

REQUEST FOR PROPOSAL

FOR SELECTION OF HOUSE KEEPING MANPOWER AGENCY

RFP REFERENCE NUMBER: 5/2/2018-PROC

DATED:22/05/2018

FINAL RFP- AFTER CORRIGENDUM

Issued By:

Director, National Centre for Sustainable Coastal Management, Ministry of Environment, Forest and Climate Change, Govt. of India, Anna University Campus, Chennai 600025.



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1. Notice Inviting Proposal

1.1 Proposals are invited from eligible INDIAN Bidders (Firms/ Agencies) interested to provide "House Keeping Manpower " to National Centre for Sustainable Coastal Management (NCSCM) in its office at Anna University Campus Chennai on outsourcing basis vide a manpower contract with specific terms and conditions. The contract shall be initially for a period of one years, which may be renewed for a further period of two years , on year to year basis on the same terms and conditions subject to satisfactory performance of the Agency and with the mutual consent of both the parties. The contract may however be terminated at any time during the contract period with two months notice by either party.

1.2 Interested Bidders can download the RFP document containing detailed terms and conditions, scope and eligibility criteria from the official website: www.ncscm.res.in The cost of the RFP document is NIL.

1.3 The proposals (both technical and financial) by eligible Bidders shall reach the Office of the undersigned within due date and time **i.e. 18/06/2018 at 11:00hrs** in the prescribed format and manner. Proposals received after due date and time shall be rejected. There is no system of receipt of proposal through drop box or by hand. Proposals shall be received only through registered post/ speed post/ courier service.

1.4 Key Information:

Sl. No.	Particulars	Information
1.	Start Date for sale or availability of RFP document in the official website	24/05/2018
2.	Date & Time for Pre-Bid Conference	04/06/2018 at 14:30hrs
3.	Venue of Pre-Bid Conference	Conference Room, B2, NCSCM, Anna University Campus Chennai.
4.	Closing Date for sale or availability of RFP document in the official website	17/06/2018, 17:30hrs
5.	Cost of RFP Document (including GST) (non-	Rs.NIL/-
6.	Last date and time for receipt of RFP	18/06/2018, 11:00hrs
7.	Date and time for opening of RFP (Technical)	18/06/2018, 12:00hrs
8.	EMD	Rs.1,00,000/-
9.	Address for submission of RFP	DIRECTOR, National Centre for Sustainable Coastal Management, MoEF&CC, GoI, Koodal Building, Anna University Campus, Chennai 25

Note: In case the closing date for sale of RFP document or/ and date for Pre-Bid Conference or/ and last date for receipt of RFP happens to be a holiday for NCSCM for any reason, the activity will be held on the immediate next working day at the same time & place.




DIRECTOR Director
National Centre for Sustainable Coastal Management
CHENNAI
Ministry of Environment, Forest and Climate Change
Government of India, Anna University Campus
Chennai - 600 025, India

2. Terms of Reference(TOR)

2.1 Eligibility Criteria

The interested Bidders shall have to comply with the following criteria to participate in the tendering process -

- a) Minimum three years of experience (as on 31st March 2018) in providing House Keeping Manpower on outsourcing basis either to a single organization or multiple organizations, out of which, at least one year must be in Chennai. In any one of these three years, the Agency should have provided manpower for housekeeping services. Self-Attested copies of the Service Contract/ Work Order to this effect are to be enclosed as supporting evidences along with the technical proposal and end user certificate.
- b) Provided similar services (supply of manpower for housekeeping) to at least one Government/ Semi-Government/ public sector undertaking clients successfully (uninterrupted/ continuous) for a period of minimum 12 months (during the last 3 financial years i.e.from 2014-2015 to 2016-2017) as on 31/03/2018. (Self-Attested copies of Agreements/ Work Orders along with proof of bills/claims to be furnished along with the technical proposal).
- c) Must have executed one similar work (providing manpower for housekeeping services) for at least Rs30/- Lakh during the last 3 years i.e. from 2014-2015 to 2016-2017 .(Self-Attested copies of Completion/ Performance Certificates from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)
- d) The Agency must have either its registered office or operating office in Chennai. (Self-Attested copy of documentary evidence in this respect is to be enclosed.)
- e) Valid registration under Shops & Establishment Act or other relevant Act/ Rules, Labour Law, Income Tax, ESI, EPF, Service Tax Authorities, etc.
- f) Deleted.
- g) Employed not less than 75 field level staff (non- administrative) to render similar services at clients' locations in Chennai (either single location or multiple locations) any time during last three years. (EPF/ ESI returns to be furnished as supporting evidences.)
- h) Minimum Annual Turnover of **Rs30/- LAKH** during any of the last 3 Financial Years i.e. from 2014-15 to 2016-17. (Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets are to be furnished. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.)

2.2 Housekeeping Manpower:

The following Personnel shall be provided by the Agency -



Sl. No.	Category	No.	Qualification & Experience
1	Housekeeping Staff	25 nos(may vary) Out of which, 5 must be male and 5 must be female. Rest can be any gender.	<p>Age Limit: Minimum 18 years & Maximum 40 years as on 31/03/2018.</p> <p>Educational Qualification: Not essential</p> <p>Experience: Not essential</p> <p>Working Hour: 8AM to 8PM from Monday to Saturday including holidays.</p> <p>Sift Timing: 8 hours per shift. NCSCM will allocate the sift. Hence the firms/agencies/Copanies are required to quote for 8hrs sift.</p> <p>Skill: Unskilled</p>
2	Housekeeping supervisor	1 nos	<p>Age Limit: Minimum 25 years & Maximum 50 years as on 31/03/2018.</p> <p>Educational Qualification: Diploma/Graduation</p> <p>Experience: 5 years in supervising activities of housekeeping job.</p> <p>Working Hour: 8 am to 8pm from Monday to Saturday including holidays. hours excluding breaks from Monday to Saturday.</p> <p>Skill : Semi skilled</p>

2.3 The scope of work is as follows -

- a) Sweeping and wet mopping of the entire NCSCM premises with disinfectants, including reception area, all cabins, stair case, etc. every day.
- b) Collecting garbage and dumping the same outside the main gate every day at the place allotted by NCSCM for the purpose.
- c) Cleaning of furniture (like working Tables, Chairs, etc.), glass doors, glass windows in the NCSCM premises every day.
- d) Cleaning of all toilets with disinfectants every day in the morning and at periodical intervals during the working hours.
- e) Periodic cleaning of walls, ceilings, etc to prevent formation of cobwebs.
- f) Cleaning of fans, tube lights, etc. at regular intervals.
- g) Special intensive cleaning before and after meetings/workshops/conferences/functions.
- h) Performing other related tasks as & when required.



The Agency shall be responsible for the maintenance and upkeep of facilities in the office premises of NCSCM in the manner as specified in **Annexure1**.

2.4 Responsibilities of the Contractor/Agency

Following are the responsibilities of the Agency/Contractor

- a) All the personnel engaged by the Agency to provide the services as desired by the NCSCM have to be in proper uniform during duty hour.
- b) All the personnel shall bear photo identity cards during the duty hour. (The Photo Identity Card shall be duly verified and countersigned by the designated Official of the NCSCM)
- c) All the rules and regulations relating to labour laws including accident, workmen compensation and insurance, ESI, PF, etc. are to be complied.
- d) All the assets and property of the NCSCM are to be safeguarded.
- e) **Qualified and dedicated personnel is to be deputed to supervise cleaning and housekeeping activities to ensure quality and efficiency in service and to act as a contact person to co-ordinate and interact with the NCSCM management.**
- f) Maintain location-wise log book to record all cleaning and housekeeping activities carried out in the format prescribed by the authority for checking and reference.
- g) To submit a list of materials including tools, equipment, disinfectant, cleaning agents and consumables of required quality and quantity needed for proper execution of the cleaning and housekeeping service. (The material/tools/equipments will be provided by NCSCM)
- h) All standard safety norms are to be followed during execution of work by the Agency to avoid accidents causing damages to personnel, machines, buildings, etc.
- i) **Agency has to provide a pool of personnel out of which NCSCM will select the required number on the basis of interview or any other selection process deemed for the position.**

2.5. Responsibilities of the NCSCM Management:

The responsibilities of the management shall include:

- 2.4.1 Provide space for safe storage and issue of consumables, uniforms, maintenance of records and place of sitting for Supervisors (deputed by the contractor).
- 2.4.2 Clearly define the cleaning area, frequency and method of cleaning for respective locations, etc.
- 2.4.3 Co-operate with the deployed staff for smooth conduct of the assignments by the contractor.
- 2.4.4 Directly supervise the cleaning staff while carrying out cleaning in critical/sensitive areas like computer room, office room, etc. to avoid unwanted situations including damages, interruption, accident, etc.

DB



- 2.4.5 Develop log book, control sheet, checklist for documentation, regular monitoring and quality assurance, review and approval of Standard Operating Procedures(SoP) submitted by the contractor.

The requirement of manpower given against each category is approximate in nature, which may vary at the time of issue of Work Order. In case of variation, the maximum variation will be for maximum of 25% of the number listed above. The Agency will be paid for the extra persons deployed as required & requested by NCSCM at the rates quoted against the categories of Persons in the Financial Proposal at Annexure3.

2.6 EMD and Performance Security

- 2.6.1 The bidder shall submit along with the Technical Proposal, EMD of **Rs1, 00,000/-/(Rupees One lakh Only)**- in form of Demand Draft/ Pay Order/ Fixed Deposit Receipt in favour of Director National Centre for Sustainable Coastal Management, payable at Chennai. Bidders can also submit the EMD in shape of Bank Guarantee from any schedule bank of India in the prescribed format given in annexure 6. The BG so submitted should remain valid for a period of 135 days from the last date of submission of bid.
- 2.6.2 The EMD of the unsuccessful bidders shall be returned once the successful bidder deposits the Performance Security and signs the Contract. In case of the successful bidder, the EMD shall be adjusted towards Performance Security and the Performance Security shall be returned within 60 days of successful completion of the contract period.
- 2.6.3 Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards Performance Security in the form of Demand Draft (DD)/ Pay Order (PO)/ FDR in favour of Director National Centre for Sustainable Coastal Management., payable at Chennai or Bank Guarantee in the prescribed format of NCSCM. The BG so submitted must remain valid for a period of 60 days beyond contractual period. (**Annexure 6**).
- 2.6.4 Firms/Agencies registered under SSI/MSME are exempted from EMD. But the proof with respect to the same needs to be submitted along with the technical bid.

2.7 Payment & Price Validity

- 2.7.1 The Agency shall be paid on monthly basis as per the contracted rate. The price shall be all-inclusive including the cost of manpower and management. Payment shall be made only against the claims for the actual services delivered.
- 2.7.2 While the bill for 1st month shall be paid after submission of bill for the month. Payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month. **All disbursements to the services deployed shall be made only through direct bank credit by opening of "ZERO "bank balance**



account and issue of ATM cards free of charges.

2.7.3 The price as quoted by the Agency (as per **Annexure 4**) shall remain unchanged in the first year of operation. There shall be a price escalation of **10% on the quoted rate for each successive year of successful operation.**

2.7.4 Tax, if any, shall be paid at the applicable rate FROM TIME TO TIME.

2.8 Period of Engagement

2.8.1 The engagement shall be for a period of one year from the date of actual operation (beginning of service) or signing of contract whichever is later.

2.8.2 The contract may be renewed for a further period of two years on year to year basis on the same terms and conditions subject to satisfactory performance of the Agency and with the mutual consent of both the parties. **The contract may however be terminated at any time during the contract period with two months notice by either party.**

2.8.3 The agency shall sign the contract (Format given in **Annexure 5**) and start providing services (actual engagement of personnel) within 21 days of issue of Letter of Award/Intimation, as per the instructions provided below,

Acceptance of Award & Submission of Performance Security	Signature and Issue of Work Order	Provide poll of personals	Deployment for work
Within 7 days from the issue of LOA	within 4 days from the acceptance of award	within 7 days from the submission of signed work order	within 3 days from the poll provided for interview

2.8.4 If the contractor fails in any of the timeline mentioned above, it will lead to cancellation of award.

2.9 Termination /Suspension of Agreement

2.9.1 The contract can be terminated at any time prior to its completion by either Party with two months of notice period.

2.9.2 The NCSCM may, by a notice in writing suspend the agreement if the service provider fails to perform any of his obligations including carrying out the services, provided that such notice of suspension:

2.9.2.1 Shall specify the nature of failure, and

2.9.2.2 Shall request remedy of such failure within a period not exceeding 15 days after the receipt of such notice.

2.9.3 The NCSCM after giving 30 days clear notice in writing expressing the intension of termination by stating the ground/grounds on the happening of any of the events (i) to (iv) below, may terminate the agreement after giving reasonable opportunity of being heard to the service provider.

2.9.3.1 If the service provider do not remedy a failure in the performance of his obligations within 15 days of receipt of notice or within such further period as the Management (NCSCM) have subsequently approved in writing.

2.9.3.2 If the service provider becomes insolvent or bankrupt.



2.9.3.3 If, as a result of force majeure, the service provider is unable to perform a material portion of the services in a period of not less than 60 days:
or

2.9.3.4 If, in the judgment of the Management of (NCSCM), the service provider is engaged in corrupt or fraudulent practices in competing for or in implementation of the project.

2.10 Detail of Office Premises

2.10.1 Total indoor floor area including office rooms, common area, conference hall, reception / waiting area, store, restroom, toilet, security room, Central Warehouse, approach roads etc. is 1.50 lakhsq ft.(approximately).

2.10.2 However, interested bidders are requested to visit the office premises of (NCSCM) to assess the actual floor area, outdoor workload including internal road, lawn, parking area, rest shed, etc., preferably on the day of the pre- bid meeting.

3 Instructions to Bidders

3.1 Submission of the Proposal

3.1.1 The proposal shall be submitted in a sealed envelope with clear inscription as "PROPOSAL FOR HOUSE KEEPING MANPOWER SERVICES, RFP REFERENCE NO. NCSCM/IOC//2016-1/PROC" on top of it before due date and time.

3.1.2 The Proposal shall be in two parts i.e. Cover-A and Cover-B. "Cover-A" shall contain the Technical Proposal and "Cover-B" shall contain the Financial Proposal.

3.1.3 Technical and Financial Proposal shall be submitted separately in sealed covers with clear inscription as "TECHNICAL/ FINANCIAL PROPOSAL; RFP REFERENCE NO NCSCM/IOC/FACILITYMANAGEMENT/2016-1/PROC" on top of respective covers and both the sealed envelopes shall be sealed in a third envelop with required inscription on it as mentioned in Clause (a)above.

3.1.4 The Proposal shall remain valid for a period not less than 90 days after the last date of submission of RFP.

3.2 Contents of the Proposal

3.2.1 The technical proposal in addition to proof of eligibility shall contain:

1. All the information, documents and clarifications as required under

Annexure 2 & ToR.

2. EMD (in form of DD/PO/FDR) and RFP Document Cost (in form of DD/PO).

3. Copy of the RFP Document signed on every page by the duly authorized Signatory.

4. Authorization Certificate issued by the Agency for the Signatory signing the Documents submitted to NCSCM for this Tender.

~~3.2.2 The Financial Proposal shall be submitted in the format given in **Annexure 3.**~~

3.3 Evaluation and Selection

- 3.3.1 The proposals shall be evaluated in two stages i.e. technical evaluation and financial evaluation.
- 3.3.2 The Financial Proposals shall be opened of those bidders who will qualify in the technical evaluation.
- 3.3.3 The qualifying score in technical evaluation for the financial opening is 20 out of total score of 50. Format for evaluation is given in **Annexure4**.
- 3.3.4 Financial Proposals shall be opened in the presence of the technically qualified bidders' representatives, who choose to attend in person at the address given below–

NATIONAL CENTRE FOR SUSTAINABLE COASTAL MANAGEMENT
MOEF&CC, GOI, ANNA UNIVERSITY CAMPUS
CHENNAI 600025, TAMILNADU

Date of Opening of Financial Proposals shall be communicated to the technically qualified bidders.

- 3.3.5 For financial evaluation, Price excluding Tax shall be taken into consideration.

3.4 Award of Contract

- 3.4.1 Contract shall be awarded to the bidder whose bid has been determined to be substantially responsive and who has offered the lowest evaluated bid price.
- 3.4.2 In case two technically qualified bidders quote the same lowest price, the bidder with the higher mark in the technical bid shall be awarded the contract.
- 3.4.3 Any effort by a bidder to influence NCSCM in its decision on bid evaluation or placement of Work Order may result in rejection of the bidder's offer.
- 3.4.4 Any legal dispute arising out of this is subject to CHENNAI jurisdiction only.

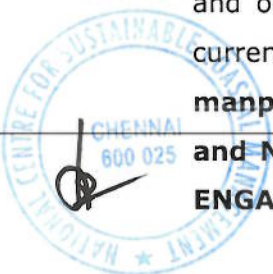
4 Special Conditions of Contract

- a) The deployed Staff must be skilled and competent with requisite physical fitness. The contractor shall issue an appointment order to the manpower deployed.
- b) The deployed Staff should carry out the works assigned to them with due sincerity, diligence, efficiency & punctuality.
-
- c) The Personnel deployed by the Agency should not have any Police records/criminal cases against them.
- d) NCSCM may advise the Agency to disengage any of its staff from service, with 24 hours prior intimation, in case the management of NCSCM found any negligence on the part of that particular staff.
- e) The Agency shall be totally responsible for the conduct of the personnel engaged for the service and the management shall not be responsible for their conduct at any point of time.
-
- f) In case of any damage/ pilferage caused to the property of NCSCM due to mishandling, carelessness of the Agency or its personnel then the same shall be recovered from the



Agency adjusting the amount against their monthly bill or any suitable other modes.

- g) The persons deployed shall, during the course of their work, may have access to classified documents, which they are not supposed to divulge to third parties. Any breach of this condition shall make the Agency as well as the person deployed shall be liable for penal action under the applicable laws besides, action for breach of contract.
- h) All the personnel engaged for the service shall be covered under insurance against any personal accident by the Agency and the NCSCM shall not be liable for any payment on account of compensation. Agency has to provide copy of the insurance document within one month after deployment of manpower.
- i) The Agency shall maintain all statutory registers under the law and shall produce the same, on demand, to NCSCM or any other statutory authority.
- j) The Agency shall also be liable for depositing all taxes, levies, cess, etc. on account of service rendered to NCSCM with the concerned tax collection authorities, from time to time, as per the applicable rules and regulations. The Agency shall have the responsibility to furnish documentary evidence in support of the statutory compliance to NCSCM, as and when sought for.
- k) The Tax Deducted at Source (TDS) shall be done as per the provisions under Income Tax Act and NCSCM shall provide TDS certificate to the Agency.
- l) The Agency shall be solely responsible for compliance of all statutory provisions like payment of minimum wages to the personnel deployed, ESI, Insurance, PF, etc. NCSCM shall have no liability in this regard.
- m) The NCSCM shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. Or otherwise. And in no circumstances, the NCSCM shall be made a party to it in case of any dispute arising out of such non-compliance. For the purpose of Minimum wages, Govt. Of India minimum wages needs to be taken. In case of any variance between the minimum wage rate of Govt of India, State Government, and District Collect orate, the highest minimum wage needs to be followed.
- n) In case of non-performance, part performance or non-adherence of the statutory obligations due to negligence on part of the Agency, penalty would be imposed by the NCSCM proportionate to the extent of default/non-compliance.
- o) NCSCM shall not be responsible for any financial loss or any injury to any person deployed by the Agency in the course of their performing the functions/duties, or for payment towards any compensation.
- p) The persons deployed by the Agency shall not claim nor shall be entitled to pay, perks and other facilities admissible to regular/ confirmed employees of NCSCM during the currency or after expiry of the Contract. **It is to be explicitly understood that the manpower deployed by the agency, shall remain as manpower of the agency and NCSCM SHALL HAVE NO LIABILITY WHATSOEVER ON THE MANPOWER SO ENGAGED.**



- q) In case of termination of this Contract on its expiry or otherwise, the persons deployed by the Agency shall not be entitled to and will have no claim for any absorption in the regular/ otherwise capacity in NCSCM. **It is to be explicitly understood that the manpower deployed by the agency, shall remain as manpower of the agency and NCSCM SHALL HAVE NO LIABILITY WHATSOEVER ON THE MANPOWER SO ENGAGED.**
- r) The persons deployed by the Agency shall not claim any benefit/ compensation/ absorption/ regularization of services with Office under the provision of Industrial Disputes Act., 1947 Or Contract Labour (Regulation & Abolition) Act, 1970 or any other Act/Rules. **It is to be explicitly understood that the manpower deployed by the agency, shall remain as manpower of the agency and NCSCM SHALL HAVE NO LIABILITY WHATSOEVER ON THE MANPOWER SO ENGAGED.**
- s) The transportation, food, medical and other statutory requirements in respect of each personnel deployed shall be the responsibility of the Agency, not of NCSCM.
- t) The Agency shall provide a suitable substitute well in advance if there is any probability of the person leaving the job due to his/ her own personal reasons. The payment in respect of the overlapping period of the substitute shall be the responsibility of the Agency.
- u) The agency shall communicate to the Director NCSCM, the name, residential address, age, etc of each of the persons deployed by him.
- v) The personnel of the agency shall be subject to the security check and restrictions imposed by NCSCM, Chennai.
- w) The contractor should under no circumstances engage any child or any person below the age of 18 for the performance of the work.
- x) Manager HR/Admin of NCSCM, or any other officer so nominated by NCSCM from time to time, will be the Officer in Charge(O-i-C) of NCSCM to oversee the entire operation of the agency . The agency shall execute the whole and every part of the work in accordance with the direction and supervision of the O-i-C and in conformity with the terms and conditions of the contract.
- y) Agency shall not assign or subcontract the work in whole or in part to anybody else.
- z) The agency has to submit a detailed report on the method of operation for each maintenance work to the O-i-C.
- aa) Safety of the manpower should be taken care and necessary safety tools and gadgets to be provided by the agency and also should adhere to the safety procedures while on duty.
- bb) The agency shall maintain the attendance register for all the services deployed at NCSCM and submit the same to the O-i-C every day for verification. **In addition to this the services are required to register their attendance in the Bio-metric attendance system maintained at NCSCM.**



- cc) The services should strictly adhere to the places to be earmarked for their lunch breaks. No refreshments will be provided for the services.
- dd) The services should not accept any jobs directly from the NCSCM staff. They should follow the instructions of O-i-C.
- ee) The agency should make necessary arrangements for first aid facility to their services. They should also make necessary arrangements for the transportation of services to the hospital during emergencies.
- ff) It shall be the sole responsibility of the agency to prevent theft or damage to the property and assets-movable and immovable-of the NCSCM by the services engaged by the agency. If there is any loss to the NCSCM on account of dishonesty, connivance and /or due to any such cause attributable to such services, the agency shall make good the loss to the NCSCM.

5 Penalty Clauses

5.1 In case the contractor fails to commence/ execute the work as stipulated in the agreement or there is a breach of any terms and conditions of the contract, the Employer reserves the right to impose the penalty as detailed below:

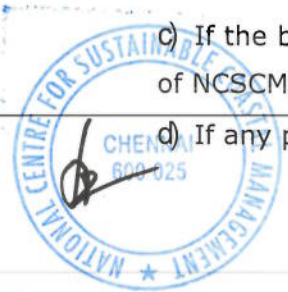
5.2 2% of cost of order/ agreement per week, up to 2 weeks delay.

5.3 After 2 weeks delay, the Employer reserves the right to cancel the contract and withhold the agreement and get this job be carried out from other contractor (s) from open market at the competitive rates. The defaulting contractor will be blacklisted for a period of 2 years and the difference amount, if any, will be recovered from the defaulting contractor by forfeiting the Performance Security deposited by the contractor.

5.2 For any breach of contract, NCSCM shall impose a penalty @ Rs. 500/- per day will be levied in addition to the expenditure incurred by NCSCM for getting the said work done through some alternative arrangements, only on the first occasion upon the agency in the event of breach, violation or contravention of any of the terms and conditions contained herein brought to the notice of NCSCM.

5.3 If the lapse is repeated, the extent of penalty will be doubled on each such occasion. Some of the instances in which penalty would be imposed are enumerated below, but these are not exhaustive and penalty may be imposed on any violation/ breach or contravention of any of the terms and conditions as well as assigned duties and responsibilities-

- a) If the personnel working are not found in proper uniform and not carrying their photo identity cards.
- b) If the personnel working are found indulging in smoking/ drinking/ sleeping during duty hours.
- c) If the behaviour of the deployed personnel (s) are found to be discourteous to any official of NCSCM.
- d) If any person is found performing duty by submitting a fake name and address.



e) If any person is found on duty other than that mentioned in the approved list provided by the Agency to NCSCM.

5.4 In case of any loss/ theft of NCSCM's property or stains on the floor/ wall, or any other damage the NCSCM will consider the circumstances and if the responsibility is fixed on the Agency, NCSCM will make good the losses by deducting the cost of loss from the Performance Security Deposit of the Agency or next month's bill of the Agency in one or more installments.

5.5 If the agency could not provide the services as per the terms of the contract liquidity damages @ 0.5% of annual value of the contract will be deducted for every day of deficiency in performance subject to a maximum of 10% of annual value of contract. This will be in addition to the recoveries for non performance of contract terms stipulated clause no 5.1,5.2, and 5.3 above.

6. Dispute Resolution Mechanism:

- a) All claims, disputes and other matters in question arising out of or related to this contract, which cannot be resolved amicably, shall be submitted to final and binding arbitration.
- b) The arbitration will be conducted and administered in accordance with the Indian Arbitration and Conciliation Act 1996. The arbitral tribunal shall comprise of 3(three) arbitrators nominated as provided hereinafter. The Service provider and the client shall each nominate one (1) arbitrator and the third arbitrator shall be selected by mutual agreement of the first two arbitrators.
- c) All arbitration proceedings shall be conducted in the English language and the place of arbitration shall be Chennai. The arbitral tribunal shall decide any dispute or claim referred before it, strictly in accordance with the governing law (which shall be Indian law). The arbitral award rendered by the arbitral tribunal shall be in writing and shall set forth in reasonable details the facts of the disputes and the reasons for the arbitrators' decision.

7. Governing Law:

This bid shall be governed by and interpreted in accordance with laws in force in India.

8. Force Majeure: Neither the NCSCM nor the agency shall be considered in default in performance if such performance is prevented or delayed because of war, hostilities, revolution, civil commotion, strike, epidemic, accident, fire, wind, flood, earthquake or because of any government action or of any act of God or of any other cause whether of similar or dissimilar nature beyond the reasonable control of the party affected.

ANNEXURE 1: Job Specification for House Keeping Service

Sl. No.	Particular	Scope of Services	Frequency
	NCSCM Buildings (including attached	a) Floor cleaning (sweeping, vacuuming and wet mopping)	Once a Day (8 am) and also as and when necessary



1.	toilet& lifts), Common Space.	b) Cleaning and dusting of furniture, fittings, office equipments, windows (frames, panels & glasses), ceilings, walls, Air Conditions ducts& pipes(once in a weeks) and other office equipments.	Once a day (8 am) and also as and when necessary Air Conditions ducts& pipes(once in a weeks)
2.	Corridor, Terrace, Staircase, rails, Reception and other common areas.	a) Floor Cleaning (sweeping, vacuuming and wet mopping) b) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling, wall and office equipment.	Once a day (8 am); and also as and when necessary Once a day (8am) and also as and when necessary
3.	Conference Hall, Security Room, Rest Room	a) Floor Cleaning (sweeping, vacuuming and wet mopping b) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling wall and office equipment.	Once a day (8 am) and also as and when necessary Once a day (8am) and also as and when necessary
4.	Store Room, Tool Room, Electrical room, Computer Room, etc.	a) Floor Cleaning (sweeping & vacuuming) b) Wet mopping c) Cleaning and dusting of furniture, window (frame, panels & glass), ceiling wall and office equipment.	Once in a day and also as and when necessary Once in a day Once in a day and also as and when necessary
			necessary



5.	Toilets.	<p>a) Cleaning of all toilets bowls, pans, urinals, wash basins and any other porcelain components using detergent solution.</p> <p>b) Floor to be cleaned using disinfection and cleaning agents (permitted grade), mopped and wiped dry.</p> <p>c) Cleaning, dusting and wiping of toilet walls, ceiling, pipes, mirrors and other fittings.</p>	<p>Four times a Day (8 am, 12 pm, 4 pm) and also as and when necessary</p> <p>-Do-</p> <p>-Do-</p>
6.	Maintenance of outdoor area	<p>a) Sweeping and cleaning of the entire campus.</p> <p>b) Cutting of bushes, pruning of trees, cleaning, leveling, etc.</p> <p>c) Spraying of insecticide; rodenticide, pesticide and larvicides for removal of flies, mosquitos' rodents and pests form the premises.</p> <p>d) Collection of garbage (indoor & outdoor) on daily basis and disposal of the same in the designated locations for collection by NCSCM.</p> <p>e) To remove/ clean periodically weeds, shrubs, plant growth/ roots in buildings, manholes, chambers, gully traps, gutters, sewer lines .</p>	<p>a-Daily (prior to 9.00 am) and also as and when necessary</p> <p>b-Weekly</p> <p>c-Weekly</p> <p>d-Daily (Before NCSCM collection hours in the area)</p> <p>e-At least once in a quarter & as and when required.</p>

PLACE:

Signature:

Date;

Seal of the Agency



ANNEXURE 2: Profile of the Applicant

(To be furnished along with the Technical Proposal Cover "A")

Sl. No.	Particulars	Details
1.	Name and Address of the Bidder	
2.	Constitution and Date of Incorporation/ Registration (Self-attested copy of Certificate of Incorporation/ Registration to be enclosed)	(NGO/Partnership Firm/Company/Others) Date.....
3.	Name, designation, contact no. and address of the Contact Person/ Local Representative	
4.	Financial position and operational results for last three financial years (from 2014-2015 to 2016-2017)	Self-Attested copies of Audited Profit & Loss Accounts and Balance Sheets are to be attached. Provisional Profit & Loss Accounts and Balance Sheets shall not be considered.
5.	Number of field level staff engaged at the client locations to render facility management service (Refer Eligibility Clause 2.1 d)	1. Supervisory Staff(Field) 2. Service & Support Staff To be supported by latest PF/ESI/TDS return filed with the respective Authorities.
6.	Years of experience in similar line of activity along with the list of clients to whom similar service has been provided in last three years <i>Separate list to be furnished for Govt. /</i>	1. Name of Client 2. Date of Contract 3. Duration of Engagement 4. Contract Value 5. Contact Status (Completed/Ongoing)



	<i>Public sector and private sector clients. Private sector clients of more than Rs 30lakh lakhs of annual contract value to be included.</i>	
7.	Registration/empanelment details with different authorities	(i) Authority(s): (ii) Date of Registration
8.	License to engage in the business of Pvt. Security Agency issued by competent Authority	Not applicable
9.	Plan for execution	(i) Manpower Planning (ii) Monitoring (iii) Quality Assurance
10.	Details of make, model, brand and quality of tool, equipment and consumables to be used	Item wise details to be furnished for the items in Annexure 2
11.	Any other details the applicant would like to furnish (Example: Awards & Accreditations)	

Note:

- (i) Information to be furnished in separate sheet wherever necessary.
- (ii) In case of documents, they shall be self attested photocopies.

Date:

Place:

Signature & seal

ANNEXURE 3: FINANCIAL PROPOSAL

Name and Address of the Bidder: Price

Details:

Sl. No.	Particulars	No.	Rate per Person per Month (Excluding Tax) (Rs.)	Monthly Cost (Excluding Tax) (Rs.)	Annual Cost (Excluding Tax) (Rs.)
		(a)	(b)	(c=a x b)	(d = c x 12)
	HOUSEKEEPING SERVICE				
1.	Housekeeping Staff				
2.	Housekeeping Supervisor				
3.	Others if Any(Please Specify)				
4.	Sub Total(1+2+3)				
5.	Agency Service Charges				
6.	Gross(4+5)				
7.	TAX				
7. a.	CGST (Rate-_____%)				
7. b	SGST(Rate_____%)				
7. c	IGST(Rate_____%)				
7. d	Others if any				
8.	Total Tax(7a+7b+7c+7d)				
9.	PRICE INCLUDING TAX(6+8)				

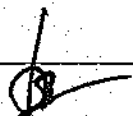
Total Price Excluding Tax: Rs.....(in words.....) only

Note: Pl. mention the % of GST as applicable and on which charges it is applicable. Also, the details of Other Taxes, if any, are to be mentioned. All costs like EPF,ESI Bonus, etc. needs to be factored in the final cost.

Date:

Signature with Seal

Place:



ANNEXURE 4: Standard Format for Evaluation of Technical Proposal

Name & Address of the Bidder:				
(For office use only)				
Sl. No.	Criteria	Maximum Marks	Marks Obtained	Remarks
1.	Constitution of the Applicant: a) Registered Company: 5Marks b) Society/Partnership Firm/Others: 3Marks	5		
2.	Years of Business Experience : a) Between 3 to 5 years: 5marks b) Between 6 to 9 years: 7marks c) Above 10 years: 10marks (To be calculated from date of incorporation/ registration for	10		
3.	Average no. of field staff employed in Chennai: a) Between 130 to 150: 2marks b) Between 151to 170 : 3marks c) Above 171 5marks	5		
4.	Market Presence(Years in Chennai) a) Years in Chennai 1 year: 2 marks b) Year in Chennai 2 to 5 year: 6	10		
5.	Category of Services Provided (last three years i.e. 2013-14 , 2014-15& 2015-16): a) Three Category : 4marks	10		
6.	Annual Turnover (last three Financial Years i.e. 2013TO2016) a) Above Rs.50 lakh: 4marks b) Above Rs. 75 lakh 7marks c) Above Rs.100lakh:10marks	10		
Total		50		



ANNEXURE 5: FORMAT FOR AGREEMENT

AGREEMENT

1. An agreement made this.....day of 2016 BETWEEN National Centre for Sustainable Coastal Management (NCSCM), Chennai hereinafter called "**1st Party**") of the one part AND **<insertnameandaddressoftheserviceprovider>**(hereinafter called "**2nd Party**", which expression shall, where the context so admits, be deemed to include his heirs/ successors/ executors/ administrators) of the other part.
2. Whereas the 2nd Party has been selected by NCSCM through an open tender issued vide Reference No.....dated, and accordingly the letter of award was issued vide No.....dated..... inviting to execute the contract.
3. And whereas the 2nd Party agreed to provide facility management services in the registered office premises of NCSCM at Chennai as per the provisions in the RFP document.
4. And whereas the 2nd Party has deposited the performance security of Rsafter adjusting the EMD amount submitted earlier along with the technical proposal vide.....

NOW THESE PRESENT WITNESSES AS FOLLOWS:

5. The following documents shall be deemed to form and be read and constructed as integral part of this Agreement, viz. :
 - a) RFP Terms of Reference;
 - b) Submissions and Declaration as part of the Proposal submitted;
 - c) Notification of Award Issued by the Authority.
 - d) Special Conditions of Contract



6. In consideration of the payments of Rs.....(in words.....) per month to be made by the 1st Party to the 2nd Party, the 2nd Party hereby covenants with the 1st Party to provide the agreed Services in all respects as per the provisions of this Contract.
7. The 1st Party hereby covenants to pay the 2nd Party in consideration of the provision of the agreed facility management services, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed in the Contract.
8. The description of the services to be rendered by the 2nd Party under this contract and their prices as offered by the 2nd Party and accepted by the 1st Party are asunder:

<Insert the price bid submitted by the Agency>

9. PRICE

- 9.1 The price shall be **firm and fixed** in the first year of operation. Service tax shall be paid on the monthly fees/charges at the rate as applicable. There shall be an annual price escalation of 5% on successful discharging of service by the 2nd Party.

10. PAYMENT

- 10.1 The payment shall be made to the 2nd Party on monthly basis.
- 10.2 While the bill for 1st month shall be paid after submission of bill for the month, payment from the 2nd month onwards shall be made subject to production of documentary evidence of having made all statutory payments such as PF, ESI, etc. for the previous month.
- 10.3 In case of any deficiency in performance or non-supply of agreed manpower, deduction shall be made proportionately from the monthly fees.
- 10.4 The 2nd Party shall submit the monthly bill within 1st week of the following month.



11: Dispute Resolution:

11.1. All claims, disputes and other matters in question arising out of or related to this agreement, which cannot be resolved amicably, shall be submitted to final and binding arbitration.

11.2. The arbitration will be conducted and administered in accordance with the Indian Arbitration and Conciliation Act 1996. The arbitral tribunal shall comprise of 3(three) arbitrators nominated as provided hereinafter. The service provider and the client shall each nominate one (1) arbitrator and the third arbitrator shall be selected by mutual agreement of the first two arbitrators.

11.3. All arbitration proceedings shall be conducted in the English language and the place of arbitration shall be Chennai. The arbitral tribunal shall decide any dispute or claim referred before it, strictly in accordance with the governing law (which shall be Indian law). The arbitral award rendered by the arbitral tribunal shall be in writing and shall set forth in reasonable details the facts of the disputes and the reasons for the arbitrators' decision.

12. Governing Law:

This agreement shall be governed by and interpreted in accordance with laws in force in India.

13. General:

13.1-In the event any of the terms stated herein are contrary to any previous understanding, commitments or agreements whether written or oral between the Parties, the terms of this agreement shall prevail.

13.2-Nothing in this agreement confers or purports to confer on any third party any benefit or any right to enforce any term of this agreement.

13.3-The Service Providers' relationship with the client is that of an independent service provider, and nothing in this agreement is intended to, or should be construed to, create a partnership, agency, joint venture or employment relationship. The service provider will not be entitled to any of the benefits, which the Client may make available to its employees.

For and on behalf of the Agency

For and on behalf of the Corporation

Authorized Signatory

<Authorized Signatory>

<Name and Address of the Agency>



Date:

Date:

1. Witness

1. Witness

2. Witness

2. Witness

A handwritten signature in black ink, consisting of a stylized 'D' followed by a long horizontal stroke.





BANK GUARANTEE FORM

TO:

.....
.....
.....

WHEREAS..... (Name of the Supplier) hereinafter called "the Supplier" , has undertaken, in pursuance of Contract to supply..... (Description of equipment and services) hereinafter called "the Contract"

AND WHEREAS it has been stipulated by you in the said Contract that the Supplier shall furnish you with a Bank Guarantee by a national/scheduled Bank located in India for the sum specified therein as security for compliance of the Supplier's performance obligations in accordance with the Contract.

AND WHEREAS we have agreed to give the Supplier a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Supplier up to a total of Rs.....(in figures) (in words) (Amount of Guarantee) and we undertake to pay you up on your written demand declaring the Supplier to be in default under the Contract and without cavil or argument any sum or sums within the limit of Rs. (Amount of Guarantee) without your needing to prove or show grounds or reasons for your demand or the sum specified therein.

This Guarantee is valid until the day of 201...

Date

Signature and seal of Guarantors

Address:.....

.....

[Handwritten signature]



NATIONAL CENTRE FOR SUSTAINABLE COASTAL MANAGEMENT

Ministry of Environment, Forest & Climate Change, Government of India

POINTS CHANGED / CLARIFIED TOWARDS HOUSE KEEPING SERVICES TENDER DOCUMENT

S. NO.	ITEM NO	DETAILS AS PER CONTRACT	Query raised by the participant in the prebid meeting	Clarifications Issued	Remarks
1	2.1 (a)	Minimum 3 yrs of experience (as on 31.03.2018)	In the pre bid meeting prospective bidders asked to reduce the firms/agencyi experience from 3 years to 1 year.	There will be no reduction in the years of experience for firms/agencies.	Please see the final bid document hosted in the website, nescm.res.in. for the corrigendum
2	2.1 (b)	a) Provided similar services (supply of manpower for housekeeping) to at least one Government/ Semi-Government/ public sector undertaking clients successfully (uninterrupted/ continuous) for a period of minimum 12 months (during the last 3 financial years i.e.from2015-16 to 2017-18) as on 31/03/2018. (Self- Attested copies of Agreements/ Work Orders along with proof of bills/claims to be furnished along with the technical	Bidders asked to clarify, the last three Financial Year(FY) is from 2014-15 to 2016-17 or from 2015-16 to 2017-18.	Last three financial year will be from FY 2014-15, Fy 2015-16, and FY 2016-17	Please see the final bid document hosted in the website, nescm.res.in. for the corrigendum
3	2.1 (c)	a) Must have executed one similar work (providing manpower for housekeeping services) for at least Rs30/- Lakh during the last 3 years i.e. from 2015-16 to 2017-18. (Self-Attested copies of Completion/ Performance Certificates from the Employers as a proof of successful completion of the Contract are to be enclosed as supporting evidences)	Bidders asked to clarify, the last three Financial Year(FY) is from 2014-15 to 2016-17 or from 2015-16 to 2017-18.	Last three financial year will be from FY 2014-15, Fy 2015-16, and FY 2016-17	Please see the final bid document hosted in the website, nescm.res.in. for the corrigendum
4	2.2	Housekeeping services - 25 Nos. (may vary)	Participants asked to clarify, out of total requirement of 25 numbers of staff , how many male and how many will be female , and in case of variation in case of total number, what will be the maximum variation.	Out of total number of 25, 5 must be male and 5 must be female, rest can be by any gender. In case of variation, the total variation will be limited to a maximum of 25%.	Please see the final bid document hosted in the website, nescm.res.in. for the corrigendum



Director

National Centre for Sustainable Coastal Management
Ministry of Environment, Forest and Climate Change
Government of India, Anna University Campus
Chennai - 600 025, India




.....

.....

5	2.2	Housekeeping services - Working hours 8am to 8pm from Monday to Saturday including holidays	Query raised by various prospective bidders to clarify, whether, there will be 12 hour sift, or 8 hour sift, whether the rate to be quoted for 12 hrs sift ? Because the working hour is mentioned from 8AM to 8PM.	Sift Hour will be 8 hour per sift. NCSCM will decide the sift for the deploued personnels. Rate to be quoted for 8hour sift.	Please see the final bid document hosted in the website, nscsm.res.in. for the corrigendum
6	2.2	Housekeeping supervisor	Prospective bidders asked to clarify, the skill level of House keeping supervisor.	Semi Skilled	Please see the final bid document hosted in the website, nscsm.res.in. for the corrigendum
7	2.6.1	The bidder shall submit along with the Technical Proposal, EMD of Rs1, 00,000/- (Rupees One lakh Only) - in form of Demand Draft/ Pay Order/ Fixed Deposit Receipt in favour of Director National Centre for Sustainable Coastal Management, payable at Chennai.	Prospective bidders asked to allow bank guarantee for submission of EMD.	Bidders can submit EMD in the form of Bank Guarantee. The BG so submitted shall be as per the prescribed NCSCM format attached as annexure-6 in the bid document and validity mentioned under EMD clause of the Bid Document	Please see the final bid document hosted in the website, nscsm.res.in. for the corrigendum
8	2.6.3	2.6.1 Performance Security shall be 5% of annual contract value. The successful bidder shall deposit the balance amount (after adjustment of EMD) towards Performance Security in the form of Demand Draft (DD)/ Pay Order (PO)/ FDR in favour of Director National Centre for Sustainable Coastal Management., payable at Chennai within 21 days of notification of award after which contract will be	Prospective bidders asked, whether, Performance security can be submitted in the form of Bak Guarantee or not?	Bidders can submit Performance Security in the form of Bank Guarantee. The BG so submitted shall be as per the prescribed NCSCM format attached as annexure-6 in the bid document and validity mentioned under Performance Security Clause of the Bid Document	Please see the final bid document hosted in the website, nscsm.res.in. for the corrigendum
9	2.8.3	The agency shall sign the contract and start providing services within 21 days of issue of LOA	clarification needed towards bifurcaiton of 21 days for submission of documents	Details time line is given in point number 2.8.3	Please see the final bid document hosted in the website, nscsm.res.in. for the corrigendum
10	Special conditions of Contract - 4 (m)	a) The NCSCM shall not be held responsible for any statutory non-compliance on the part of the Agency with respect to the Labour Laws including PF, ESI, Workman Compensation, Insurance, Minimum Wages Act, Labour Safety, etc. Or otherwise. And in no circumstances, the NCSCM shall be made a party to it in case of any dispute	Minimum wages should be taken as per which law (Central govt., State govt., or district order)	For the purpose of Minimum Wages Act, Govt. Of India minimum wages needs to be taken. in case of any variation in wages between Govt of India Minimum Wage, State Govt Minimum Wage, and District Collector Minimum Wage, the fightst minimum wage rate needs to be followed.	Please see the final bid document hosted in the website, nscsm.res.in. for the corrigendum

