement.
3. During the course of contract, if any of contractor’s personnel are found to be indulging in any corrupt practices causing any loss of revenue to the Department shall be entitled to terminate the contract forthwith duly forfeiting the contractor’s Performance Guarantee.

**OBLIGATION OF THE CONTRACTOR:-**

1. The contractor shall ensure full compliance with tax laws of India with regard to this contract and shall be solely responsible for the same. The contractor shall submit copies of acknowledgements evidencing filing of returns every year and shall keep the Employer fully indemnified against liability of tax, interest, penalty etc. of the contractor in respect thereof, which may arise.
2. The JSCL will deduct Income Tax at source under Section 194-C of Income Tax Act from the contractor at the prevailing rates of such sum as income tax on the income comprised therein.
3. **Supply of Material And Consumables:**

All materials/consumables other related items as listed in Appendix-III Of ANNEX.3 is to be provided by the Agency has to be of ISI marked or in conformity with the specification/makes keeping in view good quality/standard after discussion and finalization with Officer-In-Charge. The firm shall assess the quantity of consumables to be used and supply them in advance and store them at JSCL on fortnightly basis. The stores are to be replenished at least 5 days in advance. Consumables shall be issued every morning in presence of an official authorized by JSCL.

1. **Waste disposal Management:**

The bidder will ensure collection, mechanized screening / segregation of dry and wet garbage in the earmarked area. The bidder will also ensure segregation of bio degradable and non bio degradable garbage. Finally, the bidder will arrange for disposal of garbage at such a place as may be permissible by Jabalpur Municipal Corporation.

**ANNEXURE-II**

**SCOPE OF WORK OF THE CONTRACTOR**

**A. AREA COVERAGE FOR HOUSEKEEPING SERVICES**

Entire Jabalpur Smart City Limited Office.

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1. **BROAD DETAILS OF SCOPE OF WORK:** 
   1. Cleaning, sweeping, moping and wiping of floors, staircase on daily basis from Monday to Saturday or as required by Officer-In-charge. Cleaning activity shall start in the morning at 08:30 AM so as to complete all the dusting/ cleaning/ moping work before 10.00 AM.
   2. Continuous moping to be done at reception floor and other floors during office hours (09.30 AM to 06.30PM)
   3. Thorough cleaning of all toilets using required detergent by putting naphthalene balls and air purifier in all urinals, wash basins and WC area.
   4. Cleaning and dusting of entire furniture, partitions Glass/Any type , wooden cabin walls, railings, doors, windows venetian blinds, racks, sofas, typewriters, computers, telephones, curtains, wall mounted fans etc. with dry/wet cloth, feather brush and duster.
   5. Lifting, carrying and disposing the dead bird’s animals, rats, and insect’s etc. if found in and around the office building.
   6. Clearing of any choking’s in the drainages, manholes etc.
   7. Cleaning of glass panels used in building / infrastructure. Proper arrangements on the cost of agency to be done by contractor to cleaning all glass panels on regular basis.
2. Cleaning and sweeping of open area including balconies and roof tops with brooms.
3. Cleaning of all equipment’s available in the rooms including telephone sets and accessories, computers and accessories, furniture, signage boards, notice boards, switch boards, Air-conditioners, printers etc. with dusting or wet mopping or vacuum cleaning.
4. The bidder shall also be responsible for **pest control** in the office and shall carry out sprays etc. minimum once in a month. The insecticides and pesticides should be sufficient enough to take care of Mosquitoes, Cockroach, Silver fish, crawling insects at carpeted rooms, rats etc. The insecticide and pesticide sprayed should be of ISI mark and in case the pest control is ineffective the firm shall have to carry out operation more than once in a month.
5. Proper registers/records for the jobs carried out on daily, weekly, fortnightly and monthly basis will be maintained by the Supervisor of the bidder and will be countersigned by the officer-in-charge at regular intervals and finally at the end of each month.
6. The bidder should possess or procure needful infrastructure, gadgets and other material required for smooth housekeeping services. No additional cost towards this will be borne by organization.
7. **JOBS TO BE CARRIED OUT DAILY** 
   1. Cleaning of general toilets at least four times daily (at 8.30 AM, 12.00 PM , 04:00 PM , 06:00 PM) with phenol and detergent etc and maintain the toilets floors dry during office hours. Cleaning of windows and window sills of all toilets to be done regularly. Wash basins, urinals, WC are to be cleaned with suitable detergent. Flushing system of all toilets is to be checked at regular interval every day. Naphthalene balls, air purifier and liquid soap and paper rolls are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
8. Cleaning of attached toilets with phenol, removing all dust and unwanted materials, keeping dry, cleaning of window sills once in a day. Naphthalene balls air purifier; toilet rolls/paper rolls and liquid soap are to be provided by the agency regularly to ensure continuous availability of these materials in requisite place/container.
9. Cleaning of corridors staircases and common area with phenol in the morning and with plain water continuously.
10. Cleaning & moping of pantries and electrical rooms once in a day during office hours.
11. Cleaning of office working areas, removing dust from floors, windows, doors, furniture’s, fixtures, telephones, cupboards, air conditioners, filing almirahs, cabinets, glass panes, computers etc. with dry / wet duster and or with suitable cleaning agent. Moping of floors with phenol.
12. Collection of waste paper from rooms, waste paper, baskets, lobbies and putting in bags at the specified location.
13. Cleaning of carpets by soft brush.
14. To clean glass panes on doors, windows & partitions with soap/cleaning agent.
15. Cleaning of chokage in sewer and pumping lines within premises as and when required.
16. Cleaning gulley trap and manholes within and surrounding of premises as and when required.
17. Cleaning of duct and shaft spaces, garbage, and removal and putting them in dustbin kept outside the building.
18. Cleaning/removal of any type of stains of ink etc. from the building premises and staircases.
    1. Cleaning, sweeping and wiping of floors, furniture and hand washing area etc. during office hours.
    2. Cleaning of carpets in rooms by vacuum cleaners.
    3. Cleaning of lift walls with silver/brass liquid cleaner.
    4. Room fresheners in all office area to be used daily in the morning. Room freshener should be of ISI Mark or of standard Make.
    5. Spray of scented Mosquito and cockroach killer on all floors as and when required. Mosquito/cockroach killers shall be of ISI mark. Special scanted purifiers shall be sprayed at least twice daily in all rooms, cabins, bathrooms, reception, conference halls lifts lobby, lifts etc.
19. **JOBS TO BE CARRIED OUT WEEKLY** 
    * + 1. Acid cleaning of sanitary ware without damaging their shine, scrubbing and cleaning of floors and walls in toilets/rooms, corridors with soap, detergents, kerosene/petrol or any other chemicals, automatic mopper / scrubbing machine to be used at least once in a week.
        2. Cleaning of fabric upholstered sofa sets with vacuum cleaners and leatherite upholstered sofa set and chairs with soap solution/ cleaning agent of approved quality.
        3. Cleaning of brass by brasso (polish).
20. **JOBS TO BE CARRIED OUT FORTNIGHTY BASIS** 
    * 1. Polishing of brass items with approved brass cleaning material.
      2. Dusting of false ceiling etc. with soft broom and cloth.
      3. Cleaning of sofa sets with soap water/ vacuum cleaners.
      4. Washing and cleaning of driveways, parking areas and roads within the office premises.
      5. Lift lobby and all toilets floors and other areas, as may be directed by

Officer In-charge shall be cleaned with floor scrubbing machine.

* + 1. Cleaning of glass panels of building.

**F. JOBS TO BE CARRIED OUT ON MONTHLY BASIS:**

* 1. All floors in common area floors including staircases shall be cleaned thoroughly with floor scrubbing machine with soap and water to remove all stains etc. After cleaning the floors with soap and water the floors shall be properly wax polished.
  2. Total office area floors to be cleaned with floor scrubbing machine, wherever required as per directions of Officer-In-charge.

**ANNEXURE-IV**

**EVALUATION CRITERIA FOR TECHNICAL AND FINANCIAL POINTS**

Scoring of ten Marks will be based on Annual Turnover, Manpower on roll, experience of running Housekeeping / housekeeping services, volume of work Performed in preceding years, trained Housekeeping/Hygiene Supervisory Staff of roll, other pre-qualification criterion prescribed in the Terms and Conditions of the contract (The concerned Department may fix the marks accordingly).

The firm/agency which has secured seven out of ten marks will be considered as technically qualified. The financial bids of all the technically qualified firms / agencies / bidders will be opened for financial evaluation. The work will be awarded to the L-1 agency. In case the financial bid of more than one agency is same as L-1, then the work will be awarded to the agency which gets the maximum marks in Technical evaluation.