

CENTRAL ADOPTION RESOURCE AUTHORITY (CARA)
West Block-8, Wing-II, 2nd Floor, R.K.Puram,
New Delhi-110066.

NOTICE INVITING TENDER

Date : 14.11.2017

To :

Subject: Annual Maintenance Contract (AMC) for **Housekeeping Services** in the Central Adoption Resource Authority (CARA).

Sir,

I am directed to refer to the subject stated above and to invite Sealed Quotations from experienced & reputed manpower service providers/agencies for providing Housekeeping Services to this Office located at West Block-8, Wing-II, 2nd Floor, R.K.Puram, New Delhi-110066 for a period of One Year from the date of award of this contract. The contract may be further extended based on performance of the firm. The terms & conditions of the contract are enclosed at Annexure-I. The contract is for 02 male and 01 female housekeeping persons.

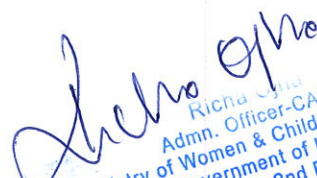
2. The tenders should be submitted in **two sealed covers**.

(A) The first sealed cover super-scribed as **"Technical Bid"** should contain the following items:

- (i) The proforma at Annexure-II, duly filled in, along with relevant documents/information.
- (ii) Acceptance of terms and conditions at Annexure-I.
- (iii) Earnest Money Deposit (EMD) of **Rs.20,000/-** (Rupees Twenty Thousand only). [as per details in terms & conditions].
- (iv) Certificate to the effect that the agency has never been blacklisted by any one at any time.

(B) The sealed cover super-scribed **"Financial Bid"** should contain only rates which are to be quoted on monthly basis for normal duty of 8 hours per person per day and should be based on the minimum wages fixed by the Government of NCT of Delhi under Minimum Wages Act, 1948 and as amended from time to time.

(C) Both the sealed covers should be placed in the main sealed cover super-scribing "Tender for supply of Housekeeping Service" and be dropped in the Tender Box kept at the reception of CARA Office, at 2nd Floor, so as to reach latest by 28.11.2017 **before 3.00 P.M.**


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3. The Technical Bid will be opened by the Tender/Purchase Committee on the same day i.e. 28.11.2017 at **3.30 P.M.** The tenderers may remain present during opening the bids at their own will.
4. The Tender/Purchase Committee will assess the ability of the agencies to supply requisite number of personnel based on its record/profile and on such other criteria as it may be fixed and only those found technically fit will be eligible for financial bid opening.
5. The Secretary (CARA) reserves the right to amend/withdraw /relax/modify any of the terms & conditions contained in the Tender Documents or reject any or all the application (offers) without giving any notice or assigning any reason thereof. The decision of the Secretary (CARA) in this regard will be final and binding.
6. The Tender form & other relevant enclosures can be downloaded from the CARAs Website i.e. www.cara.nic.in .

Yours faithfully,



(Richa Ojha)

Administrative Officer

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Terms and Conditions of contract for Housekeeping Services

1. Central Adoption Resource Authority, a Statutory Body under the Ministry of Women & Child Development, located on the 1st and 2nd floors at West Block-8, Wing-2, R.K Puram, New Delhi-110066, invites tenders from reputed, registered, recognized and experienced agencies dealing with Housekeeping Services with at least five years` experience on competitive contract basis. One female and 2 male housekeeping staff are required to be engaged. The same can be increased or decreased depending upon the requirement of the office at a later date.
2. Scope and Work. The scope of work of Housekeeping Services will comprise of:
 - a) Maintaining a dust free office.
 - b) Cleaning of the toilets, floors and sanitary fittings and pipes.
 - c) Disposal of garbage.
 - d) Cleaning of the entire office daily before 0900 hours.
 - e) Dusting of desk top computers, printers, key boards & tables once daily.
 - f) Cleaning of the wooden partitions.
 - g) Cleaning of the corridors, stairs and public areas.
 - h) Cleaning as and when required.
 - i) Spray air freshners in all toilets and room Freshners in room.
 - j) Provide good quality liquid soap in the soap containers in toilets and ensure that they remain filled through the day.
 - k) Spray 'HIT' in the rooms and other parts of office to prevent from mosquitos.
3. The Agency should be Registered with concerned Govt. authorities, viz. Registrar of companies/Govt. Societies/Commissioner Employees/DGR and a copy of the valid certificate must be attached with the Technical bid.
4. The Housekeeping staff and the Supervisor so deployed at CARA should maintain absolute confidentiality & secrecy throughout.
5. The Agency should maintain registers as follows to include details of each employee:
 - (a) Personal details:
 - i. Name
 - ii. Address with telephone number
 - iii. Photograph
 - iv. Aadhar card number
 - v. Photo I-Card number
 - (b) Records of salary and deductions made by the service provider in respect of each of its employee deployed to CARA.
6. The Agency shall submit documentary evidence of having deposited the authorised dues of the previous month of PF and ESIC in the accounts of each employee deployed at CARA with the monthly bill. No bill shall be accepted without the supporting documents of PF and ESIC deposits.


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7. GST challan of the previous month will be attached with the monthly bill. No bill shall be accepted without the GST challan.
8. The agency shall provide the following documents in respect of each employee at the time of start of services and whenever any employee is replaced:-
- (a) Police verification.
 - (b) Medical fitness certificate.
 - (c) Identity card.
9. The agency shall provide 2 sets of proper uniforms to the Housekeeping Staff deputed at CARA along with washing allowance to include:
- a) Shirt and trouser.
 - b) Shoes and socks.
 - c) Cap.
 - d) Adequate winter clothing.
10. The agency shall replace any Housekeeping Staff not available on duty or found unsuitable for duty on the same day. Agency shall arrange additional staff whenever required by the office.
11. Under normal conditions, no housekeeping staff will be deployed for double duty.
12. The manpower deployed for the provision of Housekeeping services by the contractor shall be the employees of the agency for all intents and purposes. In no case a relationship of employer and employee between the office and said manpower shall occur implicitly or explicitly.
13. The agency shall ensure proper insurance coverage to its employees by taking adequate workmen compensation policy.
14. No discount in any form will be offered by the agency amounting to lowering of overall cost.
15. The rates quoted should be calculated on notified daily wage basis as approved by the Delhi Govt. and computed on monthly basis per employee inclusive of all allowances charges like ESI, PF and inclusive of working on Sundays, paid holidays, casual and earned leave etc. and any other statutory obligation and should not be less than that accruing on the basis of the statutory wages.
16. CARA will not be responsible for any injury or loss of life of any housekeeping staff which may take place in the course of their deployment in this office.
17. In case any of the person so deployed by contractor/agency/firm does not come up to the mark in terms of general discipline or does not perform his duty properly or indulges in any unlawful activity including riots or disorderly conduct, the agency on order of the office shall immediately


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withdraw such person(s) from the premises and will provide suitable replacement immediately.

18. The contractor/agency/firm shall ensure decent behaviour of the their staff deployed inside the office premises of CARA.

19. On award of the contract, the bidder will be required to execute and arrange **to deposit an amount equivalent to one tenth of the annual tender value in the form of Bank guarantee as a security deposit against loss/damage to the property of the office.** The security deposit will be refundable after expiry of 60 days of the contract period and any loss/damage sustained to the office during the currency of agreement would be adjusted/recovered from the amount of security deposit. If the loss so caused is more than the security amount the contractor shall be liable to made good the loss so incurred within a week from the expiry of the contract.

20. Payment for Housekeeping Services shall be made by Cheque/ Electronic means only.

21. Income Tax and surcharge and TDS as applicable per rule shall be deducted from the bill.

22. In the case of unsatisfactory services, the Office of CARA reserves the right to terminate the contract/agreement immediately without assigning any reason.

23. Lapses in the housekeeping services will result in a deduction from the bills/security deposit of the contractor/agency/firm. The penalty shall be decided by the competent authority at CARA.

24. CARA also reserves the right to levy any penalty for breach of any of the conditions/contract by the contractor/agency/firm including forfeiture of the security deposit, deduction from the monthly bills of the contractor/agency/firm and call for fresh tender. The decision of the Office of Central Adoption Resource Authority will be final and binding on the contractor/agency/firm.

25 The contractor/agency/firm will ensure co-operation with CARA employees and with any representative of the CARA in their routine check-up of housekeeping arrangements.

26. The agency finally awarded the contract by the Competent Authority shall be required to undertake the following before actual commencement of the work:

- a) Submit a consent letter for undertaking the sign the contract on a non-judicial stamp paper or Rs.100/- with respect to all the conditions stated above, after receipt of work order.


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- b) Submit the list of potential persons to be deployed at CARA alongwith:
- i. Identity Proof
 - ii. Address Proof
 - iii. EPF acct
 - iv. ESIC acct
 - v. Photograph
 - vi. Aadhar Card
 - vii. Police verification

27. The manpower deployed will have to mark their attendance on Bio-matric Attendance System (BAS) Machine installed at CARA. It may be clearly understood that the bill of the Service Provider shall be settled on the basis of attendance marked through BAS.

28. The agency must have at their registered office in Delhi, a landline telephone at the office and the residence of the Proprietor / Partner/ Director as the case may be.

29. During the period of this contract, the agency shall provide uninterrupted service and perform their duties diligently, honestly and to the entire satisfaction of the Office. The agency shall constantly keep in touch with the Office regarding the service arrangements provided at office premises and abide by the instructions and directions issued by the Office in this regard from time to time.

30. All claims which may arise due to the negligence of the person deployed (including all types of charges/incidental charges/legal charges, etc.) shall be borne by the agency.

Cleaning Material

31. Adequate cleaning material required to keep the office clean shall be provided. The minimum quantity & quality of the requirement every month would be as under;

- a) Floor cleaner (Lizol or equivalent 7 ltr minimum per month)
- b) Toilet cleaner (Harpic or equivalent 7ltr minimum per month)
- c) Glass cleaner (Colin or equivalent 7 ltr minimum per month)
- d) Utensils cleaner (Vim or equivalent 5lt minimum per month)
- e) Detergent (Nirma or equivalent 2kg minimum per month)
- f) Acid (Domax or equivalent 2ltr)
- g) Duster (6 Pc)
- h) Mopping cloth (2 pc per month)
- i) Toilet cleaning brushes (4 pc per month)
- j) Liquid Soap (Dettol or equivalent 8 ltr minimum per month)
- k) Wipers (big size 4 wipers per month)
- l) Insecticide (Hit or equivalent
- m) One Vacuum cleaner (Two vacuum cleaner)
- n) Room Fresheners, Toilet Fresheners (Godrej, Airwick or equivalent 8 pc minimum per month.


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** The brand mentioned against the items are only suggestive to indicate quality to be provisioned and any other equivalent brand may be provided.*

32. The above mentioned cleaning material and allied equipment being provided by the agency to be used each month along with the brand and its quantity shall be attached with the tender.

33. A stock register for issue and use of the a/m material shall be maintained by the agency and kept under the custody of Caretaker, CARA.

34. It is mandatory for the agency to make the payment to the personnel engaged by the agency by the 7th of every month. Failure to do so shall result in a penal deduction of Rs.500/- per day till the date of payment release to the personnel from the monthly bill of the agency. The amount of the penal deduction shall be released by the CEO of CARA in case of genuine reasons.

35. All salary payments shall be made through bank transfers only. The agency will be responsible for opening bank accounts of its employees. In case any complaint is received or it is observed that the payment to the housekeeping staff is not being made as per law, CARA shall have right to make payment to these workers at the risk and cost of the agency. CARA shall not incur any liability for any expenditure whatsoever on the persons employed by the Agency on account of any such statutory obligation. The agency shall provide documentary evidence in lieu of payment made to deployed personnel.

36. In case the agency is unable to render service of requisite specification and quality, necessary deduction or otherwise would be made from their bills. This shall be binding on the agency.

37. Initially the contract will be for a period of one year from the date of award of the contract. The contract may be renewed for further period of 6 months on the same terms and conditions at the discretion of CARA. In case the services are not found satisfactory, the contract shall be terminated with 15 day's notice to the agency and without any payment.

38. The contract can be terminated by CARA at any time without notice in the event of gross security risk or gross damage to the CARA's property due to the agency's failure or persistent failure by the agency in providing satisfactory service to the office or because of any lapse on the part of the Safai personnel deployed by the bidder. The decision of CARA in this regard shall be final and binding on the agency.

39. In case of any dispute arising out of this contract/work between CARA and the agency, the decision of Secretary, CARA shall be final conclusive and binding on all parties to the contract.

40. The agency shall not sublet the work to other contractor/agency/firm after the award of work.


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41. Any damage to the CARA's property caused by the carelessness of the workers shall be borne by the agency and such loss should be brought to the notice of the Administrative Officer of CARA by the firm/agency/contractor immediately.

42. The Secretary CARA is the Competent Authority and reserves all right in this behalf including the right to reject or partially accept any or all of the tenders and to modify any or all the terms & conditions stipulated without assigning any reason.

43. The agency should not have been blacklisted by any organization. Necessary declaration to this effect should be attached with the Technical Bid.

44. An earnest money of Rs.20,000/-(Rupees Twenty Thousand only) should be paid along with the tender **[Technical Bid]** in the form of Demand Draft/Pay Order/Bankers Cheque drawn in favour of, "**Central Adoption Resource Authority**". Tender not accompanied with the requisite Earnest Money will be rejected out-rightly without assigning any reason/entertaining any correspondence. The earnest money of unsuccessful bidders will be refunded without accrual of any interest in due course of time.

45. Jurisdiction for legal disputes, if any, arising during the period of the contract, will be in Delhi Courts only.

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Technical Bid

S.N.	Particulars	To be filled by the Tenderer
1	Name of the agency	
2	Whether brief profile of the agency is enclosed	
3	Detailed office address of the agency with telephone number, e-mail address, fax number, mobile number and name & designation of the contact person	
4	Whether registered with all concerned Government authorities (Registrar of Companies, Commissioner employees /DGR etc.) copies of all certificates of Registration should be attached.	
5	PAN/TIN Number(copies to be enclosed)	
6	Service Tax Registration No.(copy to be enclosed)	
7	EPF Registration No. (copy to be attached)	
8	ESI registration No. (copy to be attached)	
9	Labour License No. (copy to be attached)	
10	No. of employees as on 1 st March 2017 and also as on date.	
11	Length of experience in the field.	
12	List of Government Ministries/Departments/client showing experience in the field(copies of contracts/ orders placed on the agency during the last two years should be attached.)	
13	Whether copies of Income Tax return for the last 03 years attached.	
14	Details of EMD (i) Amount (ii)Draft No. (iii)Date (iv) Issuing Bank	
15	Whether a copy of terms &conditions(Annexure-I) duly signed in token of acceptance of the same attached.	
16	Whether the firm/company is blacklisted by any Government Department or any criminal case is registered against the firm/company or its owner/partners/Director anywhere in India(If n., an undertaking to this effect is to be attached).	

Note : The bidder shall enclosed a copy of documentary evidence in case of item No. 10, 11, 12 & 13 of last 3 years Balance Sheet shall have to be enclosed with the Technical bid.

Date:

(Name and signature of authorized person with seal)


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FINANCIAL BID

Tender of bid providing housekeeping arrangement in CARA Office, Office Building and its Surrounding Areas in the Ist & IInd Floor.

(Amount in Rupees)

S. No.	Particulars	Charges Per Month (Unskilled Labour)	Charges Per Month (Semi-Skilled Labour)
1.	Rate of Unskilled Labour per day / per head		
2.	Rate of Semi-Skilled (Supervisors / Driver) per day/ per head.		
3.	Rate of EPF (As per Government order) @ 13.15%		
4.	Rate of ESI (As per Government order) @ 4.75%		
5.	Rate of Service Charges		
6.	Rate of Service Tax (As per Government order) @ 18% GST		
7.	Total Charges of Unskilled Labour per Month / per head (Including EPF, ESI, Bonus, Services Charges & Service Tax)		
8.	Total Charges of Semi-Skilled Labour per month / per head (Including EPF, ESI, Bonus, Services Charges & Service Tax)		
9.	Cost of cleaning material (including of all taxes) per month. (As mentioned in tender para 31 & 32)		

Service charges cannot be 'Nil' or 'Zero. It should be in conformity with Ministry of Finance, Department of Expenditure, PP Division's OM No. 29(1)/2014-PPD dated 28.01.2014.

Date:

(Name and signature of authorized person with seal)


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